Tuition Fee Refund Application Form

Important Information
This form applies to all domestic students seeking a refund of tuition fees or to re-credit a FEE-HELP balance. It should be read in conjunction with the following policies:

- Tuition Fee Refund Policy (Domestic or International)
- Deferral, Suspension or Cancellation of Enrolment Policy
- Admissions Policies (Domestic or International)
- Academic Integrity & Conduct Policy
- Grievance & Appeals Policy
- Special Consideration Policy

All college policies referenced in this document can be found in the Student Handbook and accessed via Student Resources section of the MyCollarts student portal at http://mycollarts.edu.au/login/index.php
and FAQs section of the college website.

International students on a student visa should be aware that receiving a tuition fee refund for any unit of study may affect the duration of their course of study and therefore the length of their student visa. Any changes to the duration of the course of study as a result of course credit will be reported to the Department of Home Affairs (DHA) via PRISMS. To check the conditions of a student visa please visit the DHA website at: https://www.homeaffairs.gov.au or call 131 881.

Grounds for Approval of Application Request
The Tuition Fee Refund Policy for Domestic Students outlines the grounds for a refund of domestic tuition fees. Collarts may, in its absolute discretion, grant a partial or full refund where they determine there are special circumstances which make it impracticable for the student to complete the requirements of the unit/s of study such as:

- Medical circumstances
- Family circumstances
- Personal circumstances
- Employment related circumstances
- Course-related circumstances

Students wishing to make application for a fee refund should refer to the Tuition Fee Refund Policy which can be found in the Collarts Student Handbook and via the MyCollarts Student Portal.

The Application Process
To be eligible for a tuition fee refund, a student must withdraw (cancel their enrolment) in a course of study or unit of study, or suspend their enrolment to take a leave of absence, on or before the relevant Census Date (for domestic students) or Commencement Date (for international students), by lodging the appropriate form with Student Services in accordance with the Deferral, Suspension & Cancellation of Enrolment Policy available for download via the MyCollarts Student Portal at http://mycollarts.edu.au/login/index.php).

Having lodged the appropriate form to withdraw or suspend enrolment to take a leave of absence, domestic students seeking a refund of tuition fees must lodge this Application for Fee Refund form with Student Services. A fee refund is not an automatic result of withdrawing or cancelling enrolment.

All supporting documentation should be attached to the completed form as either copies certified by a Justice of the Peace or presented as originals to Student Services who will copy and witness the documents as true copies, returning the originals to the student. Collarts will only consider an application complete and eligible for assessment if all sections have been completed, the form signed and the above documentation attached.

Collarts will assess and respond to all completed applications within fifteen working days. The applicant will be advised of the decision in writing and the application and decision thereof will be kept on the student file.

Assessment & Notification of Outcome
On receipt of your completed application, Collarts will assess the request in accordance with the college Tuition Fee Refund Policy and advise you of the outcome in writing within fifteen working days.
If the application is approved, the student will receive an Approval of Fee Refund Letter via email advising the decision in writing and confirming how the refund will be paid.

If the application is denied, the student will be issued a Refusal of Fee Refund Letter via email advising the reasons for refusal and their right to appeal the decision. Students wishing to make an appeal should refer to the college Grievance & Appeals Policy which can be found on the website or downloaded via Student Resources section of the MyCollarts student portal at http://mycollarts.edu.au/login/index.php

The application, assessment decision and outcomes will be saved to the student file for record.

Lodging the Application Form
You can lodge your completed application ie. including all supporting documentation to Student Services by one of the following means:

In person: To any Collarts campus reception or Student Services Office.
By email: support@collarts.edu.au

Privacy Statement
Collarts is committed to the protection of privacy in accordance with the Privacy Act 1988. Collarts collects, stores and uses personal information only for the purposes of administering student admissions, enrolment and education. All information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal and regulatory compliance requirements of Collarts as a higher education provider. For more information on our approach to privacy, please refer to our Privacy Policy in the Student Handbook.

LODGEMENT RECEIPT **received by Collarts for assessment**	
Collarts SIGN HERE	**Date:** **Name:**
Student Number:	

Please retain this cover sheet for your records.

COLLARTS

Tuition Fee Refund Application Form

PERSONAL DETAILS

First Name: _____ Last Name: _____

Student ID Number: _____ Contact Phone Number: _____

Program: _____

REFUND REQUEST

I am applying for:	○ **Fee Refund**	○ **FEE-HELP Re-Credit**	○ **Partial Fee Refund or FEE-HELP Re-Credit**
List the units for which a refund/re-credit is sought:			

REASON FOR REFUND REQUEST

I am applying on the following grounds as outlined in the ***Tuition Fee Refund Policy*****:**

- ○ Withdrawal of my course of study was before the Census Date
- ○ Suspended my enrolment before Census Date to take a Leave of Absence or Deferral
- ○ Special Circumstances after the Census Date as outlined below

*Supporting evidence &/or documentation should accompany all claims stated above.

STUDENT DECLARATION

Have you attached the relevant documentation to support your application which could include but not be limited to:

- ○ Medical certificate or letter from a medical professional, who is not a family member
- ○ Letter from a social worker, lawyer or psychologist, who is not a family member
- ○ Death notice, certificate or obituary and evidence of relationship
- ○ Police report
- ○ Statutory declaration from applicant or someone relevant to the circumstances
- ○ Jury summons notice
- ○ Notification from the Department of Defence, Department of Justice and Community Safety or Emergency Services

*Please note your application will not be deemed complete or assessed until this documentation is provided.

AUTHORISATION

*I declare that the information provided by me is true and correct. I have read and understood the information contained on this form, at the **Tuition Fee Refund Policy** as published in the Collarts Student Handbook which can be accessed via the FAQs section of the college website or the MyCollarts student portal at [http://mycollarts.edu.au/login/index.php).](http://mycollarts.edu.au/login/index.php)*

Student Signature: _____ Date: _____

Dean/Delegate Signature: _____ Date: _____

OFFICE USE ONLY

Staff Name:	○ Approved ○ Declined	○ Profile Updated	○ Notification Sent