

REFUND REQUEST FORM



WHITEHOUSE
INTERNATIONAL
COLLEGE
RTO 45927 | CRICOS 04067D

02 6190 7902 
www.whitehousecollege.edu.au
admin@whitehousecollege.edu.au 
Address: 1/150 King Street,
Newcastle, 2300, NSW

Email this form to: Admissions@whitehousecollege.edu.au

Please ensure you have read the policy regarding refunds attached at the end of this form

Date of Application:			
Student's Name		Student Number	
Qualification (code and title)			
Phone			
Email			
Education / Migration Agent Name:			
Agent contact details:			
Amount Requested to be Refunded (AUD)	\$	AUD	
Reason for requesting a Refund – Please select what most closely aligns to your situation:			
<p>I am requesting a refund for unused course fees after withdrawing. <input type="checkbox"/></p> <p>I am requesting a refund for overpaid fees. <input type="checkbox"/></p> <p>I am requesting a refund for a deposit or payment made before the course started. <input type="checkbox"/></p> <p>I am requesting a refund due to visa refusal. <input type="checkbox"/></p> <p>I am requesting a refund for another reason</p> <p><i>Please outline below</i></p>			

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Refund Processing and Banking Details- Refunds are paid in AUD. Please ensure that your bank accepts AUD prior to completing this form

Bank Name:			
Bank Address:			
Account holder name:			
Account Number or IBAN number:		BSB Number or Swift number	
Account holders Address:			

For refunds into overseas bank accounts that do not accept Australian Dollars, you will need to provide a letter from your bank detailing your bank account details in full. Failure to do so may result to the rejection of your refund and significant delays.

Details of documentation to support your application (Please ensure these are attached to the email to admissions@whitehousecollege.edu.au)

I am attaching the following to support my application for a refund

Visa Rejection Letter

Record of payment

Evidence of extenuating / compassionate circumstances

Other documentation (Please detail what other documentation you are attaching below)

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Declaration

- I declare that to the best of my knowledge, the information I have supplied on this form is true and correct and that I have evidence to support any statement that I have made within this form
- I have read and understood the refund policy attached at the end of this form
- I understand that Whitehouse International College may keep a portion of the amount I have paid towards a course I did not start as a processing fee.
- If the bank account is not in my name, I authorise Whitehouse International College to pay to the bank account I have provided details for,
- I acknowledge that if my bank does not accept AUD that processing of my refund may take longer than the published processing time and additional information may be required.
- I acknowledge that if I provide incorrect bank details, this may delay the processing of my refund.
- I understand that if I have not specified the amount I am requesting to be refunded, an assessment will be made based on the credit balance available on my account.

Name of student:

Signature:

Date:

Office use only	
Application processed by	
Decision	Accepted Rejected
Summary of decision:	
Amount processed:	
Date processed	

Refund policy – Whitehouse International College

Eligibility for a refund of fees will be assessed under 3 categories A, B and C which are outlined below:

A. Circumstances in which a Full refund will be paid

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- Where a course does not start on the starting date outlined in the Letter of Offer
- If a student cannot commence the course because of illness, disability or where there is death of an immediate family member of the student (parent, sibling, spouse or child). Evidence will be required in to support this case
- At the discretion of Whitehouse International College's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by Whitehouse International College and this is not due to incorrect or incomplete information being provided by the student.

B. Circumstances in which a partial refund will be paid

- Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund).
- Partial refunds will also be provided in the same manner as for provider default (as above) where Whitehouse International College fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code 2007.
- If an international student is refused a visa (student default) before commencing their course, Whitehouse International College will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500.

- If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- If a student has supplied **incorrect or incomplete information** and as a result Whitehouse International College withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.
- Where a student has not met the conditions included in the letter of offer and withdraws 28 days before course commencement, the deposit paid will be refunded less a 20% administration fee.
- Where a student withdraws from a course 0 – 28 days before the course commencement, except for the reasons set out above, 50% of the deposit paid will be refunded.
- If a student withdraws or defers their course after the course has started and they have paid for units that have not been commenced, this will be calculated on a per unit cost calculated as the course fee less administration fees of 20% of the tuition fees paid, less any resources fees divided by the total number of units or clusters in the course.

C. Circumstances in which a refund will not be paid

A student is not entitled to a refund in the following circumstances:

- Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location, or the student did not pay the fees due.
- Where Whitehouse International College terminates the student's enrolment because of a failure to comply with Whitehouse International College's policies, misbehaviour or unsatisfactory course progress or attendance.
- Where the student has enrolled, and the course has commenced.

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No refund will be provided in the following cases of student default, defined as being when:

- a) the student does not start the course on the agreed course start date (and has not previously withdrawn); or
- b) the student withdraws from the course either before or after the agreed course start date; or
- c) the student withdraws from the course within 28 days of the course start date
- d) the student decides to change provider after commencing the course
- e) the student defers his/her course to a later date
- f) the student abandons his/her course after starting for whatever reason
- g) the student's enrolment is cancelled due to:
 - student's misbehaviour; or
 - failure to pay required fees to undertake the course; or
 - student breaching his/her visa conditions

No refunds will be provided in the following instances:

- a) where changes occur in student work hours, student changes or leaves work
- b) it becomes inconvenient for a student to travel to class
- c) the student moves to a different geographic location

Refunds for students who enrolled for multiple courses on a packaged offer will be processed as per the above conditions.