

REFUND APPLICATION FORM

St Albans Institute Pty Ltd t/a Hawk Institute

Student's Personal Details:

Full Name			
Student ID:			
Course Code and Name:			
Start date of study:		End date of study:	
Address:			
Phone no:		Mobile:	
Email:			

Please tick the reason for request below:

I wish to apply for a refund for my tuition fees paid for course described above.

☐	Work Commitments	☐	Transferred To Another Provider (Provide Admission Documents)
☐	Financial Circumstances	☐	Transferred To Another Course Within Hawk
☐	Medical Grounds	☐	Medical Reasons
☐	Insufficient Study Resources and Facilities	☐	Visa Cancellation
☐	Others; Please Specify:		

(Note: No withdrawal will be approved unless all outstanding fees are paid.)

International students must state the reason for withdrawing from a course at HAWK. HAWK is obliged to report the withdrawal and the reason to the DHA (Department of Home Affairs). All supporting documents should be attached to this form. Please refer to the Refund Policy for any applicable refunds.

Additional Comments (If any):

Preferred Method of Receiving Refund	
☐ Direct Transfer in Australia	Account Name:..... BSB: Account Number:
☐ Direct Transfer outside Australia	Beneficiary Name: Bank Name:..... Bank Account Number:..... Bank Address:..... Swift Code:.....Country:.....
☐ Transfer Tuition Fees to next course.	

HAWK COURSE FEE REFUND TABLE				
Please Tick	Refund circumstances	Refund of Tuition Fees Paid	Refund of Material Fees	Application Fee
	Withdrawal at least 12 full weeks prior to agree startdate.	100%	100%	No Refund
	Withdrawal between 6 to 11 full weeks prior to the agreed Start Date.	50%	100%	No Refund
	Withdrawal in 5 full weeks or less	No refund	No Refund	No Refund
	Withdrawal after course start date	No refund	No Refund	No Refund
	Course withdrawn by the institute	100%	100%	100%
	Application rejected by the institute	100%	100%	No Refund
	The course is not provided fully to the student because the institute has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No Refund	No Refund
	Visa refused prior to course commencement	Total amount of the pre-paid fees received by HAWK for the course in respect of the student course less the following amount (a) 5% of the total amount of pre-paid fees that the institute received in respect of the student for the course before the default day; or (b) a maximum sum of \$500 whichever is lesser		

Please Tick	Refund circumstances	Refund of Tuition Fees Paid	Refund of Material Fees	Application Fee
	Visa is refused after commencement of studies due to not meeting visa requirements	The refund amount = weekly tuition fee x the number of weeks in the default period a. The weekly tuition fee = total tuition fee for the course/ number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7	No Refund	No Refund
	RPL fee	No refund if 'Statement of Attainment' is provided	No Refund	No Refund
	Withdrawal from the course without notification or breaches their Visa conditions	No Refund	No Refund	No Refund
	Visa cancelled due to actions of the student	No Refund	No Refund	No Refund
	Student abandons the course	No Refund	No Refund	No Refund
	The institute cancels an enrolment due to serious student misconduct	No Refund	No Refund	No Refund

No refunds will be granted where:

- an international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions.
- The refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
 - (i) The student's failure to start the course at the location on the agreed starting day.
 - (ii) The students' withdrawal from the course at that location.
 - (iii) The student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, to undertake the course at that location.
 - (iv) If your enrolment falls within no refund timelines before the agreed start date of the course and you decide to withdraw from the course, then there will be no refund.

For example: If a student enrolls in week 5 before the course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls in no refund time period of 5 weeks prior to the agreed start date of the course.

- Refund payments to students following visa refusals will be paid within a 4-week timeframe after receiving a written claim from the student.
- Students must provide the institute with substantiated evidence of their student visa refusal.

Please approach the administration department for approval of this application prior to final submission.

Student can specify person(s), other than themselves who can receive a refund in respect of the overseas student identified in the written agreement;	
Full name of person authorised to receive refund on behalf of you	
Relationship with the Student	
Address and contact detail of authorised person	

Student Declaration

- ☐ I have read and understood the policies and procedures for refund at HAWK.
- ☐ I am aware of the terms and conditions applied with the amount of refund received by me as mentioned in HAWK'S Fee payment and Refund policy.
- ☐ I have been informed and understand that withdrawing from this course might affect my Visa status. I have been informed to contact DHA for any visa related queries.
- ☐ I understand that my refund shall be processed within 4 weeks of lodging this request.

Student's Signature		Date	
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For Office Use Only

	Signature	Date
Request Received		
Refund Application Processed By:		
Campus Manager Approval		
Decision Granted ☐ Yes ☐ No		
Entered Student Management System (If Yes)		
Comments (If Any)		