

# International Students Cancellation and Refund Form

## Definition of a Cancellation of Enrolment:

Cancellation of enrolment can be initiated by either the College or the student in documented circumstances.

Students who initiate a cancellation at any time for any reason should consider the financial penalties they may incur when submitting this form.

Shafston strongly recommends that students read the Deferral - Suspension and Cancellation of Studies Policy and Procedure, the International Students Fees and Charges Policy and the Written Agreement / terms and conditions of enrolment, all available at <https://shafston.edu/forms-policies-and-procedures/>. Also to seek advice from the Department of Home Affairs (immigration) prior to completing and submitting this form.

## You should use this form:

To cancel from a course or packaged program you are enrolled. If you're a student visa holder, the Confirmation of Enrolment (CoE) for your current course will be finished early and all future CoEs will be cancelled as non-commencement of studies.

If you are transferring to another registered provider you must complete the Application for Release form instead of this one.

## Important information you need to know before completing this form:

Students may request a refund, however the refund will be assessed as per Written Agreement / Terms and Conditions of enrolment as well as the payment plan terms and conditions. Students will generally not be eligible for a refund if cancelling their enrolment after the commencement date of their course or packaged program, but they may apply under compassionate or compelling circumstances which will require documentary evidence and a personal statement explaining the reasons why they are cancelling to be submitted with this form.

Students will not receive any academic penalty for units that have not yet commenced (VET Students only).

Once this cancellation form is received, the Student's CoE will be cancelled or finished early notifying Immigration that the Student is no longer enrolled at Shafston.

If a Student has outstanding fees, they will be required to make payment of these fees prior to their last day. Failure to do so will result in Shafston reporting them to immigration for non-payment of fees.

A cancellation fee of \$500 is payable per course or packaged enrolment canceled and a payment plan cancellation fee may apply as per the payment plan terms and conditions.

Students will be notified of the outcome of this application in writing within 10 working days of the date Shafston receives your fully completed application form (including all supporting documentation).

## Bank Transfer Information:

Local Bank Transfer Information:

If the student is staying in Australia after leaving Shafston they can elect to have their refund deposited into an Australian Bank Account which is held in their name. Please complete Local Bank Details section of this form.

International Bank Transfer Information:

Bank account details provided should match that of the Student or the Bank Account that the payment was received from. If the information is different, the refund process will be delayed.

The Beneficiary is the person who will be receiving the refund – this must be the same person who made the original payment.

We suggest you take this form to your bank or financial institution as they can help you to complete it correctly.

It usually takes 2-5 business days (from processing date) for an international transfer to reach accounts, however, it could take longer depending on the recipient's country and bank.

Due to exchange rate variations and bank fees, there may be a difference between the amount paid and amount received.

The Intermediary Bank Details section is only required when intermediary Banks are involved in the international transfer process – you must ask your bank or financial institution for this information.

## How to cancel your course and request a refund:

1. Please read the Deferral - Suspension and Cancellation of Studies Policy and Procedure, the International Students Fees and Charges Policy and the Written Agreement / Terms and Conditions of enrolment (ELICOS or VET). All available on Shafston's website: <https://shafston.edu/forms-policies-and-procedures/>
2. Complete all relevant sections of this form.
3. Complete the refund request section of this form if compassionate or compelling circumstances exist.
4. Attach all relevant supporting documentation.
5. Submit your form to the Student Service Department (students@shafston.edu)

**Please note that your application will not be processed until all required documentation is provided.**

# International Students Cancellation and Refund Form



**SHAFSTON**  
www.shafston.edu

Student Personal Details:			
Student Name		Student No.	
Address			
Suburb/State/Province		Date of Birth	
Email Address		Mobile No.	

Current Enrolment Details at Shafston International College:			
Course 1			
Start Date		End Date	
Course 2			
Start Date		End Date	
Course 3			
Start Date		End Date	

Nominate your preferred last day of study at Shafston:	
Proposed Release Date:	
<b>This date will be used as your cancellation date.</b>	

Reason for cancelling your enrolment with Shafston:	
<input type="checkbox"/> <b>I will request a transfer and release to another provider</b> (please complete and submit the Application for Release Form)	<input type="checkbox"/> <b>My visa application got refused</b> (Please attach visa rejection letter)
<input type="checkbox"/> <b>Family/Personal/Financial Reasons</b> (Please attach relevant supporting documentation)	<input type="checkbox"/> <b>Medical reasons</b> (Please attach all supporting medical documentation)
<input type="checkbox"/> <b>Other compassionate and compelling circumstances (please specific)</b>  <small>(please attach a personal statement telling us the reasons why you have chosen to cancel your enrolment)</small>	<input type="checkbox"/> <b>Obtained permanent resident status</b> (Please attach the visa grant letter)

**YOUR REFUND WILL BE PROCESSED IF YOU MEET THE REFUND CRITERIA AND BELOW DETAILS MATCH THE ORIGINAL PAYMENT DETAILS.**  
**Eg: if your agent paid your fees, then the refund MUST go back to the agent. If your parents paid your fees, your refund MUST go back to your parents. Please supply correct information and attach original proof of payment advice.**

Local Bank Transfer Details (must attach initial proof of payment advice) – Australian Banks Only	
Bank Name	
Account Name	
BSB Number	
Account Number	

Office Use Only			
Requested received by:		Staff Signature:	
Received Date:			
Comment:			
Requested approved by:		Staff Signature:	
Approved Date:			

# International Students Cancellation and Refund Form

International Bank Transfer Details (must attach initial proof of payment advice)	
<b>Beneficiary Account Name</b> Must match the account name details of initial payment to Shafston. Please attach initial proof of payment advice.	
<b>Beneficiary Address</b> This is the address of the account holder	
<b>Beneficiary City, Country &amp; Zip Code</b> This is the city, country & zip code of the account holder	
<b>Account or IBAN Number</b> (IBAN is for European countries only)	
<b>Bank Code (Swift or BIC)</b>	
<b>Name of Bank</b>	
<b>Address of Bank</b>	
<b>City &amp; Zip/Post Code of Bank</b>	
<b>Country of Bank</b>	

Student Declaration
<p>I have read and understood Shafston's Deferral, Suspension and Cancellation of Studies Policy as well as the Written Agreement – Terms and Conditions of Enrolment available on Shafston's website (<a href="http://www.shafston.edu">www.shafston.edu</a>)</p> <p>I understand that it may take up to ten working days to process my request; provided all relevant documents have been submitted. Any eligible refund will be paid out within 28 days of receiving this application and all relevant documentation.</p> <p>I understand that my request to cancel my enrolment may incur cancellation fees and administrative charges as per the Terms and Conditions of Enrolment.</p> <p>I understand that if I have not supplied the appropriate documentary evidence, or if the information supplied is false and misleading, it may affect the outcome of my application.</p>

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please note: digital signatures will only be accepted if this form is emailed to Shafston directly from the student's email address. The email address (this form is received from) must match the student email address registered on Shafston's database. If the email address does not match, the student will be required to print this form and physically sign it before submitting it to Shafston.

Click To Email	In Person
<b>E-mail</b>	BRISBANE Student Services Department 46 Thorn Street Kangaroo Point 4169
Enquiries: <a href="mailto:students@shafston.edu">students@shafston.edu</a>	
CRICOS Provider Code: 03917H     RTO Code: 45694	



# SHAFSTON

www.shafston.edu

Officer Use Only		
Student Name		
Student ID		
Reason for Cancellation and Refund		
All Required Documents Received		
Check List		
Form Completed		Checked by
Visa Refusal Letter		Checked by
Original Proof of Payment		Checked by
Medical Certificate		Checked by
Flight Ticket		Checked by
Other Relevant Supporting Document		Checked by

Officer Use Only	
Student Name	
Request Date	
Commence Date	
Condition	
Gross Fees Received	
Net Refund Amount	
Conclusion	