

Application for Refund (for commencing international students)

Please complete this form if you:

- Have not enrolled yet
- Are enrolled in the first semester of an ACU program. You must withdraw from all units in the current and future semesters on Student Connect before your application for refund can be processed. For more information on withdrawing from a unit, please check [AskACU Knowledge Article - AskACU \(service-now.com\)](#)
- Are enrolled and are seeking refund for a future ACU program.

All other students, please complete the online **RF - Application for Refund of Fees form**.

A - APPLICANT DETAILS			
Student ID/ Applicant ID		Date of birth	
First name		Last name	
Mobile number		Email	
Residential address		Postcode	
Are you an international student on a student visa?	Yes	No	
Course name related to this refund request:			
COURSE	COMMENCEMENT DATE	CAMPUS	
Have you also submitted an application for release?	Yes	No	
<i>(If yes, refund will not be processed until a student's release application has been finalised)</i>			

B - REASON/S FOR REFUND	
Failed to meet academic entry requirement conditions into the course (please attach documentary evidence)	
Failed to meet English language requirement conditions into the course (please attach documentary evidence)	
Inability to obtain a student visa (please attach visa refusal letter from the Department of Home Affairs (DHA))	
Offer of a place of study has been withdrawn by ACU	
ACU has granted release for you to transfer to another education provider. A refund will not be processed until the release process is finalised.	
Withdrawing due to compassionate or compelling circumstances (please specify the circumstances and attach documentary evidence):	
Other (please specify and attach documentary evidence):	

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C - REFUND PAYMENT DETAILS

Note: Refund payments will be refunded to the originating payment source, except where the payment has been approved to be transferred to another Australian education institution. Evidence of original payment method must be attached eg remittance with full payer account details.

Date of payment(s)	Receipt number(s)		
Payment amount(s)	Evidence of original payment attached	Yes	

Transfer payment to another Institution: Attach Institution's contact details and payment instructions

Cheque: A cheque will be sent to your residential address on page 1 of this form.

Name on cheque

Credit card

Credit card type Visa Master Card American Express

Card number - *please enter the first 6 and last 3 digits only*

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Expiry date

Name of cardholder

Local bank account: EFT

Name of account holder

Name of bank

Branch (BSB) number

Account number

Overseas: Telegraphic transfer or Flywire

Beneficiary name

Beneficiary address (including country)

Bank name

Swift/BIC code (preferred) or bank address

Beneficiary bank country

Account number or IBAN

ABA/routing number/sort code

D - STUDENT DECLARATION

- I have read and understood ACU's refund policy (acu.edu.au/international/59754).
- I understand that it is my responsibility to ensure the refund payment details included on this form are accurate.
- I understand that refunds may take up to four weeks to process provided all relevant documents have been submitted.
- 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 refund assessment outcome.
- I understand that by applying for a refund, I am withdrawing my acceptance from this course(s) and my CoE(s) will be cancelled when my refund is processed.
- **For students in their first semester:** I understand that if I have not withdrawn from all units in the current and future semesters by the corresponding Census Dates, I will receive fail grades for subjects currently enrolled and incur tuition fees debt for those subjects. This may result in the University notifying the Department of Educations, Skills, and Employment and the Department of Home Affairs (DHA) and may have a serious impact on student visa status.

Applicant signature*

Date

For electronic submission, you must type your full name in the student signature box. Typing your name is considered as your formal signature on the Student Declaration and can only be accepted when this form is submitted via your ACU student email account. If you do not have ACU student email account, you must use the email account provided in your application for admission.

Please submit the completed application for refund and any supporting document :

BY EMAIL:

international.finance@acu.edu.au

Subject: Refund application – first name, last name, student ID

Refund enquiries: international.finance@acu.edu.au or telephone +61 (0)2 9739 2406