

Refund Request Form

**Refunds are subject to the terms and conditions outlined on page 2 below.
Completing this form **DOES NOT** guarantee a refund will be provided.**

Personal details

Today's date		Student number	
Family name		Given names	
Preferred Contact	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> Mobile Phone _____ <input type="checkbox"/> Agent _____		
Email address			

Refund details

Type of Refund (Tick all that apply)	<input type="checkbox"/> Full or Partial Payment Tuition <input type="checkbox"/> Homestay <input type="checkbox"/> Overpaid <input type="checkbox"/> Materials		
	<input type="checkbox"/> Airport Transfer <input type="checkbox"/> Exam Fee <input type="checkbox"/> Other _____		
<input type="checkbox"/> OSHC (<i>Note: On the event if OSHC is not due to student visa rejection, student have to seek advice from Medibank Private for refund.</i>)			
Letter of Release required (Student Visa only - to transfer to other provider)	<input type="checkbox"/> Yes (Letter of Offer from other education provider MUST be attached)		
	<input type="checkbox"/> No		
1. _____ <input type="checkbox"/> Tick if never started	Original start date	_____(D) / ____ (M) / ____ (Y)	
	Proposed finish date	_____(D) / ____ (M) / ____ (Y)	
2. _____ <input type="checkbox"/> Tick if never started	Original start date	_____(D) / ____ (M) / ____ (Y)	
	Proposed finish date	_____(D) / ____ (M) / ____ (Y)	
Reason for Refund	<i>Note: If visa rejection case, please attach the DIAC decision record or else the request may not be processed.</i>		

Bank details

Local Australian Bank Transfer: For Electronic Funds Transfer only (Please complete ALL details)

Account Holder Name			
BSB		Account Number	
Bank Name			
Bank Address			

Overseas Bank Transfer: For Telegraphic Transfer only (Please complete ALL details)

Account Holder Name			
Account Number (<i>Numbers only</i>)		SWIFT Code (Branch code)	
Bank Name			
Bank Address	Street Number & Name:		
	Locality / City:		
	Country:	Post Code:	

Declaration

I have read and understood the conditions and requirements of the refund policy detailed overleaf. I also understand that if a CoE has been provided, I may be charged an administration fee.	<input type="checkbox"/> Yes
Signature	Date

Terms & Conditions 2013

REFUND POLICY

Descriptions	More than 28 days BEFORE original relevant start date	Less than 28 days BEFORE original relevant start date	Upon original relevant start date
Enrolment, Homestay Placement or Resubmission	Nil	Nil	Nil
Payment Plan	50%	50%	Nil
Homestay Accommodation	100% ¹	100% ¹	Pro-rata ¹
Airport Pickup	100%	100% ¹	Nil
Materials	100%	70%	Nil
Tuition	100% ²	70% ^{2,4}	Nil
Overseas Student Health Cover (OSHC)	100% ³	N/A ³	N/A ³
External Exam (e.g. Cambridge)	100%	N/A ¹	N/A ¹

1. Two weeks notice is required. Less than this will result in zero refund.
2. If your relevant visa application is denied 100% of pre-paid course fees will be refunded directly to the student (not a third-party). All other fees are subject to the above terms. Written notification is required by the Department of Immigration and Citizenship.
3. Students may have to apply direct to the Overseas Health Cover provider.
4. If the 70% refund is less than \$1000, then a late cancellation fee of \$1000 will be charged.

REFUND CONDITIONS

- a. Tuition fees and course credits are not transferable.
- b. An Administration Fee of \$250 per Accepted Offer will be deducted from all refunds.
- c. \$200 will be deducted from each full or partially paid course.
- d. Values of partial refunds will be calculated against invoiced amounts, not receipted amounts.
- e. Students may qualify for a course credit note if they put their course on hold (once only), or transfer to a different course. Course credit notes will be calculated based on original enrolment terms and conditions, and are calculated as a \$ value. For conditions related to notice periods for putting your course on hold, please see the 'Course On Hold Request' form.
- f. Refunds will be made payable to the person or organisation who entered into the agreement with the College. Any variance must be requested in writing. Refunds will be made in the same currency as the original payment if requested. Viva will endeavour to process all refunds in full within 15 working days from date of receipt of application but no later than 4 weeks after receipt of application.
- g. Requests for refunds must be made electronically using the official Viva College Refund form and sent to Viva College, GPO Box 2122, Brisbane, Queensland, 4001 Australia. It must state all details of the claim for refund. All calculations will be based on the date the form is received by Viva College.
- h. In the event that your enrolment is suspended after start date for misbehaviour, breach of visa or failure to pay, you may access our internal grievance procedure. There may be no refund if the suspension is upheld.
- i. In the unlikely event that Viva College is unable to deliver your course in full, you will be offered a refund for the portion of the course for which you have paid but which you have not been delivered or assessed. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If Viva College is unable to provide a refund or place you in an alternative course, under the Tuition Protection Service (TPS), you will be placed in a suitable alternative course at no extra cost to you (unless you choose a more expensive replacement course). If this is not possible you will be eligible for a refund as calculated by the Fund Manager.
- j. Payment in Arrears after part of the course: In the unlikely event that Viva College is unable to deliver your course in full, Viva College will transfer your enrolment to an alternative course, at no extra cost to you.
- k. Payment in Arrears after the full course: In the unlikely event that Viva College is unable to deliver your course in full, and because you have not paid any course money to Viva College, you will be able to enrol in another course at your own expense.
- l. All homestay students must agree to the relevant terms and conditions, which involve being financially responsible for any damage that may have been caused by the homestay student or their guests.
- m. In the event that the student fails to meet entry requirements, Viva will offer a place in a lower level course, or a Letter of Credit.

COMPLAINTS AND APPEALS

- a. The College has a proper grievance and dispute resolution procedure in place whereby a student can lodge a complaint or grievance of any kind. This procedure is detailed in the Student Handbook available online at www.vivacollege.com
- b. Notwithstanding the outcome of the College's dispute resolution procedure, this agreement does not remove the student's right to take further action under Australia's Consumer Protection Laws or circumscribe the student's right to pursue other legal remedies as specified in the National Code 2007.
- c. The students may contact the Chief Executive of the Queensland Department of Education, Training and Education if concerned about the College's conduct. The Chief Executive may, under part 2, Division 2 of the Education (Overseas Students) Regulation Act 1998 (QLD), suspend or cancel registration of the College or a course.

OTHER CONDITIONS

- a. Students may change enrolment details once without incurring a fee. Subsequent changes after the issue of a Letter of offer will incur a fee of a AU\$50.00.
- b. All bank charges incurred by Viva College in issuing refunds will be met by the student.
- c. All fees are due a minimum of 5 days before original relevant start date. Students who have not paid all fees within this period may have their Letter of Offer cancelled.

PRIVACY COLLECTION STATEMENT

Viva may collect personal information about you, including:

- a. the information on this form;
- b. information provided by you, or your representative, in relation to your application;
- c. information on other forms or documents requested by, and provided by you or other educational institutions to Viva;
- d. information about any suspected breach by the student of a condition of their visa, including, but not limited to, attendance and progression.

Viva collects information for the purpose of:

- a. assessing your application;
- b. providing services to you;
- c. facilitating Viva's internal business operations including the fulfilment of legal requirements. Viva is required by law to collect and share information with the Australian Government and designated authorities, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager from time to time.

The information that is shared includes:

- a. personal and contact details;
- b. course enrolment details and changes;
- c. and the circumstance of any suspected breach by the student of a student visa condition. You are obligated as a condition of your visa to notify Viva of a change of address while you are enrolled in your course.

Information may additionally be shared with:

- a. service providers who assist Viva with the operation of its business;
- b. in the case of an emergency, your next of kin or nominated person;
- c. if appropriate, your agent as your education representative.

All external parties are required to abide by Viva's Privacy Policy and all legislative obligations as written in the federal Privacy Act. The federal Privacy Act which contains eleven Information Privacy Principles (IPPs) that apply to Australian and ACT government agencies and ten National Privacy Principles (NPPs) that apply to parts of the private sector.

HOW TO ENROL

1. Complete the Enrolment Form.
2. Submit the Enrolment form via:
 - a. Viva website at <http://www.vivacollege.com/enrol/enrolment/>; or
 - b. Email to registrar@vivacollege.com; or
 - c. Fax to +61 7 3012 8268.
3. Receive your Offer and Invoices.
4. Sign and return your Written Agreement.
5. Make your payment and receive your electronic Confirmation of Enrolment (eCoE).
6. Apply for Visa.

OFFICE USE ONLY
Registrar

Enrolment in RTOM	<input type="checkbox"/> Shortened <input type="checkbox"/> Cancelled <input type="checkbox"/> N/A	PRISMS notified (COE)	<input type="checkbox"/> Shortened <input type="checkbox"/> Cancelled <input type="checkbox"/> N/A
Letter of Release required	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Outstanding fee paid in full <input type="checkbox"/> Letter of Offer from other education provider received	
Signature		Date	

Homestay

Eligible for Refund	<input type="checkbox"/> Yes <input type="checkbox"/> No	Refund Calculated	<input type="checkbox"/> Yes <input type="checkbox"/> No
Refund Amount	\$ _____	Signature	Date

Accounts

Reason	<input type="checkbox"/> Visa Denied <input type="checkbox"/> Visa Cancelled <input type="checkbox"/> Student Request <input type="checkbox"/> College Policy		
Eligible for Refund	<input type="checkbox"/> 100% Tuition <input type="checkbox"/> 70% Tuition <input type="checkbox"/> Nil <input type="checkbox"/> Partial Tuition Payment <input type="checkbox"/> Homestay <input type="checkbox"/> OSHC <input type="checkbox"/> Materials <input type="checkbox"/> Other Comments: _____		
Letter of Credit Expiry Date	____(D) / ____ (M) / ____ (Y)	Refund/Credit Amount	\$ _____
Signature		Date	

Principal

Approved	<input type="checkbox"/> \$ Credit <input type="checkbox"/> Letter of Credit <input type="checkbox"/> Nil
Comments	
Signature	Date

Accounts

Recorded in RTOM	<input type="checkbox"/> Yes <input type="checkbox"/> No	Refund Details sent to:	<input type="checkbox"/> Agent <input type="checkbox"/> Student
Record in Excel Register	<input type="checkbox"/> Yes <input type="checkbox"/> No	Comments	
Signature		Date	
Pass the form to Registrar for Letter of Credit to be issued			

Registrar

Create Letter of Credit	<input type="checkbox"/> Yes <input type="checkbox"/> No	Email Notification sent to:	<input type="checkbox"/> Agent <input type="checkbox"/> Student
Comments			
Signature		Date	
Scan form and save to student file			