

# International Student Programs refund request form



This form is to be used by [overseas students](#) ('students') enrolled in Education Queensland International (EQI), International Student Programs (ISP) and their parents, to request a refund in accordance with their Enrolment agreement. For further information about refunds, please refer to the [International Student Programs standard terms and conditions](#).

## Privacy statement

The Department of Education (DoE), trading as Education Queensland International (EQI) is collecting personal information requested on this form, including names and contact details and information for the purpose of assessing your request for a refund. Financial information is collected in Section E to allow EQI to pay a refund, if your request is approved. The information on this form will be made available to employees of the Department of Education involved in processing your refund, if your request is approved. The information will not be used or disclosed for any other purpose without your consent unless the use or disclosure is required or authorised by law.

## How to complete and submit this form

1. Please read the refund policy in your Enrolment agreement before completing this form.
2. All sections of this form must be completed.
3. A parent or student aged over 18 years (who has paid the fees) must complete and sign Section C and provide identification that verifies their signature (e.g., passport).
4. Email this form and relevant supporting documentation (e.g., evidence of written notice (if it has not already been provided), evidence of compassionate or compelling circumstances) by email to: [EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au)
5. Where **compassionate or compelling circumstances** exist, appropriate evidence must be provided at the time the refund request is made, in order for EQI to consider the position when making an assessment. Where compassionate or compelling grounds apply for a refund, EQI may agree to refund other unspent fees.
6. Failure to provide appropriate and correct details or required evidence with this request, may result in the refund being delayed and additional charges may be incurred.

## Section A: Student details

<b>Student name:</b>			
<b>EQI Student ID:</b>		<b>Date of birth:</b>	
<b>School name:</b>			
<b>Last day of school:</b>		<b>Last day in homestay: <i>If applicable</i></b>	

## Section B: Reason for requesting a refund

<b>Please tick ✓</b>	<b>Circumstance</b>	<b>Refund amount</b>
	Visa refused for either the student, or in the case where the student is under the care and welfare of a Guardian visa holder (subclass 590), the accompanying adult.	Refund of tuition and non-tuition fees paid, minus the lesser of either: \$500 or 5% of the amount of tuition and non-tuition fees paid, as required by Australian law ( <i>Education Services for Overseas Students Act 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014</i> ).
	You are no longer required to pay tuition fees (e.g., you provide written evidence that you have become a permanent Australian resident).	Refund of unspent tuition fees.

You withdraw from the homestay program and provide at least 14 days' notice.	Refund of unspent homestay fees.
You withdraw from the homestay program and give less than 14 days' notice.	Refund of unspent homestay fees calculated from the date 14 days after the day notice is given.
Refund of unused homestay fees (applies to December- January school holiday period). Evidence of approved travel of 7 nights or more must be provided with Refund request form.	Refund of difference between weekly homestay rate and homestay holding fee.
We cancel your enrolment before you commence the course.	Refund of fees paid (tuition and homestay).
We fail to provide your course at the location on the agreed starting day.	Refund of unspent tuition fees, as required by Australian law ( <i>Education Services for Overseas Students Act 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014</i> ).
We cease to provide your course before it is completed.	Refund of unspent tuition fees, as required by Australian law ( <i>Education Services for Overseas Students Act 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014</i> ).
Your Confirmation of Enrolment is cancelled because we have reported you for breach of your visa conditions (see Attendance and Course progress sections in the <a href="#">ISP standard terms and conditions</a> ).	A refund of unspent tuition fees, calculated from the date 10 weeks after the date enrolment is cancelled.
We cancel your enrolment after your commencement date (see the Deferral, Suspension and Cancellation section in the <a href="#">ISP standard terms and conditions</a> ).	A refund of unspent tuition fees, calculated from the date 10 weeks after the date enrolment is cancelled.
We cancel your enrolment after your commencement date for breach of student visa conditions.	A refund of unspent tuition fees, calculated from the date 10 weeks after the date enrolment is cancelled.
You withdraw from the course at least 10 weeks before your commencement date.	Refund of fees paid (tuition and homestay). An administration fee will be charged to recover costs reasonably incurred as a consequence of the withdrawal.
You withdraw from the course less than 10 weeks before your commencement date.	Refund of unspent fees calculated from the date 10 weeks after the date notice is given. An administration fee will be charged to recover costs reasonably incurred as a consequence of the withdrawal.
You withdraw from the course after your commencement date and provide at least 10 weeks' notice.	Refund of unspent tuition fees.
You withdraw from the course after your commencement date and provide less than 10 weeks' notice.	Refund of unspent tuition fees, calculated from the date 10 weeks after the day notice is given.

### Section C: Parent (or student who is over 18 years) declaration

I request a refund of fees (if eligible).			
I authorise payment to be made to the person named in Section D below.			
I have provided identification that verifies my signature.			
I declare all the information provided is true and correct and I will notify EQI of any change(s) to this information as soon as possible.			
I agree to cover any additional fees incurred as a result of incomplete or incorrect information being provided.			
<b>Name:</b>			
<b>Signature:</b>		<b>Date:</b>	
<b>Email:</b>			

### Section D: Payee details

<b>Payee name:</b>		<b>Payee phone number:</b>	
<b>Payee address:</b>			

### Section E: Payment instructions

<b>Please tick ✓</b>	<b>Payment method</b> (select one option only and complete all relevant fields for that method of payment)		
	I request that monies are transferred by direct credit into an Australian bank account. Following are the details required for the transfer.		
<b>Account holder name:</b>		<b>Bank name:</b>	
<b>BSB number:</b>		<b>Account number:</b>	
	I request that monies are transferred by direct credit into an overseas bank account. We recommend that you check with your bank if any bank charges will be incurred with this option.		
<b>Account holder name:</b>		<b>Account number:</b>	
<b>Bank name:</b>		<b>Bank branch:</b>	
<b>Bank address:</b>			
<b>SWIFT code:</b>		<b>IBAN number:</b>	
<b>IFSC/Router/BIC code:</b> (If known)			