

Temporary Resident Admissions application for a refund

For information on the Temporary Residents Admissions (TRA) refund policy please refer to the [TRA Terms and Conditions of Application](#).

Refund criteria

If a new student or continuing student is granted a non-fee paying visa or permanent residency status , any prepaid and unused tuition fees will be refunded from the date the non-fee paying visa or permanent residency status is granted.	A copy of the non-fee paying visa or permanent residency notification must be provided to the Department of Education International (DEi) as evidence before the refund request can be finalised.
In the case of a visa application being refused	A copy of the Department of Home Affairs (DHA) visa refusal notification must be provided to DEi as evidence before the refund request will be finalised.
If an application for a new student is withdrawn prior to commencement after the temporary resident authority to enrol email has been issued	The applicant will receive a refund of tuition fees less a \$400 administration fee.
Existing students wishing to withdraw must provide four weeks' written notice to EQI. The following conditions apply: a) where four weeks' notice is provided b) where less than four weeks' notice is provided	a) The applicant will receive a refund any prepaid tuition fees less a \$400 administration fee b) EQI will retain an amount equal to two weeks' tuition fees (in lieu of notice) plus a \$400 administration fee and will refund the balance of any prepaid tuition fees.

Claiming a refund

The student's parent or legal custodian must complete the Temporary Residents Admissions Application for Refund form (see below). The completed form must be forwarded to DEi along with any supporting documentation.

Requests for refund must be signed by the applicant and may set out any compassionate or compelling circumstances that the applicant wishes to draw to DEi's attention. For further information on the terms and conditions of application please refer to the [TRA Terms and Conditions of Application](#).

Processing times

Refunds are generally processed within 28 days from the date of withdrawal, provided that all the required documentation has been received.

How to contact us

Within Australia 1800 316 540

Outside Australia +61 7 3513 5301

Email EQInternational@qed.qld.gov.au



Temporary Residents Admissions application for refund

- This form must be completed by a parent or legal custodian of the student.
- All sections must be completed and all requested documents must be attached.
- Correctly completing this form will avoid delays in processing the refund.
- Email this form and all necessary supporting documentation by e-mail to: EQInternational@qed.qld.gov.au

Student details

EQI student number:

Student's full name:

Reason for the refund (please select from the list below)

<input type="checkbox"/>	Student is returning to their home country	Last day of attendance at school	/	/
<input type="checkbox"/>	Student is moving interstate	Last day of attendance at school	/	/
<input type="checkbox"/>	Student is transferring to another education provider	Last day of attendance at school	/	/
<input type="checkbox"/>	Student or parent granted non-fee paying visa or permanent residency	<u>Must</u> attach copy of the non-fee paying visa or permanent residency visa grant notification letter		
<input type="checkbox"/>	Application for visa was refused	<u>Must</u> attach copy of the DHA notification letter		
<input type="checkbox"/>	Other (provide details)			

Payee details (the person receiving the refund)

Payee name:

Payee Australian address and telephone:

Payee overseas address:

Payment instructions

Option 1 *I request that any refund is 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*

Account holder name:	SWIFT code:
Account number:	IBAN number:
Bank name:	IFSC code:
Bank branch:	BIC code:
Bank address:	Router code (if applicable):

Option 2 *I request that any refund is transferred by direct credit into an AUSTRALIAN bank account. Following are the details required for the transfer.*

Name of bank:
Bank BSB number:
Account number:
Account holder name:

Declaration by parent or legal custodian

I request a refund of fees (if applicable). I authorise payment to be made to the person whose name appears in one of the payment options listed above. I declare that all the information provided is true and correct. I will notify the Temporary Resident Admissions Centre of any change(s) to this information as soon as possible.

Parent or Legal custodian's name 1	Relationship to student	Parent or Legal custodian's signature 1	Date
			/ /
Parent or Legal custodian's name 2	Relationship to student	Parent or Legal custodian's signature 2	Date
			/ /