



CRICOS NO: 02763G RTO NO: 31353

Ground Floor & Level 3 104-108 Margaret Street  
Brisbane City QLD AUSTRALIA 4000  
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# CANCELLATION OF ENROLMENT AND REFUND FORM

National Code Standard 13

## PURPOSE

This form shall be filled out when students wish to leave Queensland International Institute by cancelling all the courses they are enrolled in. Please note that if you only wish to change your study plan, you should complete the Change of Enrolment form.

## STUDENT DETAILS

FAMILY NAME		FIRST NAME	
STUDENT NUMBER		MOBILE NUMBER	
ADDRESS			
EMAIL			

## REASON FOR CANCELLATION OF ENROLMENT: (Sufficient documentation/evidence must be provided with this application)

## REFUND DETAILS

As part of standard procedures, we require the following details:

### DESIGNATED PERSON FOR REFUND (Fill out ONLY if you wish to have your fees refunded to another person)

DESIGNATED PERSON FULL NAME

DESIGNATED PERSON SIGNATURE

DATE

D	D	/	M	M	/	Y	Y	Y	Y
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### NOMINATED ACCOUNT FOR FEE REFUND (Details of the account you wish the fees to be refunded to)

BANK			
ACCOUNT NAME		SWIFT CODE	
BSB NUMBER		ACCOUNT NUMBER	



**TERMS AND CONDITIONS**

I understand my application to cancel my enrolment may require up to 7 working days to process and that I must return my Qii student card. A fee of \$250 (per course) will apply for the cancellation of the enrolment. Where a student has not completed at least 6 months of their principal course, they are required to follow the Student Release Policy. I understand that cancelling my studies may affect my student visa and that the Secretary of the Department of Education (DOE) will be notified via PRISMS once my cancellation has been finalised and approved.

Where the Cancellation of Enrolment has been initiated by Qii, the student is allowed 20 working days to access our internal complaints and appeals process to refute the decision.

Students may not be eligible for any fee refund if they have not met the terms and conditions stated below.

- a) All requests for fee refunds must be submitted to Queensland International Institute (Qii) using the Refund Fees Form. Students must also complete and submit a Cancellation of Enrolment Form. Both forms are available for download from the Qii website at <http://www.qii.qld.edu.au/student-services/forms-and-policies.html>.
- b) Students may only be eligible for refund as assessed by Qii. Refunds are made in line with the framework of the Tuition Protection Service (TPS) ([www.tps.gov.au](http://www.tps.gov.au)).
- c) Where a student defaults, student is unable to obtain a visa or there is no written agreement in place between Qii and the student, students may apply for a refund of their unspent pre-paid tuition fees. No refund is eligible for other student defaults such as **the breach of student visa conditions, failure to pay the fees**, misconduct, or fails to commence their course without valid reason. Student default is not confirmed until students have had a chance to access internal or external complaints and appeals processes. The Complaints and Appeals Form and Policy may be found on the Qii website at <http://www.qii.qld.edu.au/student-services/forms-and-policies.html>
- d) In the event that Qii defaults, students will be eligible for a refund of their unspent pre-paid tuition fees. Provider default includes:
  - i. Where Qii is unable to deliver a course or program. In such cases, students will be offered a suitable alternative place at no cost disadvantage. Where this is not possible, Qii will provide students with a refund of their unspent pre-paid tuition fees.
  - ii. Where Qii is unable to complete a program once it has started.
  - iii. Where Qii is unable to complete the course because of a sanction imposed upon it.
- e) Student refunds due to provider default will be processed within 14 days after the default date. All other refunds will be made within 4 weeks of the submission to Qii of a completed Cancellation of Enrolment and Refund Form.
- f) Refunds are subject to deductions, including any outstanding fees to the Institute, such as international bank transfer fees or fees relating to the re-issuance of CoEs. The following table details the status of items of student refund.

	More than 7 days BEFORE start date	Less than 7 days BEFORE start date	Upon start date
<b>Enrolment Fee*</b>	Non refundable	Non refundable	Non refundable
<b>Homestay, Accommodation and Guardianship Placement Fees</b>	Non refundable	Non refundable	Non refundable
<b>Administration Fee (if applicable)</b>	Non refundable	Non refundable	Non refundable
<b>Airport Pick up Fees</b>	Non refundable	Non refundable	Non refundable
<b>Materials*</b>	100%	100%	Non-refundable
<b>Tuition Fee*</b>	80%	50%	Non refundable
<b>Overseas Student Healthcare Cover (OSHC)</b>	100%	100%	Pro rata†
<b>Guardianship Fee</b>	100%	Pro rata#	Pro rata#

† Once a policy has been purchased refunds of OSHC are made on a pro rata basis by the provider of the OSHC  
# Please note the guardianship fee is calculated based on the welfare start and finish dates. The guardianship fee refund will be calculated based on the number of the unused week/s.

- g) All student refunds due to visa refusal will be documented and reported to the Secretary of the Department of Education, via PRISMS. This information includes the date and amount of refund.



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- h) Students who have commenced their course (according to the date stated on their current CoE), and subsequently wish to cancel their course will forfeit the balance of their fees for that course.
- i) Refunds will be made only to the student enrolled in the course with Qii, or to a designated person with written consent from the student.
- j) All fees must be paid, and will only be refunded, in Australia Dollars.
- k) Homestay Placement fees, Guardianship Placement fees, Airport Pick-Up fees and Administration fees , are not eligible for refund (see overleaf).
- l) Those cases in which a student seeks a refund of fees paid to Qii due to individual circumstances beyond the control of the student which have been detrimental to the student’s studies should be discussed personally with Qii Student Services. In such situations, each case shall be judged on its own merit.
- m) Students unsatisfied with the fees refunded to them, or with Qii’s refund policy, may at no extra cost to the student access Qii’s internal complaints and appeals process.
- n) This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s Consumer Protection Law.
- o) Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2017; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2017. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

**DECLARATION**

I acknowledge that I may not be eligible for any fee refund if I have not met the terms and conditions stated above. I understand that if I am eligible for a refund, I will be notified. I give permission for Qii to refund to the nominated account stated above the calculated fee refund I am eligible for. In the event that I wish to have my fees refunded to another person, I give permission for Qii to refund the fees to designated person stated above.

By signing this agreement, I acknowledge that I have read, understood and complied with Qii’s cancellation of enrolment and refund policy in its entirety, the Qii terms and conditions of refund.

**STUDENT’S SIGNATURE\***

**\*If student is aged under 18, parent or suitable nominated relative must sign.**

**DATE**

D	D	/	M	M	/	Y	Y	Y	Y
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**OFFICE USE ONLY**

Department	Actions
Marketing Department	Date received: <input type="checkbox"/> Explained to the student that their visa may be affected by the course cancellation. <input type="checkbox"/> Supporting documentation is provided by the student. <input type="checkbox"/> If student requires a letter of release, the Request for Release letter form was completed by the student. <input type="checkbox"/> Student is aware that the cancellation of studies shall incur a cancellation fee of \$250 per course. <b>RECEIVED BY:</b> _____ <b>APPROVED BY:</b> _____ <b>DATE APPROVED:</b> _____
Academic Department (if the student has commenced the course only)	<input type="checkbox"/> No course progress issue was identified. <b>APPROVED BY:</b> _____ <b>DATE APPROVED:</b> _____
Finance Department	<input type="checkbox"/> Student does not have any outstanding fees. <input type="checkbox"/> Student is eligible for a refund. <b>DETAILS OF REFUND CALCULATION:</b>      <b>TOTAL REFUNDED:</b>   <b>APPROVED BY:</b> _____ <b>DATE APPROVED:</b> _____
Registrar	<input type="checkbox"/> Student's CoE(s) has been cancelled. <input type="checkbox"/> Student's enrolment has been updated on Wisenet. <input type="checkbox"/> OSHC Refund has been requested. ( <i>if applicable</i> ) <b>APPROVED BY:</b> _____ <b>DATE APPROVED:</b> _____

**VERSION CONTROL**

VERSION: 2.9	DATE APPROVED: 26/10/2017	APPROVED BY: Jasmine Haynes	POSITION: Compliance & BD Manager
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