

This form is to be completed and signed by new (commencing) international students applying for a refund in their first semester or prior to their first semester of study with UniSA. Please see Page 3 for lodgement details.

Please attach the following documentation to this request:

- a copy of the personal details page and the signature page of your passport
- a statement supporting your request (explaining why you are requesting a refund)
- appropriate documentation to support your refund request (e.g. medical certificate, visa refusal letter, pathway provider results, flight ticket payment confirmation)

If you do not provide the requested documentation your refund request will be deemed incomplete and may be denied, delayed or not processed. Please ensure all details are written legibly or your application may be delayed.

Your request will be assessed in accordance with the *Terms and Conditions of Payment and Refund of Fees for International Students* in your offer letter and available at [https://international.unisa.edu.au/siteassets/documents/terms\\_and\\_conditions\\_of\\_payment\\_and\\_refund\\_of\\_fees\\_for\\_international\\_students.pdf](https://international.unisa.edu.au/siteassets/documents/terms_and_conditions_of_payment_and_refund_of_fees_for_international_students.pdf).

## PLEASE NOTE:

- The refund process can take up to 28 calendar days (from receipt of a complete application) for UniSA to process the payment
- Refunds will be issued in Australian dollars (AUD) only. If your account does not accept AUD, then the payment will be made at the prevailing rate equivalent to the AUD value
- Convera payments - If your original payment was made via Convera using a credit card or debit card, your refund will be issued to the same credit card or debit card through Convera
- Flywire payments - If your original payment was made via Flywire, your refund will be issued to the original payer and the original payment method (credit card, debit card, or bank transfer) through Flywire
- CELUSA tuition – UniSA does not administer CELUSA refunds. Please contact CELUSA (SAIBT) directly and complete their refund form available at [www.saiibt.sa.edu.au/documents-and-forms](http://www.saiibt.sa.edu.au/documents-and-forms)

## Part A – Personal Details (please print clearly)

Student ID:

Mr/Miss/Mrs:

First Name:

(include any middle names)

Family Name:

Phone Number Australia:

Phone Number Overseas:

Date of birth:

Email Address:

Overseas address:

(if living in Australia please  
add Australian address)

Do you intend to study at the University of South Australia within the coming year?

☐

Yes

☐

No

**Part B - Reason for refund request – please attach supporting documentation to this request**

|  |   |
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| <input type="checkbox"/> Family / Personal / Financial reasons         | <input type="checkbox"/> Refused student visa               |
| <input type="checkbox"/> Failure to meet English language requirements | <input type="checkbox"/> Obtained permanent resident status |
| <input type="checkbox"/> Medical reasons                               | <input type="checkbox"/> Returning home                     |
| <input type="checkbox"/> Study at another registered provider          | <input type="checkbox"/> Other ( <u>please specify</u> ):   |

**Part C – Confirm your original payment method**

My first tuition payment was made via (select the relevant box):

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| <input type="checkbox"/> <b>Flywire</b><br>(go to Method 1) | <input type="checkbox"/> <b>CONVERA</b> ( <u>then select from below</u> ):<br><br><input type="checkbox"/> Original payment by <b>Credit or Debit Card</b> (go to Method 2)<br><br><input type="checkbox"/> Original payment by <b>bank transfer</b> (go to Method 3 or 4) | <input type="checkbox"/> <b>Other</b> ( <u>please specify</u> ):<br><br>(go to Method 3 or 4) |
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**Refund options****Method 1    Flywire**

As your original payment was made via Flywire, your refund will be returned via Flywire to the original payer and payment method used (credit card, debit card or bank account).

Declaration - If I am eligible for a refund, I understand the University will refund via this method (tick box):

☐ Yes (continue to Part D)**Method 2    Convera – credit card or debit card only**

As your original payment was made via Convera using a credit or debit card, your refund will be returned via Convera to the original card used for payment.

Declaration - If I am eligible for a refund, I understand that the University will refund via this method (tick box):

☐ Yes (continue to Part D)**Method 3    Refund to an Australian Bank Account (Australian dollars only) – only complete this method if you paid via Convera with a bank transfer.**Account Name:  
(e.g. account holder's name):BSB Number:     Account Number: 

Bank Name:    Branch Name:

Branch Address:

|  |   |                   |   |
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| <b>Method 4</b>  | <b>Refund to an Overseas Bank Account (Australian dollars only) - Only complete this method if you paid via Convera with a bank transfer.</b>   |                   |   |
| <b>Important Information</b> please be aware of the following: <ul style="list-style-type: none"> <li>Refund to an overseas bank account will be paid via electronic funds transfer using a SWIFT or Routing Code. SWIFT is an internationally recognised inter-country electronic transfer system. Please obtain the SWIFT Code directly from your bank.</li> <li>If your bank is located in India, you are required to provide your bank's Indian Financial System Code (IFSC). Please obtain the IFSC directly from your bank.</li> <li>If your bank is located in China, you are required to provide your bank's China National Automatic Payment System (CNAPS) Code. Please obtain the CNAPS directly from your bank.</li> <li><b>Please note your refund will only be sent in Australian dollars (AUD). If your account does not accept AUD, then the payment will be made at the prevailing rate equivalent to the AUD value.</b></li> <li><b>Please note that it is possible that both your bank <u>and</u> the corresponding bank will charge a fee to process this refund, which will affect the final amount you receive.</b></li> </ul> |   |                   |   |
| Bank (Institution) Name:   |   | Branch Address:   |   |
| Bank's Branch City:  |   | Bank's country:   |   |
| Account Name: (e.g. account holder's name)   |   | Account Currency: |   |
| Account Number: (IBAN if applicable)   | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |                   |   |
| Bank's SWIFT Code:   | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>   | Routing Code:     | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>   |
| CNAPS Code (China only)  | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>   | IFSC (India only) | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |

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| <b>Part D – Student declaration – Please read and complete Option 1 <u>or</u> Option 2</b>   |   |
| I acknowledge and agree: <ul style="list-style-type: none"> <li>that the information I have provided in this application to be true and correct, and that any false information provided or lack of disclosure may lead to the request being refused.</li> <li>to the University checking and keeping a record of my visa status and location with the Department of Home Affairs (Home Affairs) via the Visa Entitlement Verification Online (VEVO) Service.</li> <li>to the University releasing information regarding the outcome of this application to the relevant parties including the registered education agent on my application record.</li> <li>that if my refund request is notification of withdrawal from my program that the University will notify Home Affairs which will result in the cancellation of my Confirmation of Enrolment (CoE), and this may affect my student visa.</li> </ul> |   |
| <b>Option 1</b>  | <b>Authorisation to pay to a third party</b><br>Complete this option if the refund is to be paid to someone other than you or into a joint account. |
| I, _____ authorise the University of South Australia to pay this refund to the person specified in Part C. I agree with the conditions of refund and I understand this refund will not be paid directly to me.   |   |
| Students signature (physically sign):  | Date:   |
| <b>Option 2    Student declaration</b>   |   |
| I agree with the conditions of refund and declare that I am the person to whom this refund is to be paid.  |   |
| Students signature (physically sign):  | Date:   |

|   |   |
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| <b>Lodging your application</b>   |   |
| By email - <a href="mailto:qualityandcompliance@unisa.edu.au">qualityandcompliance@unisa.edu.au</a> | In person - UniSA International Reception<br>Level 1, 101 Currie St, Adelaide SA 5000 |