



# TAFE INTERNATIONAL WESTERN AUSTRALIA

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## REFUNDS

After you have accepted your placement, your circumstances may change and you may have to withdraw.

All refunds will be made in accordance with TIWA's International Student Fee Payment and Refund Policy. This fact sheet provides general information only.

### Making a refund request

Refund requests must:

- > be made in writing using the TIWA *Refund and Withdrawal form*;
- > be accompanied by a *Release request form* which is found here [tafeinternational.wa.edu.au/release-request-form](https://tafeinternational.wa.edu.au/release-request-form) (if applicable);
- > set out the reasons for the request; and
- > be forwarded to: [admissions.tiwa@dtwd.wa.gov.au](mailto:admissions.tiwa@dtwd.wa.gov.au).

The information provided by the you must include:

- > your bank account details;
- > your signature (or the signature of your parent/legal guardian if under 18 years); and
- > all supporting documents relevant to your request..

Refund requests where your student visa application is unsuccessful must include a copy of the official refusal notification and decision record from the Department of Home Affairs.

Refund requests submitted for any other reason (not visa refusal) must include supporting documentation which may include, but is not limited to:

- > copy of plane tickets/boarding passes;
- > passport bio data and signature page; and
- > medical certificates.

Refund requests will not be processed where the signature on the *Refund and Withdrawal form* does not match your signature as shown on other documents provided by you for admission to TIWA.

- > If you are under 18 years, the *Refund and Withdrawal form* must be signed by your nominated parent/legal guardian.
- > All amounts due to TIWA must be paid before any refund is made. Any outstanding amounts will be deducted from the refund due.
- > All refunds will be paid in Australian dollars (\$AUD). Where this is not possible refunds will be paid in United States dollars (\$USD). TIWA is not responsible for any losses resulting from fluctuations in exchange rates or any related bank fees.
- > Fees paid by credit card will be refunded to the same credit card.

If you withdraw due to compassionate and compelling circumstances, and provide supporting documented evidence, a variation to the refund policy may be possible at TIWA's discretion. Compassionate and compelling circumstances may include, but are not limited to:

- > illness or disability;
- > the death of a close family member (parent, sibling, spouse, child); or
- > a political or civil event that prevents a student continuing a program.

Refund forms can be downloaded from [tafeinternational.wa.edu.au/refund-withdrawal-form](https://tafeinternational.wa.edu.au/refund-withdrawal-form) [📄](#).


## REFUND TABLE

Refund information	Amount refunded TAFE
Visa refusal prior to commencement	All the fees paid excluding \$280
If TIWA is unable to provide the course at any of its institutions	100% of fees paid
If incorrect or incomplete information is supplied by you and the offer is withdrawn by TIWA	All fees paid excluding \$600
Student withdrawal 10 weeks or more before the course commences	TIWA will retain 10% of the full semester tuition fee
Student withdrawal 4–10 weeks before the course commences	TIWA will retain 30% of the full semester tuition fee
Student withdrawal 0–4 weeks before the course commences	TIWA will retain 50% of the full semester tuition fee
Student withdrawal 0–4 weeks after the course commences	TIWA will retain 60% of the full semester tuition fee
Student withdrawal 4 weeks or more after the course commences	No refund
English package student withdraws prior to withdrawal cut-off date (prior to enrolling with TIWA)	All fees paid excluding \$500
English package student withdraws at any time after withdrawal cut-off date	Please refer to student withdrawal refund options (refund will vary depending on timing of withdrawal)
Breach of visa conditions or rules of the provider and your enrolment is terminated	No refund
Change of visa sub-class to permanent resident	Pro-rata based on number of weeks studied
Change of visa sub-class to temporary resident	No refund – new fee rate will apply from next semester
If you obtain a deferral and then do not enrol in the course the refund policy relevant at the date of deferral will be applied to any pre-paid fees	Policy applied based on deferral date
Visa refusal after commencement	Pro-rata based on number of weeks studied
Withdrawal prior to acceptance of TIWA offer	100% of fees paid
If you do not meet mainstream entry from an English package enrolment	All the fees paid excluding \$500

All figures in the table are in \$AUD.

TAFE International Western Australia (TIWA) is the Registered Training Organisation (RTO) and Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider for the delivery of courses to international students for vocational education and training (VET) in Western Australia (WA). VET courses are delivered by a WA TAFE college on behalf of TIWA, who ensure the quality of training and assessment delivered by the college and the issuance of certification.

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