**NEW INTERNATIONAL STUDENTS** For the purpose of this International Refund Agreement, a new International Student is considered to be an overseas student enrolled in their first study period of a course of study at Curtin University.

<table>
<thead>
<tr>
<th>Time of Withdrawal</th>
<th>Circumstances</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Notification of withdrawal or intention not to commence a course</td>
</tr>
<tr>
<td>10 weeks or more prior to commencement date</td>
<td>100% refund less $500 administrative fee (with 100% refund for any monies paid for subsequent semesters)*</td>
</tr>
<tr>
<td>Less than 10 weeks prior to commencement date</td>
<td>90% refund*</td>
</tr>
<tr>
<td>Before census date</td>
<td>50% refund*</td>
</tr>
<tr>
<td>After census date</td>
<td>0% refund</td>
</tr>
</tbody>
</table>

*less tuition deposit fee for Streamline Visa Processing (SVP) Package students

**CONTINUING INTERNATIONAL STUDENTS** For the purpose of this International Refund Agreement, a continuing International Student is considered to be an overseas student who has been enrolled in a previous study period at Curtin University and is continuing in the same course of study.

<table>
<thead>
<tr>
<th>Time of Withdrawal</th>
<th>Circumstances</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Notification of withdrawal or intention not to commence a course</td>
</tr>
<tr>
<td>Prior to commencement date</td>
<td>100% refund</td>
</tr>
<tr>
<td>Before census date</td>
<td>50% refund*</td>
</tr>
<tr>
<td>After census date</td>
<td>0% refund</td>
</tr>
</tbody>
</table>

*Special Circumstances*: In special circumstances the Academic Registrar or nominee may vary the amount of any refund provided. If a larger refund is approved, an administration fee (up to $500) may still be charged. Application fees including SVP Package Application Fee are non-refundable.

**Inability to obtain a Visa**: The University may, at its own discretion, provide a full refund where the Australian Government authorities have refused to grant a visa, or where the issuing of a visa has been delayed and the outcome will not be known in time to commence a course; and the reason for the refusal or delay was not the result of the student’s own action or inaction. Refunds will be issued in accordance with Section 47 of the ESOS Act 2000. In each instance, the student must present independent documentation or evidence of the refusal or delay to issue a visa. Where a student has been granted a deferral of their course due to a delay of their visa grant, any payments made will be transferred to the subsequent study period without penalty. Where the student does not commence in the subsequent study period, a refund will be processed in accordance with the timeframes and circumstances relevant to the original deferral.

The information provided on this form will be retained by the University and handled in accordance with the University’s policy on the management and disclosure of personal details and information.

CRICOS Provider Code 00301J
International Student Refund Agreement

OVERSEAS STUDENT HEALTH COVER AND INCIDENTAL FEES
Students are to claim any refund for Overseas Student Health Cover (OSHC) that has been paid, directly from their OSHC provider. Any claims for refund for incidental fees must be sought directly from the appropriate School and/or Faculty.

NOT FOR DEGREE ENROLMENT REFUND AGREEMENT
- If a unit is withdrawn before the commencement of the study period, the student is eligible for a full refund less a 10% administrative fee.
- If a unit is withdrawn after the commencement of the study period and prior to census date, the student is eligible for a 50% refund.
- If a unit is withdrawn after the census date, the student is not eligible for a refund.

CENSUS DATES FOR COURSES OFFERED
For a list of the study periods for the Bentley Campus and of their respective Census dates, please visit:
http://students.curtin.edu.au/administration/dates/census.cfm
For a list of the study periods for the Sydney Campus and of their respective Census dates, please visit:
http://sydney.curtin.edu.au/current-students/academic-calendar/

REQUEST FOR REVIEW
If a student disagrees with the outcome of an application for a refund, a written request for review may be submitted to the University. The request for review must contain information on circumstances not previously presented or considered in the original application, and should be accompanied by any relevant documentation supporting the basis of the request. Each request for review will be considered on its merits, in conjunction with the supporting documentation provided. The supporting documentation to be included should provide enough detail for the Manager, or delegate, to make an informed decision regarding the case for review.

Western Australian Campuses
If a student is enrolled at any of the West Australian Curtin University campuses, the request for review may be submitted either by post or by hand delivery to the University Fees Centre, Student Services, Building 101 level 2. The Request for Review should be addressed to the Manager, University Fees Centre, and be clearly marked Request for Review of Refund Application Outcome:

Manager, University Fees Centre,
Student Services, Curtin University
GPO Box U1987
WA 6845

Sydney Campus
If a student is enrolled at the Curtin University Sydney campus, a written request for review may be submitted either by post or by hand delivery to Curtin House, 39 Regent Street Chippendale NSW 2008. The Request for Review should be addressed to the Manager, Student Services, and be clearly marked Request for Review of Refund Application Outcome:

Manager, Student Services,
Curtin University Sydney,
39 Regent Street Chippendale
NSW 2008

If a student is dissatisfied with the outcome or the conduct of the University’s internal review process, they may raise their concerns with:

WA Campuses only - The Department of Education Services of Western Australia
The Department of Education Services of Western Australia provides an International Education Conciliation Service (IECS), which is a free and independent service that can assist in resolving problems between international students and their educational institutions. The International Education Conciliator can be contacted on (Tel) +61 8 9441 1900 (Fax) +61 8 9441 1901 or at (Email) conciliation@des.wa.gov.au.

WA Campuses and the Sydney Campus - The Ombudsman, Western Australia
The Ombudsman, Western Australia, investigates complaints about Western Australian public authorities including State government agencies, statutory authorities, local governments and public universities. The services of the Ombudsman are free to the public. The Ombudsman WA can be contacted on (Tel) +61 8 9220 7555 (Fax) +61 9220 7500 or (Email) mail@ombudsman.wa.gov.au

IMPORTANT NOTES:
This agreement does not remove the right of the student to take further action under Australia’s consumer protection laws. Tuition fees will be refunded in accordance with these agreements. Please note it is the student’s responsibility to ensure, when requesting a refund, the appropriate withdrawal from a course/unit application has been lodged with the University. The University accepts no liability for any currency exchange fluctuation between the date the fee payments were received and the date the refund is paid, or for any bank charges relating to the refund.