



Request for Refund Form B

USQ STUDENT NUMBER

FAMILY NAME

GIVEN NAME/S

Grid for student number entry

Fields for family and given names

MAILING ADDRESS -

Date of Birth:

NOTE: If you choose an international bank transfer or international bank draft you MUST provide an International street address above. (Not a PO Box)

Mailing address input lines

Refund Amount (AUD)

Refund amount input box

CONTACT EMAIL: PHONE NUMBER:

NOTE: Refunds will normally be returned to the country of origin as stated in the Universities Australia Code of Practice. (See overleaf). Refunds will only be issued if there are extenuating circumstances or if a student has completed their study at the University of Southern Queensland. Continuing students with a credit on their account will have this amount offset against their fees in the following semester.

Reason for Refund Request:

(You must attach a detailed reason for a Request for the Refund.)

Reason for refund request input area

Method of Refund:

NOTE: If the original payment was made with a credit card direct to USQ, your refund will be credited back to the Credit Card. If you have chosen Telegraphic Transfer or bank draft you must provide an International address.

(Refer to terms and conditions over the page)

Method of refund selection options: AUSTRALIAN EFT, CREDIT CARD, AUSTRALIAN CHEQUE, INTERNATIONAL BANKDRAFT, INTERNATIONAL BANK TRANSFER

For International Bank Transfer or Australian EFT, please provide following details:

Details for international bank transfer: Bank Name, Branch Name, Branch Address, Account Holders Name, Account Number, BSB, Swift/Sort Code, Preferred Currency

I certify the information provided is true and correct.

Student's Signature: Date:

Approved: Director, Student & Academic Support: Date:

Executive Director, USQ International: Date:

I approve this refund request. I have ensured that the student is not in breach of any Student Visa requirements and/or is approved in accordance with USQ's Policy on The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, ESOS Standard 7.

### **Universities Australia**

Provision of Education to International Students Code of Practice and Guidelines for Australian Universities

Section 88:

*Refunds should be reimbursed in the same currency as the fees were originally paid and will be made in the student's home country except in exceptional circumstances. Australian Universities should have clear procedures on refunds where they are made in foreign currencies.*

### **University of Southern Queensland Credit Control and Debit Management Policy**

International Student Refunds in Foreign Currencies

Student refunds will normally be refunded in Australian dollars (AUD) in the student's home country.

However where: -

1. A student indicates a preferred currency other than AUD, USQ will convert the AUD equivalent on the day of transfer, at the rate offered by USQ's supplier of foreign currency. The student accepts this rate of conversion by their signature on their refund application.
2. USQ is unable to transfer AUD to the country due to international banking limitations or where the cost of transfer would result in excessive international bank charges for either party, USQ will select the most appropriate foreign currency. The student accepts this currency by their signature on their refund application.

If the original payment was made with a credit card direct to USQ, your refund will be credited back to the credit card in AUD.

*USQ collects personal information to assist the University in providing tertiary education and related ancillary services and to be able to contact you regarding enrolment, assessment and associated USQ services. The information may be made available to Commonwealth and State agencies and the ESOS Assurance Fund Manager pursuant to obligations under the Education Services for Overseas Students Act 2000 and National Code or other legislative requirements. Personal information will not be disclosed to third parties other than a USQ approved agent, partner or any organisation who provides sponsorship to you for your studies, without your consent unless required by law.*