QMS115_02 – INTERNATIONAL STUDENTS WITHDRAWAL, RELEASE AND REFUND APPLICATION

This form is to be completed by an international student requesting course withdrawal, course release, subject/unit withdrawal and/or a refund as per *QMS115 Withdrawals, Refunds & Breaks in Study* and if applicable, *QMS121 International Students – Transfers between Registered Providers*.

Application to be submitted to International Student Recruitment & Admissions via international.admissions@chisholm.edu.au

SECTION A: STUDENT INFORMATION

Surname / Last Name/s

Given / First Name/s

Student Number

Date of Birth

Phone Number

Chisholm Course Name

Chisholm Course Code

Chisholm Student Email

Personal Email

SECTION B: REASON FOR APPLICATION

Provide information about the purpose of your application, and indicate what supporting documentation you have provided.

☐ **Cancellation of enrolment (withdrawal from course)**

Cancellation of your enrolment will impact your student Visa. Please contact the Department of Home Affairs before submitting this form. Depending upon the timing of the request, you may be eligible for a refund. Refer to page 3, and complete details in Section C.

☐ **Release, to transfer to another education provider**

Applications for release are only possible under certain circumstances. Refer to *QMS121 International Students – Transfers between Registered Providers*. Depending upon the timing of the request, you may be eligible for a refund. Refer to page 3, and complete details in Section C.

Supporting evidence required: ☐ Valid letter of offer from a registered education provider

☐ **Withdrawal or variation to enrolled subjects– Higher Education courses only**

Withdrawing from subjects must be discussed with and approved by your Course Coordinator and are only considered in certain circumstances (see *QMS125 Course Monitoring, Attendance and Course Duration (International)*). Reducing study load will impact your study duration, COE and necessitate a Visa extension. Variations to enrolment (e.g. swapping subjects) may impact fees/duration as well.

Supporting evidence required: ☐ Intervention Strategy

☐ **Refund of fees due to:**

- ☐ Student Visa Refusal by Australian Government - provide Visa refusal by DHA
- ☐ Cancellation of Course or offer by Chisholm Institute – provide notification from Chisholm (provider default)
- ☐ Change of Visa or Residency status – provide proof of new status
- ☐ Other (specify below):

Document Control
Printing this document or transferring it to another electronic format will result in the document being an uncontrolled copy. Please check that you are using the current version by checking on the QMS Website.

SECTION C: BANK ACCOUNT DETAILS (IF ELIGIBLE FOR REFUND)

Provide bank account details if you are eligible for a refund (discuss with International Operations or refer to page 3).

Bank Name | **Account Holder Name**

BSB (Bank State Branch number) | **Account Number**

Swift Code | **IBAN (Mauritius & Pakistan)** | **IFSC Code (India only)**

I declare that the bank account belongs to (*account holder name*)

who is my (*state relationship*)

and I give Chisholm Institute authority

to process the refund (if eligible) into the bank account details provided above.

Student Name | **Student Signature** | **Date**

SECTION D: STUDENT DECLARATION

I declare that:

- that to the best of my knowledge, the information and all supporting documents I have provided for this application are true and correct
- I have read and understood *QMS115 Withdrawals, Refunds & Breaks in Study*
- If applying for Release:
  - I have read and understood *QMS121 International Students – Transfers between Registered Providers*;
  - I understand my decision is final;
  - my COE (Confirmation of Enrolment) will be cancelled;
  - the Department of Home Affairs (DHA) will be informed; and
  - if I wish to return to Chisholm, I will have to re-apply for admission
- If applying for Cancellation of enrolment (withdrawal from course):
  - I understand my decision is final;
  - my COE (Confirmation of Enrolment) will be cancelled;
  - the Department of Home Affairs (DHA) will be informed; and
  - if I wish to return to Chisholm, I will have to re-apply for admission
- If withdrawing from subjects, or varying enrolment (higher education only)
  - I understand that my course duration may be impacted;
  - I may need to apply for a Visa extension;
  - any additional Visa costs are at my own expense
- I am prepared to provide original or certified copies of supporting documents upon request at any time, and that failure to do so and/or discovery of fraudulent/misrepresentative documents may lead to denial or further action
- I understand that applications are assessed on an individual basis
- I have provided the required supporting documentation

Student Name | **Student Signature** | **Date**

Document Control
Printing this document or transferring it to another electronic format will result in the document being an uncontrolled copy. Please check that you are using the current version by checking on the QMS Website.

Refund Eligibility Table

Category	Time application received by institute	Amount of refund for formal courses	Documentary evidence required in addition to the refund application
Visa refusal before course commencement	At any time	All payments **less** Administration Fee ($250)	• Original letter of Visa refusal from Department of Home Affairs • Evidence of account where refund to be deposited
Visa refusal after course commencement	At any time	All tuition fees paid **less** tuition fees, student services amenities fees and material fees (that have been allocated) for any study period completed and in progress at the time of visa refusal	• Original letter of Visa refusal from the Department of Home Affairs • Evidence of account where refund to be deposited
Application withdrawal by the Institute on the basis of incorrect or incomplete information	At any time	All payments	• Letter of withdrawal of offer • Evidence of account where refund to be deposited
Commencing Students	Four weeks or more prior to the Commencement date as stated on Offer letter	All payments for upcoming semester	Evidence of account where refund to be deposited
Continuing Students	By 15th February (semester 1)	Current semester plus any other future fees.	• Depending on circumstances supporting evidence may be required • Evidence of account where refund to be deposited
	By 15th June (semester 2)	Current semester plus any other future fees.	
	By 15th April (semester 1)	50% refund of fees for the current semester plus any other future fees paid.	
	By 15th September (semester 2)	50% refund of fees for the current semester plus any other future fees paid.	
Provider Default	At any time	Full refund of all paid tuition and non-tuition fees or transferred to alternate Chisholm course	Offer letter of alternate course or withdrawal form
Withdrawal of Subject – (Higher Education Only)	Before Census date	Refund of Unit price OR the allocation of funds to future units	• Course Coordinator approval • Intervention Strategy • Evidence of exceptional circumstances

Document Control
Printing this document or transferring it to another electronic format will result in the document being an uncontrolled copy. Please check that you are using the current version by checking on the QMS Website.

© Chisholm 2025

OFFICE USE ONLY

Cancellation of Enrolment / Release

International Student Operations

Eligible for withdrawal / release? ☐ Yes ☐ No ☐ Other: _____

☐ PRISMS updated ☐ Student provided with written cancelation of enrolment / letter of release

☐ Completed Refund section as required ☐ Attached application/outcomes & documentation to student file

Delivery Area

☐ All results finalised ☐ Provided course withdrawal form to Academic Admin

Academic Administration

☐ Course Withdrawal processed ☐ Student provided with official Record of Results

Additional Notes / Comments

Refunds

International Student Operations

Student eligible for refund? ☐ Yes ☐ No ☐ Other: _____

Refund Breakdown	Amount AUD $
Tuition fee refund	
Material fee refund	
ALLIANZ refund	
Less Administration fee	
Total Refund Amount	

Refund Approved by:	
Staff Name	
Signature	
Date	
Notes	

☐ Refund processed ☐ Student notified

Additional Notes / Comments

Withdrawal from subjects / enrolment variation (Higher Education)

Eligible for withdrawal / variation? ☐ Yes ☐ No ☐ Other: _____

Is new COE required? ☐ Yes ☐ No ☐ Other: _____

☐ Issued new COE if required ☐ Adjusted financial record if required

Additional Notes / Comments

Document Control
Printing this document or transferring it to another electronic format will result in the document being an uncontrolled copy. Please check that you are using the current version by checking on the QMS Website.

© Chisholm 2025