



## REFUND REQUEST FORM

### PART A — TO BE COMPLETED BY STUDENT

#### SECTION 1 — Student Classification & Personal Details

<b>Student Type:</b>	<input type="checkbox"/> Domestic Student	<input type="checkbox"/> International Student (ESOS / ESOS Act applies)
<b>Student ID:</b>		
<b>Full Name:</b>		
<b>Date of Birth:</b>		
<b>Course Name:</b>		
<b>Course Start Date:</b>		
<b>Phone Number:</b>		
<b>Email Address:</b>		
<b>Australian Address:</b>		

#### SECTION 2 — Refund Category (QMS 4.14.7 — tick the most applicable)

*QMS 4.14.7: All refund requests must be assessed against the applicable refund scenario. Selecting the correct category ensures consistent, policy-aligned decision-making.*

**Please tick the category that best describes your refund request:**

- 4.14.7.1 — Provider Default:** MACI is unable to deliver the course as agreed (failure to commence, cessation after commencement, or failure to deliver in full).
- 4.14.7.2 — Visa Refusal Before Commencement:** Student visa refused before course start date — supporting visa refusal letter attached.
- 4.14.7.4 — Visa Refusal — No Supporting Evidence:** Visa refused but refusal letter not available.
- 4.14.7.5 — Visa Refusal After Commencement:** Student visa refused or cancelled after course commenced.
- 4.14.7.6 — Cancellation Before Commencement:** Student withdraws before the course start date.
- 4.14.7.7 — Withdrawal On or After Commencement:** Student withdraws from the course on or after the commencement date.
- 4.14.7.8 — Student Default:** Student fails to meet course or visa requirements, or fails to fulfil obligations under the Written Agreement.
- 4.14.7.9 — Additional / Other Circumstances:** Specify in Section 3 below.

#### SECTION 3 — Reason for Refund Request



Please provide full details of why you are requesting a refund:

## SECTION 4 — Supporting Evidence Checklist

*QMS 4.14.7: Refund decisions are evidence-based. All evidence must be original or certified copies. Insufficient or missing evidence may result in a reduced entitlement or rejection.*

Please tick all evidence types you are attaching:

- Visa refusal letter from Department of Home Affairs       Ticket/evidence of departure from Australia  
 Medical certificate or doctor's letter       Death certificate or funeral notice (compassionate circumstances)  
 Written Agreement / Letter of Offer       Evidence of fee payment (receipts / bank statements)  
 Provider Default evidence (MACI notice / email)       Statutory declaration  
 Other: \_\_\_\_\_

**Self-assessment checklist:**

Is all evidence current (within 6 months where applicable)?  Yes  No  N/A

Has evidence been certified or signed by a qualified/authorised person where required?  Yes  No  N/A

## SECTION 5 — Refund Payment Details

*All refunds are processed by bank transfer. Please provide accurate account details. A bank processing fee of up to \$40.00 (AUD) may be deducted for telegraphic transfers (QMS 4.14.4).*

**Preferred Payment Method:**

- Australian Bank Transfer     International Telegraphic Transfer

**Bank Name:**

**Bank Branch:**

**Account Name:**

**BSB Number:**

**Account Number:**

**SWIFT / BIC Code:**

**Country (if overseas):**

## SECTION 6 — Student Declaration & Acknowledgement

Please read each statement and tick to confirm:

- All information provided in this form is correct and complete to the best of my knowledge.  
 I understand that my refund request will be assessed in accordance with MACI's Fee and Refund Policy (QMS Section 4.14), and that the outcome is subject to the refund scenario applicable to my circumstances.



- I understand that a non-refundable Application Fee of \$250.00 and any applicable administration fees will be deducted from any refund amount.
- APPEAL RIGHTS:** I understand that if I do not agree with the refund decision, I have the right to access MACI's Complaints and Appeals process (QMS Section 13) within **20 working days** of the written decision.
- INTERNATIONAL STUDENTS:** I understand that a refund related to enrolment cancellation may result in cancellation of my Confirmation of Enrolment (CoE) and may affect my student visa. I will contact the Department of Home Affairs (DHA) as required.

**Student Name (Print):**

\_\_\_\_\_

**Date:**

\_\_\_ / \_\_\_ / \_\_\_\_\_

**Signature:**

\_\_\_\_\_

**Student ID:**

\_\_\_\_\_



## PART B — OFFICE USE ONLY (Staff Only — Do Not Write in This Section)

### 1. RECEIPT & ASSIGNMENT

Refund Ref No:	Date Received: ___ / ___ / ____	Received By: _____
Assigned To: _____	Target Decision Date: ___ / ___ / ____	Student Type: <input type="checkbox"/> Domestic <input type="checkbox"/> International

### 2. REFUND CATEGORY VERIFICATION (QMS 4.14.7)

Confirmed refund category (QMS 4.14.7. \_\_): \_\_\_\_\_  
Category confirmed as correct?  Yes  No — reassigned to category: \_\_\_\_\_  
Evidence assessed as:  Sufficient  Insufficient  Partially sufficient  
Evidence assessment notes:

### 3. FINANCIAL CHECK & REFUND CALCULATION (QMS 4.14.7 / 4.14.9)

Total Tuition Fees Paid (AUD):	\$ _____
Total Non-Tuition Fees Paid (AUD):	\$ _____
Application Fee (Non-refundable, \$250):	\$ 250.00
Admin / Change of CoE Fee (if applicable):	\$ _____
Bank Transfer Processing Fee (max \$40):	\$ _____
Other Deductions (specify): _____	\$ _____
Total Deductions (AUD):	\$ _____
<b>REFUND ENTITLEMENT (AUD):</b> <i>(Total Fees Paid minus Total Deductions)</i>	<b>\$ _____</b>
Calculation notes / basis for deduction:	
Financial check reviewed by (Accounts): Name: _____ Signature: _____ Date: ___ / ___ / ____	

### 4. DECISION (QMS 4.14.9 — refunds processed within 4 weeks of approval)



Decision:  APPROVED  PARTIALLY APPROVED  REJECTED

Decision Date:

\_\_\_ / \_\_\_ / \_\_\_\_

Refund Amount Approved:

\$ \_\_\_\_\_

Decision Made By:

\_\_\_\_\_

Decision justification / rationale:

If REJECTED — reason and appeal rights communicated in writing?  Yes  No

## 5. STUDENT NOTIFICATION

Student notified of decision in writing?  Yes  No

Date of written notification: \_\_\_ / \_\_\_ / \_\_\_\_

Method:  Email  Letter  In person — copy retained on file

For REJECTIONS — appeal rights (20 working days) communicated?  Yes  No

## 6. REFUND PAYMENT PROCESSING (QMS 4.14.9 — within 4 weeks of approval)

Payment method used:  Australian bank transfer  International telegraphic transfer  Other: \_\_\_\_\_

Payment date: \_\_\_ / \_\_\_ / \_\_\_\_

Amount paid (AUD): \$ \_\_\_\_\_

Payment reference / transaction ID: \_\_\_\_\_

Payment evidence retained on file?  Yes — document ref: \_\_\_\_\_

Processed within 4-week timeframe?  Yes  No — reason: \_\_\_\_\_

Processed by:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_\_

## 7. PRISMS & CoE MANAGEMENT (International Students Only — ESOS Act / National Code Standard 9)

Is this student an International Student?  Yes — complete this section  No — skip this section

Does this refund relate to enrolment cancellation or CoE change?  Yes  No

PRISMS update required?  Yes  No

*Required where enrolment is cancelled or CoE is affected.*

PRISMS update details:



Date PRISMS updated: \_\_\_ / \_\_\_ / \_\_\_\_\_ Updated by: \_\_\_\_\_  
PRISMS transaction / reference number: \_\_\_\_\_

**CoE Action:**

CoE cancelled  Revised CoE issued  No CoE action required

New CoE number (if issued): \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_\_\_

**Student advised to contact DHA?**  Yes  No  N/A

*For cancellations, student must contact DHA within 28 days with relevant documentation.*

## 8. CONTINUOUS IMPROVEMENT LINKAGE (QMS Section 14 / Outcome Standard 4)

Does this refund case identify a systemic issue or process improvement opportunity?  Yes  No

If Yes — CI action description:

\_\_\_\_\_

Recorded in CI Register?  Yes  No

CI Register Reference No: \_\_\_\_\_

## 9. APPROVAL AUTHORITY SIGN-OFF

**Approving Officer Name (Print):**

\_\_\_\_\_

**Role / Position:**

- CEO  
 Compliance Manager  
 Admin Manager

**Signature:**

\_\_\_\_\_

**Date:**

\_\_\_ / \_\_\_ / \_\_\_\_\_

*This form must be retained securely for a minimum of 5 years. For international students, PRISMS records and Written Agreement must also be retained in accordance with the ESOS Act 2000 and the Privacy Act 1988.*