



REQUEST FOR REFUND FORM

Note: All refund requests are subject to the provisions outlined in the USPP Refund Policy and Refund Procedures available on the [College Website](#). Students are advised that lodgement of this form does not guarantee that a refund will be granted. Please ensure all required information is completed correctly and attached to minimise delays.

1. Student details			
Family name (as shown in the passport)			
Given name(s) (as shown in the passport)			
Student number:			
Email address:			
Home phone:		Mobile phone:	
Have you commenced your course: ☐ No ☐ Yes			
2. Course details			
Course name:			
Course start date (dd/mm/yyyy)		Total fees paid (in AUD)	
3. Reason for refund request			
Genuine Student (GS) refusal ☐		Family, personal, medical or financial reasons ☐	
Student visa refusal ☐		Termination/cancellation/withdrawal of enrolment ☐	
College default ☐		Other:	
4. Preferred refund payment method (please complete ONE of the following options)			
☐ Option 1 – refund to an Australian bank account (refund payable to the original payee's bank account)			
BSB		Account number	
Account name		Bank name	
Attach required documents - Copy of government issued photo ID (eg, passport or driver's licence) - Evidence of payment to prove where a bank account is named as the payer of the initial payment.			
☐ Option 2 – refund to an overseas bank account (refund payable to the original payee's bank account)			
Account name		Bank name	
Beneficiary address			
City	State	Postcode	Country
Bank address			
City	State	Postcode	Country
SWIFT code		Bank account/IBAN	
Intermediary bank swift code (if applicable)			
Please tick one and provide code based on the country of bank			
☐ IFSC (India) Code:		☐ CNAPS (China) Code:	
☐ Beneficiary Tax ID/NIT (Colombia) Code:		☐ CNIC (Pakistan) Code:	
☐ Bank Code (Sri Lanka):		☐ Other	

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Attach required documents • Copy of government issued photo ID (eg, passport or driver's licence) • Evidence of payment to prove where a bank account is named as the payer of the initial payment.	
☐ Option 3 – Credit / Debit Card or Online payments – If the original payment was made from Credit /Debit card or online platforms (WeChat/Alipay etc), the refund can only go back to the original card.	
5a. Family member payment authorisation form (required only when banking details provided for a refund belong to a family member)	
Relationship to the student: Parent ☐ Legal Guardian ☐ Spouse ☐	
Family member name:	
Date of birth (dd/mm/yyyy)	Nationality:
Please provide a copy of the following: Birth Certificate ☐ Passport ☐	
ABN / Company Registration Number (if refund banking details are for a business account)	
Attach required documents • A copy of relationship certificate for family member • Copy of government issued photo ID (eg, passport or driver's licence) • A payment evidence to prove where a bank account is named as the payer of the initial payment.	
5b. Australian education provider payment authorisation form (required only when the College is unable to deliver a course)	
Australian education provider's name:	
ABN / Company Registration Number (if refund banking details are for a business account)	
Attach required documents • A copy of the Australian education provider's invoice	
6. Conditions of refund	
• All refunds will be processed in accordance with the USPP Refund Policy and Refund Procedures on the College Website. Refund and will be paid within 14-28 days (depending on the reason for the refund). Please ensure all required information and supporting documentation is provided to prevent payment delays. • Any outstanding debts owed by the student, and applicable credit card charges from the original fees payment, will be deducted prior to a refund payment. • All refunds will be paid via electronic funds transfer (EFT) and will be calculated and refunded in Australian dollars. If your local bank does not accept Australian dollars, the refund will be paid in US dollars. • Please be aware that your bank may deduct banking transaction fees, which could affect the final amount you receive. • The College reserves the right to terminate or suspend EFT or Telegraphic Transfer payments if the bank details are incomplete or incorrect. • The above-named Student/Family Member agrees to repay to the College on demand any payments credited to the Student/Family Member in error. The College reserves the right to offset the amount of any overpayment made in error against any future debt or liability owed to the College by the Student/Family Member. • Refunds will be paid into the same account as was used to make the original payment, unless you authorise a third party transfer in Section 5 above. • Please ensure that you fill out this form carefully, as providing incorrect details may cause your refund to be delayed and may be subject to additional transaction fees.	

7. Declaration – please select ONE of the options below, as applicable	
Option 1: Student declaration I have read, understood and agree with the USPP Refund Policy and Refund Procedures on the College Website and the above conditions of refund and declare that I am the person to whom this refund is to be paid.	
Student signature:	Date:
Option 2: Authorisation to pay refund to family member (refund to be paid to someone other than the student) I authorise Taylors College Sydney to pay this refund to the person whose account details are listed in section 5. I have read, understood and agree with the USPP Refund Policy and Refund Procedures on the College Website and the above conditions of refund and I understand this refund will not be paid directly to me.	
Student signature:	Date:
I have read, understood and agree with the USPP Refund Policy and Refund Procedures on the College Website and the above conditions of refund Family member signature:	Date:
8. How to submit your Request for Refund Form	
Please email your completed and signed Request for Refund Form, together with any supporting documents, to the relevant email listed below. Before you arrive in Australia: taylorsadmissions@navitas.com (Admissions team) After you arrive in Australia: taylorsrefunds@navitas.com (Taylors College, Waterloo campus)	

PRIVACY COLLECTION STATEMENT

Navitas Australia Pty Limited trading as Taylors College Sydney (CRICOS Provider Code: 01682E) collects, uses and discloses the personal information required by this form for the purpose of processing your refund request. If the personal information you provide to Taylors College Sydney is incomplete and/or inaccurate, we may be unable to process your request. By completing and submitting this form, you agree to Taylors College Sydney collecting, using and disclosing your personal information in accordance with the Student Privacy Policy that can be accessed from the College's website.