



THE MANAGEMENT SCHOOL SYDNEY

MSS EDUCATION PTY LTD (ABN 32 604 489 161) RTO CODE: 41465 CRICOS PROVIDER CODE: 03485E
Head Office: Level 3, 84-86 Mary Street Surry Hills 2010 NSW Australia
TEL/FAX: +61 2 9119 3862 EMAIL: enquiry@tmss.edu.au WEBSITE: www.tmss.edu.au

REFUND REQUEST FORM

(ALL SECTIONS OF THIS FORM MUST BE COMPLETED)
SUBMIT FORM TO: ENROL@TMSS.EDU.AU

SECTION A: PERSONAL DETAILS

Given name: _____ Family name: _____

Date of Birth: ____ / ____ / ____ Student ID: _____

Address: _____

Contact number: _____ Contact email: _____

Current course: _____

SECTION B: REQUEST

Course Name: _____ Course Start Date: ____ / ____ / ____

Request for: Refund of fees **only** Refund of fees and **withdrawal from TMSS**

SECTION C: REASON FOR REQUEST

This process should not begin until a Refund Request form has been completed and submitted along with all supporting documents (such as a copy of the CoE, Visa etc.)

Visa Rejection OR Cancellation
Please attached original DIBP rejection letter

Release Request OR Transfer Provider
Please attach offer letter of the new education provider.

Excess payment
 Return to Home Country
Please complete and attach a request for cancel enrolment form

Changed Visa Status
Please attach certified copy of new visa stamp of effective date
Please completed and attach a request for cancel enrolment form

A student cannot change provider with the first six months of the principal course without a letter of release from TMSS.
Please complete and attach a request for transfer education provider form

CHECKLIST

Flight tickets Medical certificate Copy of new visa Copy of offer letter Other: _____

IMPORTANT INFORMATION

If you are returning home TMSS may access Visa Entitlement Verification Online (VEVO) to check the status of your student visa and confirm your location prior to processing the refund.

SECTION D: BANK DETAILS

Please fill bank details clearly in BLOCK letters and ensure bank details are correct and legible as missing, unclear, or wrong information may lead to delays in processing your refund.

Bank Name: _____ Account Name: _____

BSB Number: -
(Australian bank)

SWIFT Code: - -
(Overseas bank)

Account Number: _____ IFSC Code (India only): _____

Bank Address: _____

Does the account nominated accept transfers in Australian Dollars? Yes No *(If No please specify currency for transfer: _____)*

- I understand:
- all information provided with this application form is correct and that I have read and understand and agree to be bound by the Refund Policy
 - this application will be processed within 28 days only after I have supplied all relevant documents
 - this application is assessed according to the Refund Policy with I

signed when I agreed to abide by the terms and conditions on the application form

- I understand that TMSS may access VEVO to determine my location and visa status if I have advised I am returning home
- I waiver any future claims on TMSS

Signature

Date (DD/MM/YYYY): / /



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REFUND POLICY FOR INTERNATIONAL STUDENTS

In signing this application you are automatically bound by the conditions of TMSS and/or TMSS cancellations and refund policy.

This refund and cancellation policy applies to both commencing and continuing students. Under this policy, TMSS may cancel the student's enrolment if:

- Where a student has been accepted into a package course, no refund will be granted for the second course after commencement date of the first course.
- Tuition fees will be refunded in full if the applicant is unable to obtain visa from DIBP before their first entry to Australia and the applicant provides visa rejection letter to TMSS. This does not include where a student visa renewal is rejected or a student visa has been cancelled because of a breach of visa conditions. Apply refund policy.
- If a student withdraws from a course before 28 days prior to the course start date, 80% of the semester tuition fee will be refunded and 100% Material fee will be refundable. OSHC (If arranged by TMSS) is refundable as per the health cover provider policies. The administration fee (currently \$250) and enrolment fee (currently \$200) will not be refunded.
- If a student withdraws from a course before 14 days before the course start date 50% of the semester tuition fee will be refunded and 100% Material fee will be refundable. OSHC (If arranged by TMSS) is refundable as per the health cover provider policies. The administration fee (currently \$250) and enrolment fee (currently \$200) will not be refunded.
- If withdrawal request is received after 14 days prior to the course commencement date the prepaid tuition fee is non-refundable. The material fee is non-refundable. Where a student has enrolled in a package constituting more than one course, \$1000 will be deducted for each following course in the package as a cancellation charge.
- If the student withdraws from the course after it has commenced, no refund on any tuition fees will be made to students.
- If a student is terminated due to serious breach of TMSS rules or breach of visa conditions including unsatisfactory course progress, there is no refund.
- TMSS is not liable to refund any amount paid to your agent as commission from your tuition fees.
- In the unlikely event that TMSS is unable to deliver the course for which an offer has been made; students can transfer to another TMSS course or receive 100% refund on tuition fees. If

TMSS is unable to run the course due to the provider defaulting, student's tuition fees are protected under the ESOS Act 2000 and the ESOS Regulations 2001.

- The student failed to pay an amount he or she was liable to pay TMSS directly or indirectly, in order to undertake the course; and/or
- The student failed continually to maintain the required attendance the course progress even after TMSS'S intervened the situation through its intervention policy; and/or
- The student breached a condition of his or her visa; and/or
- The student engaged in a serious misbehaviour TMSS will refund to the student whose enrolment has been cancelled. The following TMSS refund terms and conditions apply. TMSS cancellation and refund policy can be found at: <http://www.mssedu.com.au>
- All requests must be submitted in writing on the appropriate form to the managing director of the college and must be accompanied by official documentary evidence on the grounds for the request. Enrolment fees, accommodation placement fees and airport pickup charges are non-refundable under any circumstances.
- Refund applies only to the course fees and will be paid to the student in Australian Dollars only. AUD \$250 administration fee applies upon refund application.
- Where a student has been accepted into a package course, no refund will be granted for the second course after commencement date of the first course.
- All approved refunds will be provided within 28 days in accordance with ESOS Act 2000.
- In the event that a student cancels his/her enrolment at TMSS and requests after the course has commenced, no refund will be made to the students.
- False or misleading information in the application forms or during the course of study automatically disqualifies the student from any refunds.
- There above conditions do not remove the right to complain and appeal through the college's Complaints and Appeals Processes and also take further action under Australia's Consumer Protection laws.
- TMSS's dispute resolution processes do not circumscribe the students' right to pursue other legal remedies.

SUBMITTING THIS FORM

The Management School Sydney

by email to enrol@tmss.edu.au