



# REQUEST FOR REFUND FORM

Note: All refund requests are subject to the provisions outlined in the [USPP Cancellation and Refund Policy and Procedures 2021](#). 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 <i>(as shown in the passport)</i>	
Given name(s) <i>(as shown in the passport)</i>	
Student number:	
Email address:	
Home phone:	Mobile phone:
Have you commenced your course: <input type="checkbox"/> No <input type="checkbox"/> Yes	
2. Course details	
Course name:	
Course start date <i>(dd/mm/yyyy)</i>	Total fees paid <i>(in AUD)</i>
3. Reason for refund request	
Genuine Student (GS) refusal <input type="checkbox"/>	Family, personal, medical or financial reasons <input type="checkbox"/>
Student visa refusal <input type="checkbox"/>	Termination/cancellation/withdrawal of enrolment <input type="checkbox"/>
College default <input type="checkbox"/>	Other:
4. Original payment method <i>(Please choose ONE of the following that corresponds to your most recent payment)</i>	
<input type="checkbox"/> <b>Flywire</b> <i>(if payment was made via Flywire). Please select refund method option 1.</i> <input type="checkbox"/> <b>Australian bank account</b> <i>(if payment was made by an Australian bank account). Please select refund method option 2.</i> <input type="checkbox"/> <b>Overseas bank account</b> <i>(if payment was made by an overseas bank account). Please select refund method option 3.</i> <input type="checkbox"/> <b>Flywire and an Australian or Overseas bank account</b> <i>(if payment was made by both Flywire and an Australian or overseas bank account). Please select and populate refund method options, 1, 2 or 3 if you made a part payment across multiple payment types.</i>	
5. Refund Method	
<input type="checkbox"/> <b>Option 1 – Refund by Flywire</b> <i>(Flywire may contact you to verify your banking information.)</i> <input type="checkbox"/> Credit card or Online payment including BPAY and e-wallet. Refund will be processed via Flywire to your original payment card. <input type="checkbox"/> Bank Transfer Refund will be processed via Flywire to your original payer's bank account.	
<input type="checkbox"/> <b>Option 2 – Refund to an Australian bank account</b>	
BSB	Account number
Account name	Bank name
Attach required documents	
<ul style="list-style-type: none"> <li>• Copy of government issued photo ID <i>(eg, passport or driver's licence)</i></li> </ul>	

Request for Refund Form, v2.0 11/2024

<ul style="list-style-type: none"> <li>Evidence of payment to prove where a bank account is named as the payer of the initial payment.</li> </ul>			
<input type="checkbox"/> <b>Option 3 – Refund to an Overseas bank account</b>			
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)			
<b>Please tick one and provide code based on the country of bank</b>			
<input type="checkbox"/> IFSC (India) Code:		<input type="checkbox"/> CNAPS (China) Code:	
<input type="checkbox"/> Beneficiary Tax ID/NIT (Colombia) Code:		<input type="checkbox"/> CNIC (Pakistan) Code:	
<input type="checkbox"/> Bank Code (Sri Lanka):		<input type="checkbox"/> <b>Other</b>	
<b>Attach required documents</b>			
<ul style="list-style-type: none"> <li>Copy of government issued photo ID (eg, passport or driver's licence)</li> <li>Evidence of payment to prove where a bank account is named as the payer of the initial payment.</li> </ul>			
<b>6a. Family member payment authorisation form</b>			
(required only when banking details provided for a refund belong to a family member)			
Relationship to the student: Parent <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Spouse <input type="checkbox"/>			
Family member name:			
Date of birth (dd/mm/yyyy)		Nationality:	
Please provide a copy of the following: Birth Certificate <input type="checkbox"/> Passport <input type="checkbox"/>			
<b>ABN / Company Registration Number</b>			
<i>(if refund banking details are for a business account)</i>			
<b>Attach required documents</b>			
<ul style="list-style-type: none"> <li>A copy of relationship certificate for family member</li> <li>Copy of government issued photo ID (eg, passport or driver's licence)</li> <li>A payment evidence to prove where a bank account is named as the payer of the initial payment.</li> </ul>			
<b>6b. Australian education provider payment authorisation form</b>			
(required only when the College is unable to deliver a course)			
Australian education provider's name:			
<b>ABN / Company Registration Number</b>			
<i>(if refund banking details are for a business account)</i>			
<b>Attach required documents</b>			
<ul style="list-style-type: none"> <li>A copy of the Australian education provider's invoice</li> </ul>			
<b>7. Conditions of refund</b>			
<ul style="list-style-type: none"> <li>All refunds will be processed in accordance with the <a href="#">USPP Cancellation and Refund Policy and Procedure 2021</a> 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.</li> </ul>			

Request for Refund Form, v2.0 11/2024

The University of Sydney Preparation Programs (USPP) are delivered on behalf of The University of Sydney, CRICOS Provider Code 00026A, by Navitas Australia Pty Limited trading as Taylors College Sydney, CRICOS Provider Code 01682E, ACN: 070 919 327  
University of Sydney Foundation Program - Standard Course, CRICOS Course Code 022310D  
University of Sydney Foundation Program - Standard Intensive, CRICOS Course Code 036126M  
University of Sydney Extended Foundation Program, CRICOS Course Code 048302A  
University of Sydney High Achievers Preparation Program, CRICOS Course Code 089556F

- 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.

**8. Declaration – please select ONE of the options below, as applicable**

**Option 1: Student declaration**

I have read, understood and agree with the [USPP Cancellation and Refund Policy and Procedures 2021](#) and the above conditions of refund and declare that I am the person to whom this refund is to be paid.

<b>Student signature:</b>	<b>Date:</b>
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**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 Cancellation and Refund Policy and Procedures 2021](#) and the above conditions of refund and I understand this refund will not be paid directly to me.

<b>Student signature:</b>	<b>Date:</b>
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I have read, understood and agree with the [USPP Cancellation and Refund Policy and Procedures 2021](#) and the above conditions of refund

<b>Family member signature:</b>	<b>Date:</b>
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**9. 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:** [tayloradmissions@navitas.com](mailto:tayloradmissions@navitas.com) (Admissions team)

**After you arrive in Australia:** [taylorrefunds@navitas.com](mailto:taylorrefunds@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.

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