



Student Surname:		First Name/s:	
Student ID:		Date of Birth:	
Phone:		Mobile:	
Address:			
Suburb:		State:	
		Postcode:	
Email:			
Are you currently enrolled at Everthought College of Construction?			
Course name:		Start date:	
Reason for refund:			
<input type="checkbox"/> Cancellation of Skills Recognition Assessment (RPL/RCC) <input type="checkbox"/> Withdrawal from trade skills/business studies program <input type="checkbox"/> Withdrawal from Everthought College of Construction course and transfer to another Australian institution <input type="checkbox"/> Visa application unsuccessful			
IT IS MANDATORY FOR STUDENTS WITHDRAWING/TRANSFERRING/DEFERRING/SUSPENDING FROM THIS COLLEGE TO ADVISE THE STUDENT SERVICES OFFICER IN THE FIRST INSTANCE. NO REFUND WILL BE PROCESSED UNTIL THE STUDENT RECORD HAS BEEN UPDATED AND THE COE CANCELLED. PLEASE ENSURE YOUR COMPLETE THE BANKING DETAILS PAGE.			
Has the Student Services Officer been advised of the withdrawal/deferral/suspension?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Date advised:			



Everthought College of Construction (ECOC) will apply the following refunds where applicable and in accordance with its **Fees and Charges and Refunds Policy and Procedure**:

TABLE OF REFUNDS		
Withdrawal/Cancellation – 1 st Term		
Type	Timeframe	Amount Refunded
VISA Refusal	Before course commences	All FEES minus the NON-REFUNDABLE administration fee of AUD350
VISA Refusal	Up to 28 days after course has commenced	30% of Tuition FEES minus the NON-REFUNDABLE administration fee of AUD350, NO REFUND for Learning Materials or Training Consumables
VISA Refusal	After 28 days after course has commenced	Nil
VISA Removal for breach of conditions	At any time	Nil
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days before commencement of the course Term 1	70% of Tuition FEES, 100% of Learning Materials Fee, 100% of Training Consumables Fee, minus the NON-REFUNDABLE administration fee of AUD350
Withdrawal, Transfer or Enrolment Cancellation	Less than 28 days before commencement of the course Term 1	50% of Tuition FEES minus the NON-REFUNDABLE administration fee of AUD350, NO REFUND for Learning Materials or Training Consumables
Withdrawal, Transfer or Enrolment Cancellation	After course Term 1 commencement but before 28 days	30% of Tuition FEES minus the NON-REFUNDABLE administration fee of AUD350, NO REFUND for Learning Materials or Training Consumables
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days after the course Term 1 has commenced	Nil
Default by Everthought College of Construction	At any time	Refund of unused fees



Withdrawal/Cancellation – Any Subsequent Term		
Type	Timeframe	Amount Refunded
VISA Removal for breach of conditions	At any time	Nil
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days before commencement of the Term	70% of Tuition FEES, 100% of Learning Materials Fee, 100% of Training Consumables Fee.
Withdrawal, Transfer or Enrolment Cancellation	Less than 28 days before commencement of the Term	50% of Tuition FEES, NO REFUND for Learning Materials or Training Consumables
Withdrawal, Transfer or Enrolment Cancellation	After course Term commencement but before 28 days	30% of Tuition FEES, NO REFUND for Learning Materials or Training Consumables
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days after the course Term 1 has commenced	Nil
Default by Everthought College of Construction	At any time	Refund of unused fees

IMPORTANT INFORMATION:

- The above refund definitions apply to a current term fee refund when the current term fees are paid in full - all additional term fees will be refunded in full except in the case of cancellation of an enrolment by ECOC.
- In the event that a course is not delivered ECOC will provide a total refund of Course Money paid in advance where:
 - the course does not start on the agreed starting day.
 - the course ceases to be provided at any time after it starts but before it is completed; or
 - the course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act).
- In the unlikely event that ECOC is unable to deliver your course in full, you will be offered a refund of any unspent pre-paid fees received by ECOC, in respect of the course. You may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a refund of any unspent course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
- ECOC can assure you of the security of your international student fees through our compliance with the Education Services for Overseas Students Act 2000 (ESOS Act), Education Services for



Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012 (The Act), Education Services for Overseas Students (TPS Levies) Act 2012 (The Act) and Education Services for Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Act 2012 (The Act) under the Overseas Student Tuition Protection Scheme (TPS) through the commonwealth managed fund known as Overseas Student Tuition Fund (OSTF). If ECOC is unable to provide a refund or place you in an alternative course, TPS Director or a delegate will be responsible to place you in a suitable alternative course or, if this is not possible, you are eligible for a refund as calculated by the TPS Director. **No Application for Refund of Student Fees Form** is required in this instance.

- In the situation where a student has deferred a course of study and then later cancels enrolment, the level of refund applicable will be that which was at the point of deferment.
- Payments of allowable refunds will be made within four (4) weeks of the receipt of this **Application for Refund of Student Fees Form**.
- Students/businesses with an unsuccessful application for a refund will be notified in writing (by email). Should you wish to dispute the refund decision, you may access and follow our **Complaints and Appeals Policy and Procedure** (available on the website).
- Refunds will never be provided to an education agent.
- ECOC's **Fees and Charges and Refund Policy and Procedure** applies equally to all students. The availability of a complaints and appeals procedure does not remove your right to take action under Australia's consumer protection laws, nor do not circumscribe the student's right to pursue other legal remedies.
- The above-mentioned student/business agrees to repay to on demand, any payments credited in error. We reserve the right to off-set the amount of any overpayment made in error against any future debt or liability owing to the RTO by the student/business.

Office Use Only:

General Manager or Delegate Decision		
Name:		
Action:	<input type="checkbox"/> Approved	<input type="checkbox"/> Not approved
Reason for decision:		
Sign:	Date:	



Electronic Funds Transfer (EFT) Details

Conditions of use of EFT:

- Any future payments by ECOC will be sent by EFT
- Any changes in the particulars specified below are to be notified immediately to ECOC
- ECOC reserves the right at any time to terminate or suspend this EFT payment system and to pay by any other manner which ECOC may determine from time to time.

Banking Details:															
Financial Institution (i.e. bank):															
Address/Branch of Financial Institution (full address required):															
6 Digit Bank State Branch (BSB) Number for Australian bank account or IBAN for overseas Bank e.g. GB44BARC12345678912345															
Australian Account Number of BIC/SWIFT code for overseas bank: e.g. BARCGB123456															

Please return the completed form to email: GiovannaS@everthought.com.au or mailing to:

Everthought College of Construction
Building 4/460-492 Beaudesert Road, Salisbury QLD 4107