



Please ensure that you have read the Fees and Charges and Refund Policy and Procedure, available on the website, prior to completing this Form.

Name:

Student number:

Course:

Tick when program you are enrolled: RPL service and gap training: Apprenticeship: Other:

Reason for refund request (include evidence to substantiate your claim where relevant):

Banking Details: Please note refunds will only be paid via electronic transfer. Please nominate an authorised account for deposits. PLEASE NOTE: the person/company who paid the fees will receive the refund only.

Financial Institution (i.e. bank):

Name on Account:

6 Digit Bank State Branch (BSB) Number for Australian bank account:

Grid for BSB number input

Australian bank account number:

Grid for account number input



**IMPORTANT INFORMATION:**

- 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 an **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).
- Our **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.

Where a domestic student opts to withdraw from an **enrolled RPL service**, the following refunds will apply, based on the up-front fee of \$1,000 and a non-refundable \$350 administration fee:

- date of enrolment to 10 working days (cooling off period): student is eligible to receive a refund of \$650
- 11 working days to 3 months from date of enrolment: student is eligible to receive a refund of \$100
- 3 months and 1 day onwards: student is not eligible for a refund.

**Office Use Only:**

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