

REFUND REQUEST

Refund process

1. Written notification of cancellation received
2. Refund request form filled out and given to CEO
3. CEO to approve or deny, give to Accounts Clerk
4. Accounts refunds monies
5. Note made in Students file

Student Name:

Signature:

Reason for refund

.....

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Fees paid \$..... less fees as per Refund policy below Amount of refund \$..... If approved

Type of payment: Deposit Refund Debit/Credit Card

Account Name: _____

BSB: _____ Account Number: _____

This refund is in line with our stated refund policy.

..... Date

Name of staff member requesting refund

Approved by CEO:

Payment Confirmation

..... Date

Name of staff member processing refund

..... Date Paid:

Signature of Staff member processing Refund

Refund Policy *(extract)*

The learner/student must advise of cancellation in writing or by email.

All monies, less a 20% administration fee, will be refunded if cancellation occurs before any training or assessment takes place. Cancellation, after training or assessment begins, attracts a 20% administration fee and the deduction of the full cost of any training or assessment the learner had access to up until the cancellation date.

In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued a username and login and these have been used to access the online material.