

If you submit a Refund Request Form to AIHE of the intention of withdrawing from a course of study more than 28 days before the course commencement date, then 95% of fees already paid will be refunded (less a non-refundable course application fee of AUD \$200).

If you submit a Refund Request Form less than 28 days but more than 7 days before course commencement for a conditional offer where the conditions of the offer have not been met, 80% of fees already paid will be refunded (less a non-refundable course application fee of AUD \$200).

If you submit a Refund Request Form within 7 days of course commencement for a conditional offer where the conditions of the offer have not been met 50% of fees already paid will be refunded (less a non-refundable course administration fee of AUD \$200).

If you wish to withdraw from a course of study after four weeks from commencement of the semester (2 terms constitute one semester) or if your enrolment is terminated, then all fees for the full semester remain payable and are not refundable except in circumstances of justifiable hardship. Your enrolment may be terminated by the Institution because of a failure to comply with the Institutions' policies, bad behaviour, unsatisfactory progress, failure at examinations, or unsatisfactory attendance.

Where you withdraw 28 days or less before course commencement, and wish to be considered for a refund of your tuition fees and/or exemption from liability for tuition fees, you must fill in a Refund Request Form and submit it within 20 working days of the date of your withdrawal/deferral from the course. Approval of special circumstances will only be given for extenuating circumstances (please provide these in writing with supporting evidence to AIHE).

If the Institution cancels your enrolment because a course is no longer being offered, a course is not being offered for a particular term or other default by the Institute, you will be notified in writing and will be given the option to transfer your enrolment to another course and/or term or you may request a full refund of your tuition fees. Requests for a full refund of tuition fees will be processed within 2 weeks of the receipt of all documents, unless a request to transfer enrolment to another course or term is received from you in writing during this period.

You are entitled to access the Complaints and Appeals process should you be dissatisfied with the course or RTO decision. This information is available in the Student Information Guide and the website. You should also be aware that this agreement, and the availability of a complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection law.

Please complete the details below and return it with the receipt of course fees and certified copies of any supporting documents. You do not need to complete this form in the case of a course cancellation.

STUDENT NUMBER		COURSE NAME	
SURNAME			
FIRST NAME		START DATE	
ADDRESS			
STATE		POSTCODE	
TELEPHONE		MOBILE NUMBER	
EMAIL ADDRESS			

REASON FOR REFUND

Please tick the correct reason below and provide details below.

- Withdrawing due to compassionate and compelling circumstances outlined below
- Overpayment of course fees
- Other (provide details below)

PROVIDE DETAILS OF REASONS FOR REFUND

Attach supporting documents.

PAYMENT DETAILS

Please provide relevant details for payment of refund. Complete name and address details if different from above. Include bank details for direct deposit refunds.

REFUND METHOD	<input type="checkbox"/> CHEQUE <input type="checkbox"/> DIRECT DEPOSIT		
FIRST NAME		SURNAME	
ADDRESS			
STATE		POSTCODE	
ACCOUNT NAME			
BSB NUMBER		ACCOUNT NUMBER	

OFFICE USE ONLY			
DATE RECEIVED		REFUND DECISION	<input type="checkbox"/> YES <input type="checkbox"/> NO
CHECKED BY		APPROVED BY	