

# Application for Refund Form



This form must be used to apply for a refund of your tuition fees. It can be lodged in person at the college or posted to: Australian Academic Solutions, 91 Barrands Lane, Drysdale Victoria 3222

**Processing time is 10 working days from the date of receipt.**

**Please Note:**

- Fees refunds will be provided in accordance with Australian Academic Solutions 's Policy and Procedure - Fees, Refunds and Protection of Course Fees - please refer to the Student Information Handbook and on the AAS website [www.aussolutions.com.au](http://www.aussolutions.com.au)
- You should read the Policy and Procedure carefully to establish your eligibility for a fees refund.
- Where the student breaches the RTO Policies and Procedures no refund is payable.
- Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.
- We do not pay cash refunds - all refunds are paid via EFT (Electronic Funds Transfer) - even if the student has originally paid by cash.
- If your application is approved, the refund money will be refunded via EFT into your nominated bank account and will be issued to the name of the person nominated in the Refund Payment details section of this form.
- Again - you are to take full responsibility for wrong banking details and we are not liable if you provided **incorrect details**.
- Before your application for a Fees Refund will be considered, you must complete all sections below and ensure your details are correct.
- All Refunds will incur an administration fee of \$50.00.

## Personal Details

<b>Family Name:</b>	<b>Gender:</b> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>
<b>Given Name:</b>	<b>Date of Birth:</b> ____/____/____
<b>Address:</b>	<b>Postcode:</b>
	<b>Tele/Mobile:</b>
<b>Email:</b>	

Please Note: If you change your address during the period, please contact us to ensure your address details are updated for future correspondence.

## Withdrawal / Discontinuation from:

<b>Course Code:</b>	
<b>Course Start Date:</b>	
<b>Tuition Fee paid:</b>	

Please Tick	Refund Reason	Type of Refund
<input type="checkbox"/>	Withdrawal prior to agreed start date	Full refund - <i>minus administration fee</i>
<input type="checkbox"/>	Withdrawal after the agreed start date (Refer <i>Withdrawal after course commencement</i> )	50% refund of unused tuition fees - <i>minus administration fee</i>
<input type="checkbox"/>	Course withdrawn by RTO	Full refund
<input type="checkbox"/>	The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund

## Method of Payment for Refund

<b>Circle:</b>	<b>Bank Account</b>	<b>Visa Credit</b>	<b>Mastercard Credit</b>
<b>Credit Card Number</b> ____/____/____/____			
<b>Signature:</b>		<b>Card Expiry:</b>	
<b>Full Name on Card:</b>			
<b>Bank Account Name:</b> _____ <b>BSB:</b> _____ <b>Account number:</b> _____			

## **Extract from Policy and Procedure 3.1 Fees, Refunds and Protection of Course Fees**

### **Withdrawal after course commencement**

All Refunds made by Australian Academic Solutions will incur an administration fee of \$50.00.

Our Refunds policy is subject to the following conditions:

- If you (the Student) advise Australian Academic Solutions in writing no less than 2 working days prior to the commencement of your course we will provide a full refund minus the above administration fee.
- If you withdraw from the course after day 1 up to 50% of the course we will charge - 50% of the full "Fee for Service" cost of the course.
- If you withdraw from the course after 50% or more of the course is completed we will charge the full "Fee for Service" cost of the course.

### **Claiming a Refund**

- The student must provide their notice of withdrawal or cancellation on a signed and dated 'Application for Refund Form'. The claim for a refund must include a reason and must include supporting official documentation of the student's circumstances for withdrawal/cancellation plus a contact name, email address and telephone/mobile number to enable Australian Academic Solutions to validate this claim.
- Date of Cancellation / Withdrawal is the date the written request is received by Australian Academic Solutions' Administration staff.
- A student should apply for a refund as soon as possible after notice of cancellation / withdrawal is submitted.
- All refunds will be paid as soon as possible and no later than 5 working days from an approved cancellation / withdrawal notification only if the supporting documentation has been validated during this timeframe.

### **Appealing Refund decisions**

- All students have the right to appeal a refund decision made by the RTO. Student wishing to access the Complaints and Appeals Procedure from the RTO should contact Student Administrations Department.
- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.
- The RTO's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

### **Further information**

- If fees have been paid by a third party then refunds will be payable to that third party.
- Any information that you provide to RTO or that the RTO collects about you (including payments and refunds) can be given to authorised State and Commonwealth Agencies.
- Fees Paid in Advance: Students fee's paid in advance of the course will be held in a holding account until course commencement to ensure refunds are fast and efficient.
- Where a student requires AAS to issue additional Certificates or Statements of Attainment after the first one has been issued, an administration fee of \$25.00 will apply.