

## Refund Application

### Personal Details

Student ID      AST 000

Name of student     

Contact Number            Email:

Mailing Address     

Suburb:       State:       Postcode:

Reason for Requesting a Refund

All refunds will be made into student's bank account via Electronic Funds Transfer.

Please return this form together with supporting documentation to:

[di@astutetraining.edu.au](mailto:di@astutetraining.edu.au) or fax to +61 4732 4344

Under Astute Training's Refund Policy, your request for refund will be investigated and processed within 28 working days from the lodgement of a complete application. All refunds are subject to a \$250.00 administration processing fee and the course enrolment fee is non-refundable. Refer page 2 for refund conditions. If you require further information, please contact Astute Training Pty Ltd on +61 2 4732 5088. Applications **WILL NOT** be processed if incomplete they will be returned to the applicant and will need to be resubmitted when complete.

### Student Declaration

I have provided all supporting information required to process the refund. Visa refusal letter

I have read and understood the Refund Agreement.

Signature

Date:

### Cancellation of Courses by Students

1. If 28 days or more written notice of Cancellation is given before a course commences, tuition fees will be refunded in full. If less than 28 days written notice of cancellation is given, 80% of total tuition fee will be refunded. Enrolment fees are non-refundable. (Total fee is the full course cost e.g. \$6000.00 the 20% deduction is \$1200)
2. Monies will be refunded in Australian dollars paid directly to the student via their nominated bank account or credit card.
3. Where a visa has not been received in time to start a course, the student must contact Astute Training in writing and will be offered another starting date.
4. Tuition fees and enrolment fees are non-transferable to other students or other institutions.
5. If a student enrolls and the course starts on the agreed date but the student does not start on that date and withdraws from the course 80% of the total tuition fees will be refunded and paid within 4 weeks. (Total fee is the full course cost e.g. \$6000.00 the 20% deduction is \$1200)

6. If a student cancels their course after starting but does not give 28 days of notice in writing than a fee equivalent to 4 weeks tuition fees will apply.
7. Tuition fees are refunded in full if a visa is declined, however the enrolment fee is non-refundable and any bank charges incurred for international transfers will be deducted from the refund amount and there is a \$250.00 administration charge for the processing of the refund. A copy of the visa refusal notice must be attached to your application and this **must** be received within 3 months from the date of visa refusal. If an application is received after the 3-month period point 5 will be applied.
8. Consideration will be given to the individual circumstances if a refund application is lodged for change of mind within 3 months of the original application. Students will not receive a refund for change of mind if 3 months or more has elapsed from the time of lodgement.
9. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

**The bank details must be completed below for processing to your nominated bank account in either Australia or overseas.**

## Australian Bank Account

### Bank Details for Electronic Funds Transfer (EFT) Refund

Bank Name:

Address:

BSB Number/Swift Code:

Account Number:

Account Name:

## Oversea Bank Account

### Bank Details for Electronic Funds Transfer (EFT) Refund to an overseas account

ALL the following information is required for a refund to proceed for an overseas destination (please PRINT clearly):

Beneficiary Bank Number:   
(Similar to our Australian BSB which is a bank identifier, the SWIFT code can also be used if Bank Number not supplied):

SWIFT BIC Address:

Beneficiary Branch Name:

Beneficiary's Account Number:

Beneficiary's Name:

Beneficiary's Address:

Beneficiary City:  Beneficiary Country:

## Credit Card Details

### Details for Credit Card Refund

Name on Card:

Credit Card Type:  Visa  MasterCard  AMEX

*Visa and MasterCard transactions will attract a 1.2% additional cost to student. AMEX will attract a 1.65% charge to the student.*

Credit Card Number:

Expiration Date: MM  YYYY

Card Identification No.  (last 3 digits located on the back of the credit card or Amex 4 digits on front of card)

### Office Use Only

Refund Amount Approved:

Payment:

Deductions: \$250.00 Enrolment Fee  
 \$250.00 Administration Processing Fee

\$000.00 Overseas Bank Charge

Refund Payable:

Authorisation Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Receipt(s) No: \_\_\_\_\_

Refund Amount: \_\_\_\_\_

OSHC Schedule Number: \_\_\_\_\_

Policy Cancelled:

Date Processed: \_\_\_\_\_ EFT Confirmation Attached:

Processed by: \_\_\_\_\_