

WITHDRAWAL/REFUND APPLICATION FORM

SECTION A: To be completed by participant where details are known. Please return this form to Austrain Academy Head Office.

Last Name _____ First Name _____

Date of Birth ___/___/____ Student ID _____

Type of Enrolment:

- Smart and Skilled
- Existing Worker Trainee
- Commercial Full Qualification
- Commercial Unit/s of Competence
- Consultation / Compliance System
(prior to commencement/development only)

Postal Address _____

_____ Postcode _____

Course Code _____ Course Name _____

Amount Paid \$ _____ Payment Method _____

Paid by:

- Participant
- Other

Please provide payer details below

Payer Name _____ Payer Address _____

_____ Postcode _____

Reason for Withdrawal _____
(where applicable)

I wish to apply for a refund because (please tick one):

- Withdraw without penalty within 10 working days from signing enrolment – Smart and Skilled only
- Seeking concession/exemption (if seeking concession/exemption, you must also complete the Concession or Exemption Application form).
- Other. Please specify and attach documentary evidence (please see over page for reasons)

Attendance at any classes or participation in training? Yes No

If yes, date of last attendance/participation ___/___/____

Signature of applicant _____ Date _____

Note 1: Refunds are to be made to the participant, organisation or third party who originally paid.

Note 2: For Credit Card payments, any payments made by Credit Card will be refunded to the original credit card number only.

Electronic Payment of Refunds

Account Name _____ Bank Branch _____

BSB No _____ Account No _____

SECTION B: Office use only

- Approved
- Not Approved

Approval Number _____

Refund Amount _____

Approval Category (choose one)

- Refund Before Training Engagement/Classes
- Course Cancelled
- Enrolment Declined Participant Ineligible
- Exemption/concession granted
- Refund Proportion units commenced full qualification (existing worker trainees & commercial programs)
_____(number) of units commenced.
- Overpayment
- Participant appeal granted in Repeat Unit
- Transfer Refund to different course
- Senior Manager's Discretionary approval

Reason

If not approved provide reason

Signature of Manager _____ Date _____

For Credit Card payments. Any payments made by Credit Card may be refunded to the original credit card number only.

- Participant/Payer Informed
- Refund Paid
- Refund details & form entered into SMS

Signature of Admin _____ Date _____

NOTES:

Refund of all or part of Austrain Academy's fees may be given in the following exceptional circumstances:

1. Participants who have overpaid fees.
2. Participants enrolled in a course that has been cancelled by Austrain Academy.
3. The participant pays but receives Youth Allowance or Austudy commencing **within two weeks of the date of enrolment** or the date of first class attendance or participation in training.
4. The participant enrolls in a course only to repeat a failed unit/module but is then granted a pass in that unit/module by an appeal process.
5. The participant formally advises Austrain Academy via this form, **before classes commence and with no class attendance or no participation in training**, that they are withdrawing from the course.
6. The delegate is of the opinion that the applicant/participant would be unreasonably disadvantaged if not granted a refund. For example, a participant who meets with a **serious** misadventure and is unable to continue his/her enrolment.
7. An apprentice or trainee who has paid the full Austrain Academy commercial fee upfront and subsequently provided evidence of their Apprenticeship/Traineeship can be refunded the balance of their recalculated payment.

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APPROPRIATE AND INAPPROPRIATE CIRCUMSTANCES

The following examples are indicative of appropriate and inappropriate circumstances for granting a refund. These are intended as guidelines only. Judgement will need to be exercised by delegates.

APPROPRIATE

Extended hospitalisation or illness (two weeks minimum) supported by a medical certificate and resulting in extended absence from classes.

Pregnancy/child birth (other than in cases of medical complication covered by the above).

INAPPROPRIATE

Job change

Change in work hours

Inconvenience of travel to training