

# REFUND REQUEST FORM

## Purpose:

This form enables a student to formally request a refund of fees paid, in accordance with the RTO's Fees Management and Refunds Policy and Procedure. It ensures that refund requests are documented, evaluated, and processed fairly and consistently, meeting compliance obligations under:

- Standard 2.1 of the Standards for RTOs 2025
- National Code 2018 – Standard 3.
- The Education Services for Overseas Students (Calculation of Refund) Instrument 2024, a legislative instrument under s.47E(4) and s.46D(7) of the ESOS Act

## Instructions:

1. Student to complete the form with all relevant details and nominate a bank account for refund deposit.
2. Indicate the basis for the refund (e.g., visa refusal, withdrawal)
3. Attach any supporting evidence required (e.g., withdrawal form, medical documentation).
4. Submit to the Administration Manager for initial review.
5. Administration Manager and CEO to make the final decision and complete the approval section.
6. File the signed form in the student record and update the Fees Register.
7. Process refund within 4 weeks in line with the Fee Management and Refund Policy or 2 weeks for provider default.

<b>Student request</b>	
<b>Name:</b>	
<b>Student number:</b>	
<b>Course:</b>	
<b>Refund Trigger (tick one):</b>	
<input type="checkbox"/> Visa refusal	
<input type="checkbox"/> Withdrawal	
<input type="checkbox"/> Provider default	
<input type="checkbox"/> <b>Other (specify):</b>	

**Reason for request:**

**Supporting documents attached**

Visa refusal letter ☐

Withdrawal form ☐

Medical Certificate ☐

Other ☐

**Deposit Account: Please note refunds will only be paid via electronic transfer.**

**Please nominate an authorised account for deposits:**

☐ **Student Account**

**or**

☐ **Nominated persons account**

**Account Name:**

**BSB:**

**Ac No:**

**Swift Code :**

**If Overseas Account**

**I authorize refunded amounts to be deposited into the above nominated account.**

**Sign:**

**Date:**

**Refund Table – see the Fees Management and Refunds Policy and Procedure for details.**

<b>Circumstance</b>	<b>Refund</b>
Visa refused (off-shore)	100% of course money received minus the administration fee \$250.
Visa application refusal due to fraudulent and or forged documents.	No enrolment or tuition fees refunded under any circumstances.
Withdrawal notified in writing and received by the College 28 days or more prior to semester commencement. Not related to visa refusal.	70% refund of tuition fees paid. Enrolment fee is not refundable.
Withdrawal notified in writing and received by the College less within 28 days prior to semester commencement and before the commencement date. Not related to visa refusal.	50% refund of tuition fees paid. Enrolment fee is not refundable



Withdrawals notified in writing and received by the College on the commencement date or after the semester commences.

No refund of current semester tuition and materials fees.

## OFFICE USE – REFUND CALCULATION

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Total Amount Paid: \$ \_\_\_\_\_

Less Permissible Deduction (if any): \$ \_\_\_\_\_

Amount to be Refunded: \$ \_\_\_\_\_

Notes:

## ADMINISTRATION MANAGER REVIEW

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Name: \_\_\_\_\_

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

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

## CEO DECISION

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☐ Approved ☐ Not Approved

Reason for Decision:

Name: \_\_\_\_\_

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

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

Note: SIBN does not deduct agent commissions from student refunds. Any such arrangements between the provider and the agent do not affect the student's refund entitlement.