



REFUND REQUEST FORM

Please complete this form and submit it to a Student Services Officer for processing. Please ensure you have followed the College's Grievance Procedure prior to requesting a refund or cancellation, including discussing your case with a Student Services officer prior to completing this form.

Please remember you must notify the College in writing to request a refund or course cancellation and provide all required evidence, otherwise it may cause delays in processing your request. Please view a copy of the full Refund/Course Cancellation Policy available via the College's website: www.sapphirecollege.edu.au, or you can request a copy via Student Services. Refunds are processed at the College's discretion and the College reserves the right to ensure that all cases are genuine.

SECTION 1: Student Details	
Student Name:	Date:
Contact Number:	Student ID:
Email:	Date of Birth:
Course:	

SECTION 2: Refund Request – Type of Refund	
Course Fees / Tuition Fees <input type="checkbox"/>	OSHC <input type="checkbox"/>
Resource / Material Fees <input type="checkbox"/>	Other <input type="checkbox"/> (provide details)
Service Fees <input type="checkbox"/> (Please note Services Fees are non-refundable, however, consideration may be given under exceptional circumstances)	

SECTION 3: Refund / Course Cancellation	
Is this refund request part of a course cancellation	<input type="checkbox"/> YES <input type="checkbox"/> NO
Reason for refund request/course cancellation :	
Is this course a packaged offer :	
<input type="checkbox"/> YES <input type="checkbox"/> NO	

SECTION 4: Approval by Training Manager / Student Services Manager or COO	
Sufficient notice provided: <input type="checkbox"/> YES <input type="checkbox"/> NO	Satisfactory course progress: <input type="checkbox"/> YES <input type="checkbox"/> NO
Course Fees paid to date : <input type="checkbox"/> YES <input type="checkbox"/> NO	Required evidence attached : <input type="checkbox"/> YES <input type="checkbox"/> NO
Refund granted : <input type="checkbox"/> YES <input type="checkbox"/> NO	Date granted :
Approved by: (Print name)	Signature:
Comments:	



Cancellation Fees Applicable: YES NO
 If yes, list all applicable fees to be retained/charged prior to refund/cancellation being granted:

Form to be given to Student Services to process immediately after approval to update college SMS and LMS.

Section 5: Office use only	
Date received:	Date entered:
Entered into SMS by:	LMS access updated by:
Changes entered into PRISMS (if applicable): <input type="checkbox"/> YES	Date:
Student informed of refund amount/cancellation fees: <input type="checkbox"/> YES <input type="checkbox"/> NO	Admin Fee Applicable:
eCOE cancelled (if applicable/required) : <input type="checkbox"/> YES	Date:

Important Information regarding Student Refund Requests / Cancellations:

For any student cancellations, withdrawals or dismissals: SERVICE FEES (NON-TUITION FEES) are NON-REFUNDABLE: Enrolment Fee, Administration Fees, Bank and Surcharge Fees, Airport Pick Up Fee, Material/Resources Fees, and Payment Plan Management Fees. Services booked via approved third parties (eg. activities, accommodation, health insurance cover) will follow applicable policies and the college will assist you in applying for a refund when applicable.

Note: If any discounts/scholarship prices were offered on Enrolment Fees/Material Fees etc., the FULL standard fee amount will be retained in the case of a refund/cancellation due to student default.

Students on Payment Plans agree to follow the full terms and conditions of the Payment Plan and Refund Policy, and will not be issued a Letter of Release or have their course cancellation approved until ALL invoiced fees due have been paid in full.

Student Checklist:

- I am aware that I must continue to attend classes to meet study (and visa – if applicable) obligations until I have been notified of the outcome of my request (unless compassionate or compelling circumstances prevent me from doing so)
- I understand that if I do not provide the supporting evidence required by the College explained to me at time of request, my withdrawal/cancellation will be deemed incomplete and will not be processed/approved.
- I understand that I must meet my fee payment obligations and must clear any outstanding debt (unpaid/due fees) as part of the cancellation process.



For International Students:

A course withdrawal/cancellation may impact your current Student Visa and withdrawing from your course can affect your principal course/pathway program commencement. Please ensure you have discussed your visa/course requirements with a Student Services Officer and/or your Education Agent prior to lodging this form. You can also check the Department of Home Affairs website for further information: www.homeaffairs.gov.au

Student Declaration:

I, _____ acknowledge that I have read and understood the College's Refund Policy and Enrolment Policy, including fee information and the requirements to cancel or withdraw from my course - if applicable, and I hereby accept to be bound by this Agreement.

Signature of Student: _____ Date: ____/____/____ (DD / MM / YYYY)

The College will notify you in writing within seven days after receiving the completed form and relevant documentation of the College's decision. If you are unhappy and would like to appeal the decision made by Essential Training on this matter, please refer to the 'Complaints and Appeals Policy' in the 'Student Handbook' or via the College's website: www.et.wa.edu.au

Document Created: February 2024, Student Administration/Refund Request V1.1

