

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 College of Trade 859 High street, Thornbury VIC 3071, or emailed to: info@acot.vic.edu.au

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

Please Note:

- Fees refunds will be provided in accordance with Australian College of Trade's Policy and Procedure - Fees, Refunds and Protection of Course Fees - please refer to the Student Information Handbook and on the ACOT website www.acot.vic.edu.au
- You should read the Policy and Procedure carefully to establish your eligibility for a fees refund.
- Where a student breaches ACOT's 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 to be either cheque or Electronic Fund Transfer - even if the student has originally paid by cash.
- If your application is approved, payment will be issued to the name of the person nominated in the Refund Payment details section of this form. You must provide us with your correct name details - we are not liable if you provide incorrect details.
- We can also refund money via Electronic Fund Transfer into your bank account if this is your preferred option. Again - you are to take full responsibility for wrong banking details, and we are not liable if you provide **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 have application fee of \$250 deducted.

Personal Details

Student ID:		Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>
Family Name:		Given Name/s:
Date of Birth:	___/___/_____	Telephone/Mobile:
Address:		
Postcode:		
Email:		

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:

Course Code & Name:	
Course Start Date:	
Tuition Fee paid:	
Amount to be Refunded:	

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Please Tick	Refund Reason	Type of Refund
<input type="checkbox"/>	Withdrawal at least 28 days prior to agreed course start date	Partial Fee refund less application fee
<input type="checkbox"/>	Withdrawal less than 28 days from agreed course start date or after agreed course start date (Refer <i>Withdrawal after course commencement</i>)	Nil Refund. Where a student has not paid the full course fees at date of withdrawal they will still be liable for 50% of first term fees plus application fee.
<input type="checkbox"/>	International offshore student that has had their visa application rejected by the Australian Government	Full refund less application fee
<input type="checkbox"/>	Course withdrawn by Australian College of Trade	Full refund
<input type="checkbox"/>	Australian College of Trade is unable to provide the course for which the original enrolment and payment has been made	Full refund

Refund Method: Bank Transfer

Your Bank Account Details: Australia

Bank name:			
BSB:		Account Number:	
Account Name:			

Your Bank Account Details: Offshore students (your home country)

Country:		Bank name:		Bank SWIFT Code:	
Branch:		City:			
Bank Number (BSB)		Account Number:			
Account Name:					

Your Mailing Address for Refund

Street No. & Name							
Suburb/Town		Postcode		State		Country	
Phone Number	Business Hours:		After hours:		Mobile:		

Where applicable, refunds made by Australian College of Trade will have application fee of \$250.00 deducted.

Claiming a Refund

- The student must provide their notice of withdrawal or cancellation on a signed and dated **VCID.SMS.10** 'Application for Approval to terminate, cease or withdraw from studies'.
- Date of Cancellation / Withdrawal is the date the written request is received by Australian College of Trade 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 14 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 ACOT. Student wishing to access the Complaints and Appeals Procedure from ACOT should contact Student Administrations.
- The availability of complaints and appeals processes does not remove your right to take action under Australia's consumer protection laws.
- ACOT's dispute resolution processes does not remove the student's right to pursue other legal remedies where they feel necessary.