



STUDENT REFUND APPLICATION

Students seeking a refund must complete and submit this form at least seven (7) days prior to **SHORT COURSE** commencement, or fourteen (14) days prior for **QUALIFICATIONS**; refund requests received after this period will only be processed at the discretion of Management.

An administrative charge of \$60.00 applies to all **SHORT COURSE** refunds, or \$300 for **QUALIFICATIONS**, **except** for course cancellations made by Monash Training and Professional Development, where a full refund will be provided.

Please allow (15) working days for the processing of your refund upon receipt of this form.

Student Details		
Name:	Date of Birth:	
Mobile:	Email:	
Refund Details		
Course Name:		
Reason for Refund:		
Credit Card Details		
<i>(only complete this section if your course fees were paid via credit card online or EFTPOS and under \$499.00)</i>		
Name on Card:	Expiry date:	
Card Number:		
<input type="checkbox"/> I confirm this is the same card I made payment with.		
Bank Account Details		
<i>(only complete this section if your course fees were paid via cash or for fees higher than \$499.00)</i>		
Account Name:		
BSB:	Account Number:	
Declaration		
<input type="checkbox"/> I have read the Refund and Transfers Policy and my request for a refund meets the criteria.		
Student Signature:	Date:	
Only a signature will be accepted for refund applications. Do not type your name. Forms with typed names will be denied and returned to the applicant.		
Office Use Only		
<input type="checkbox"/> Approved <input type="checkbox"/> Denied, reason;		
Course Code:	Payment Date:	
Course Fee: \$	- (\$60/\$300) = Refund: \$	
Staff Name:	Staff Signature:	Date:

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Conditions for Approval of Refunds/Transfers

- An enrolment form, along with payment (in full or as a deposit) or a signed Payment Authorisation Form, constitute a binding contract.
- Courses are to be paid for prior to commencement of the course. Fees for Certificate III, IV or Diploma level courses may be paid in instalments via a payment plan.
- Should the student be unable to attend, a substitute nomination is welcome at no extra charge. This does not apply to situations where the enrolment is funded through the Victorian Skills First program and may not apply to enrolments in Nationally Recognised Training courses where entry requirements and attendance requirements apply. Such a decision will be at the discretion of the RTO Director.
- Applications for refund or transfer must be received in writing at least 7 days prior to course commencement for all short courses and at least 14 days prior to all Nationally Recognised Qualifications. Refunds from Short Courses incur an administration charge of \$60, refunds from Nationally Recognised qualifications incur an administration charge of \$300 and all transfers incur an administration charge of \$35. Charges apply to each and every refund/transfer. All transfers must be taken within a 12-month period.
- Students withdrawing less than 7 days prior to course commencement are not entitled to a refund.
- Students withdrawing less than 7 days prior to course commencement who feel they have exceptional circumstances which warrant a refund, are welcome to submit a completed Refund Form. All such applications will be assessed in line with our Refund Procedure.
- No refunds can be made for cancellations received less than 7 days before the course commencement.
- Fees paid via cash, cheque/money order or EFTPOS will be refunded via Electronic Funds Transfer (EFT) into the student's nominated bank account. The processing of EFT refunds can take up to 3 weeks.
- Fees paid via credit card will be refunded back to the same credit card. For online credit card payments, refunds will be processed via SecurePay back to the same card.
- Fees paid via EFTPOS may be refunded back to the debit card, however this will require the cardholder to be present during the processing of the refund as the PIN will be required.
- In the event of cancellation by the student, where full payment has not already been received, MSA Training and Professional Development Centre reserves the right to recover monies as follows:
 - If notice is received more than 7 days prior to commencement no payment is required. A refund, less the administration charge, will be issued.
 - Where notice of less than 7 days is given, 100% of the course fees are payable. For payment plans, this means that instalments will continue to be charged to your card or bank account and must be paid in full.
- MSA Training and Professional Development reserves the right to cancel / postpone programs. Every effort will be made to ensure applicants for cancelled courses are placed on the next available program. Wherever possible, enrolled students will be given at least 3 days' notice in the advent of a course being postponed or cancelled. In the event that a course is cancelled or postponed by MSA Training and Professional Development a full refund will be available to all applicable students.
- This policy is to be made available to students and prospective students on the website www.msatraining.edu.au