



COURSE FEE REFUND FORM

Personal Details	
Surname/Family Name	
Given Names	
Postal Address	
State	Postcode
Telephone	
Mobile	
Email	
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
Date of Birth	

Course Details	
Current Course Studying at CEAV Institute	

Application to withdraw from the course approved by Training Manager

Date _____ (Please attach evidence of approval to withdraw or cancel course enrolment)

Student Declaration

I certify that all details provided on this refund application form are correct.

Signature _____ Date _____

Amount of Refund Requested \$.

Preferred Payment method:

Cheque



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EFT (Please provide details below)

Account Name _____ BSB _____ Account No _____

Office Use only

CEAV Institute

Training Manager to complete:

Application approved: Yes No

Signature _____ Date _____

Comments:

Student Notified Date _____

Refund Policy (in the Course Handbook)

CEAV Institute maintains and promotes a fair and just refund policy. CEAV Institute recognises that due to a range of circumstances some students may not be able to proceed with their intended study after they have paid money to CEAV Institute. CEAV Institute Refund Policy provides the following advice for students who wish to withdrawal from a course provided by CEAV Institute:

Fees

- CEAV Institute does not accept fees in advance and respects the rights of adult learners to change their mind about undertaking study.

Course Cancellation

- Cancellation of enrolment must be made in writing to the CEAV Institute Manager.

Non Refundable Administration Fee

- At the time of enrolment, students pay an administration fee. This is non refundable.

Course Fee Refunds

- All students will receive invoices during the one year part time course; one invoice for each segment of the course (e.g. Certificate IV Cluster A, B, C). If a student chooses not to continue their enrolment they can do so without penalty as they will not have paid their course fees within the 4 week invoice period.
- If a student has paid their fees for that segment of the course, and wishes to withdraw from the course, they must complete the Withdrawal Form. If this occurs within 6 weeks of course commencement, students will receive a 50% refund for fees paid.
- If more than 6 weeks of course delivery has passed, there will be no refund available. In exceptional circumstances such as financial hardship, immediate family bereavement and/or serious illness, refunds will be considered on an individual basis at the discretion of CEAV Institute.
- If a student wishes to change their enrolment to another course, the fees paid will be transferable to the new course and a change of enrolment fee will be charged which is equivalent to half the non-refundable course administration fee.
- A full refund will be provided if:
 - the course is cancelled;
 - the course is rescheduled to a time unsuitable to the participant. Participants are entitled to transfer to the re-scheduled course should this be suitable;
 - the participant was not offered a place in the course due to course over subscription.



COURSE FEE REFUND FORM

The form is to be lodged either by post, email or fax to:

CEAV Institute Manager, Unit 3 192 B Burwood Rd, Hawthorn VIC 3122

Ph: (03) 9810 6405. Fax: (03) 9815 2490 Email: trainingmanager@ceavinstitute.edu.au

Privacy Declaration: CEAV Institute seeks this information for the purposes of processing your application. This information will only be used by the CEAV for the purposes for which it is intended. You have the right to access your records at any time by contacting the CEAV on Ph 03 9810 6400 during business hours or downloading the appropriate form on www.ceavinstitute.edu.au

Complaints and Appeals: If at any stage during your application/ enrolment or course delivery/assessment you feel dissatisfied you have the right to complain or appeal any decision that you disagree with. All policies, procedures and forms for complains/appeals are available on www.ceavinstitute.edu.au