

Refund Request Form

Use this form to request a refund. Refunds are assessed under the Fees and Refunds Policy and the Student Handbook, and are paid only by electronic funds transfer to the account you nominate below. Refunds are processed within 14 calendar days of the CEO approving this request. Your rights under the Australian Consumer Law are not affected.

Student details

Student name			
Contact number		Email	
Course / qualification			
Enrolment date			

Payment and refund details

Amount paid (\$)		Date paid	
Payment method			
Invoice / receipt number			
Refund amount requested (\$)			

Reason for refund request

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Bank details for refund (EFT only)

Account name			
BSB		Account number	

Declaration

I authorise any refunded amount to be deposited into the account nominated above. I understand refunds are paid only by electronic transfer.

Signature	
Date	

Office use only

Completed by ISS staff — please do not write in this section.

Decision	☐ Approved ☐ Not approved		
Refund amount approved (\$)		Assessed vs Fees Policy	

		(Y/N)	
Name		Date	
Signature			

Reason for decision

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