

# REFUND APPLICATION FORM

## Student Details

Student Name:		Student ID Number:	
Phone Number:		Email Address:	
Current Address:			
Current Course of Study:			
Commencement date with CSF:		Date you will be ceasing studies at CSF:	

I wish to apply for a refund for my course fees or additional fees (where applicable) paid for the course described above and I have read and understood the terms and conditions of my refund application.

**My reasons for applying for a refund are** (please tick box which indicates your circumstances):

	REASON FOR REFUND	Refund Calculation
<input type="checkbox"/>	Visa refused prior to course commencement	CSF to retain: 5% of the amount of course fees received or \$500; whichever is less
<input type="checkbox"/>	Visa refused after course commencement	Refund amount = weekly tuition fee x weeks in default period <sup>1</sup>
<input type="checkbox"/>	Withdrawal at least 28 days or more prior to agreed start date	75% refund of course fees
<input type="checkbox"/>	Withdrawal at less than 28 days prior to agreed start date	No Refund will be given including enrolment fee and any deposit*
<input type="checkbox"/>	Withdrawal after the agreed start date	No refund
<input type="checkbox"/>	Visa cancelled due to actions of the student	No refund
<input type="checkbox"/>	Course withdrawn by CSF	paid on a pro-rata basis refund
<input type="checkbox"/>	CSF is unable to provide the course for which the original offer was made	paid on a pro-rata basis refund
<input type="checkbox"/>	Addition service fees*	No refund

Please note: Carefully read the refund policy before applying for any refund (s). If you are unsatisfied with the CEO of CSF's decision on your refund, this does not remove the right of the student to take action under Australia's consumer protection laws.

**If a student withdraws from the course without notification or breaches their Visa conditions no refund is payable.**

Please write any other relevant details to support your application: (If applicable attach relevant additional information)

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Banking Detail – Note: we request these details in case your case for application is approved.

<b>Name of Bank:</b>		
<b>BSB no:</b>		<b>Bank Account no:</b>
<b>Name of account holder:</b>		

<sup>1</sup> This calculation method also applies to refunds of fees in the following circumstances: Provider default (s46A and 46D of the ESOS Act); and Student default where the provider has not entered into a written agreement with the student that meets the requirements of (s47B and 47E(1)(b)(i) of the ESOS Act).

# REFUND APPLICATION FORM

**OFFICE USE ONLY**

**Refund Approved**

**Refund Not Approved**

Reason for non-approval/approved: (attach supporting documents if applicable)

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Total refund payment to be made: \$ \_\_\_\_\_

Date of refund process: \_\_\_\_/\_\_\_\_/\_\_\_\_

Please detail the component amounts of the total payment:

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1.  Inserted diary entry in student file (RTOm)
2.  Advised marketing and student services department of refund
3.  Advised accounting department of approved refund

Declaration: I declare that to the best of my knowledge and belief, the above information contained on this form is correct and complete. I hereby agree to be bound by the Rules and Regulations of The College of Sports & Fitness.

**Student Signature:**

**Date:**

**Signature of Staff Member:**

**Date:**

## Refund Policy

Students wishing to apply for a refund must complete the *Application for Refund form (available on the CSF website)*. If approved, the refund will be paid within 2 weeks of receiving the application.

### Terms of Refund

#### 1. Visa Application Refused

Prior to commencement

Where a visa application is refused before commencement of the course, the amount of the refund payable by the College is the sum of both tuition and non-tuition fees received by the College in respect of the student (the course fees), less a small amount to account for administrative costs that the College may have incurred in enrolling the student and undertaking other activities in preparation for providing the course to the student.

The small amount of course fees that the College will retain on account of administrative costs is either:

5% of the amount of course fees received;
or
-\$500; whichever is less

After commencement

Where a visa application is refused after commencement of the course, the amount of refund is calculated as follows:

$\text{Refund amount} = \text{weekly tuition fee} \times \text{weeks in default period}^2$
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In both circumstances, the student must show proof of refusal and evidence of payment to the College.

However, the College is not required to provide a refund if the visa was refused for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default:

- student's failure to start the course on the agreed starting day;
- the student's withdrawal from the course;
- the student's failure to pay an amount that he or she was liable to pay the College in order to undertake the course.

#### 2. Student Default

Prior to Commencement

- In the event the student cancels their enrolment with at least 28 days or more notice before the course commencement, a refund of 75% of the course fee will be refunded (excluding the enrolment fee).

<sup>2</sup> This calculation method also applies to refunds of fees in the following circumstances: Provider default (s46A and 46D of the ESOS Act); and Student default where the provider has not entered into a written agreement with the student that meets the requirements of (s47B and 47E(1)(b)(i) of the ESOS Act).

# REFUND APPLICATION FORM

- In the event the student cancels their enrolment with less than 28 days prior of course commencement date, the course fees paid (including enrolment fee and deposit) will be non-refundable.

## After Commencement

- In the event the student cancels their enrolment and requests a refund after commencement date of the course, no refund will be issued which includes all monies paid for Overseas Student Health Cover (OSHC), airport pick-up, accommodation booking and board, RPL and enrolment.
- If a student completes the course early or fast-tracks, the full course fees must be paid before course finish date.
- A student can pay full fees if they wish to, but they are not required to pay more than 50% per cent up front. If a student pays more than what is on the offer letter, there is no requirement for CSF to return the excess amount, unless it is an overpayment of the total tuition fees.

## 3. Provider Default

In the unlikely event of default by CSF, the student will be offered a place in a suitable alternative course at another college at no extra cost or will be provided with a refund of all unexpended prepaid tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided. The student has the right to choose whether to receive a refund of the course fees, or accept a place in another course at another college.

The College defaults when:

- It fails to provide the course to the student on the agreed starting day
- The course ceases to be provided to the student any time after it starts but before it is completed
- The student has not withdrawn before the default day.

CSF holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if the CSF is unable to provide services for which the learner has prepaid, must ensure:

- the learner will be placed into an equivalent course such that:
  - the new location is geographically close to where the learner had been enrolled, and
  - the learner receives the full services for which they have prepaid at no additional cost to the learner or
- if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

## Procedure

Student will need to complete the Refund application form available on the CSF website and either email it to [info@csf.edu.au](mailto:info@csf.edu.au) or hand it in to Student Services. The application form must be accompanied by all supporting documents.

Student Services will process the refund application form and seek approval from the Chief Executive officer for all refunds. The student will receive an email from Student Services with an outcome.