

REFUND REQUEST FORM

Please ensure that you have read and understood the Benchmark College [Refund Policy and Procedure](#) prior to completing this application.

Student Details

To be completed by student. Please return this form to Benchmark College.					
Qualification / Course Name:					
Qualification / Course Code:		Course Start Date:			
Student ID: (College)		Date of Birth:			
Student Name:					
Email:					
Mobile Number:			Home Phone:		
Residential Address:					
Suburb:		State:		Postcode:	

Reason for refund request:

Fees Details

Amount Paid:	Paid by: Student <input type="checkbox"/> If other <input type="checkbox"/> please provide payer details below	
	Payer Name: _____	
Amount to be refunded	Payer Address: _____	

Note: Refund is calculated based on course progression.

Electronic Payment of Refund

Direct Deposit - please provide details below of your bank account

Account Name:	_____		
Bank:	Branch:	_____	
BSB Number:	Account No:	_____	

Student / Employer / JA / EC Declaration

I hereby apply for a refund of fees paid and acknowledge that this refund application will be processed in accordance with the Benchmark College Refund Policy and Procedures, which I have read and understood.

Signature: _____ Date: ___ / ___ / ____

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Benchmark College Refunds

When a refund may be given

A refund of all or part of the required fee or concession fee may be given to students in the following exceptional circumstances:

- Student has overpaid the advertised fee or concession fee.
- A course has been postponed or cancelled by the college.
- In the unlikely event that the RTO closes or loses the relevant Government Contract
- Student formally advises the College before commencement of training with no attendance or participation, that they wish to withdraw from the course. In this instance, a full refund of monies paid for the course will be issued.
- If the student withdraws from a qualification but has completed all the requirements for a lower level qualification (which attracts a lower student fee), students will be refunded the difference in fees (providing the fees have been paid in full).
- When a student withdraws and has paid more than the progress the student has made in the course. In this instance, a partial refund will be issued based on course progression.
- College Management are of the opinion that the student would be unreasonably disadvantaged if a refund did not occur.

It is the discretion of College Management to approve refunds in the event of extenuating and/or personal circumstances, in line with contract requirements. In this event, the student will be offered a credit toward another course.

When a refund is not given

Circumstances not usually regarded as ground for a refund are when training has commenced, attendance has occurred and/or resources have been distributed.

Withdrawal from a Commercial or Government Subsidised Course

On withdrawal from a commercial or government subsidised course, the refund amount is determined as follows;

- Notification of withdrawal, in writing, prior to the course start date or initial induction visit, monies to be refunded in full.
- Withdrawal after training has commenced – Student is not entitled to a refund.

Withdrawal from Traineeships

If a student has withdrawn from a traineeship the amount of the refund will be determined as follows;

- If no visit with a Benchmark representative has taken place and/or no training resources issued, the employer/trainee is entitled to a full refund of the student fee paid.
- If one or more visits have taken place and/or training resources issued, the refund applicable will depend on the amount of training and/ or assessment undertaken. Depending on the amount paid, employer/trainee may be entitled to a partial refund.

Office Use Only:

Date Received:	Refund Amount:
<input type="checkbox"/> Approved	<input type="checkbox"/> Approval Not Granted
Rationale for Approval/Non-approval	
Approved By:	Signature:
Date Processed in MYOB:	Date Paid:
<input type="checkbox"/> Notification sent to the Student/Employer <input type="checkbox"/> Original form filed in accounts <input type="checkbox"/> Copy of form and refund receipt placed in students file <input type="checkbox"/> Details of refund entered into VETtrak where applicable	