

REFUND REQUEST FORM

For students and organisations

REFUNDS

This form must be used by a student or an organisation requesting a refund of an accredited or non-accredited course. **If a refund application is lodged in any other way, the applicant will be contacted by our office and required to complete the refund application form.**

Refunds of an accredited or non-accredited course will be paid under the terms and conditions of your enrolment agreement with Intelligent Training Solutions, which can be viewed on the ITS Website <https://www.its.vic.edu.au/enrolment-terms/> or on your product disclosure statement (PDS)

All refunds will be processed on a Wednesday of any given week, excluding public holidays. Refunds will be paid within 14 days from the date of receipt of this form.

HOW TO APPLY FOR YOUR REFUND

Lodge this completed application form to:

ATTENTION:

Accounts Department

Intelligent Training Solutions

PO BOX 322, Riddells Creek, Victoria 3431 or via email your completed form to accounts@its.edu.au.

SECTION 1: COMPLETE ALL DETAILS

Print your legal name or Organisation name below

Title		Student ID	ITS00
Legal Given Name		Middle Name	
Legal Family Name		Date of Birth	___/___/____
Telephone (Home)		Mobile Number	
Address			
Email Address			

REFUND DETAILS – Reason for the refund

NOTE: If a medical reason has been stated, you **MUST** provide us with a Medical Certificate otherwise your application will not be considered.

SECTION 2: REFUND METHOD

IMPORTANT NOTE: If payment of your course fees were initially made via a credit card or PayPal transaction, Intelligent Training Solutions would refund you using the same method. If not, Intelligent Training Solutions will process your refund via Electronic Funds Transfer (EFT). Intelligent Training Solutions does not issue cheques.

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To receive an EFT refund, you must enter your bank details below. Ensure that you provide us with your correct banking details as Intelligent Training Solutions will not take responsibility for funds not received due to being supplied with incorrect banking details. In addition, any delays in your refund or charges incurred due to Intelligent Training Solutions requesting tracking information from our bank will be invoiced to the student if it is found that you provided us with the wrong information.

Bank Account Details			
Bank Name			
Account Name			
BSB		Account Number	

Declaration

- I have read and understood the instruction and advice on this form.
- I certify that all information submitted and provided with this form is complete and accurate in all respects.
- I acknowledge that the provision of incorrect information may result in a delay or prevent refund processing.
- I agree to release and indemnify Intelligent Training Solutions and its officers, employees, agents, partners and contractors from and against any liability, claim, demand, loss or expense (including legal costs) arising out of or in any way connected with the provision of incorrect information.
- I understand that my refund request will be processed according to the Refund procedure listed in the terms and conditions of enrolment.

Student Signature		Date	
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ADMINISTRATION OFFICE ONLY

APPLICATION STATUS

- A REFUND HAS BEEN GRANTED.
- A REFUND HAS NOT BEEN APPROVED.

NOTE: THE AUTHORISED OFFICER MUST ADVISE STUDENTS IN WRITING IF THEIR REFUND HAS NOT BEEN APPROVED

Reason:

Invoice # to be refunded:	INV #
If approved, processed on credit note #	CN #
Amount to be refunded:	\$
Original payment method	
Refund payment method	

AUTHORISED SIGNATURE

PRIVACY STATEMENT

The information on this form is collected for the primary purpose of assessing your refund application. If you choose not to complete all the sections on this form, it may not be possible for Intelligent Training Solutions (I.T.S) to process your request. Personal information may also be disclosed to government bodies and/or departments if Intelligent Training Solutions is required or permitted to do so by law. You have a right to access personal information that the I.T.S holds about you, subject to any expectations in relevant legislation. If you wish to seek access to your personal information or inquire about the handling of your personal information, please get in touch with Intelligent Training Solutions at admin@its.edu.au