

REFUND APPLICATION FORM

For students and Organisations



REFUNDS

This form must be used by a student or an organisation applying for 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 in accordance with 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, including refunds for an overpaid invoice, will be process on a Wednesday of any given week excluding public holidays. Refunds will be paid within 20 working days from the date the refund form has been received by our finance department.

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.

PERSONAL & CONTACT DETAILS

Clearly print your legal name or Organisation name below

ITS STUDENT NUMBER		I	T	S	0	0	0												
Title	<input type="checkbox"/>	Mr.	<input type="checkbox"/>	Mrs.	<input type="checkbox"/>	Miss.	<input type="checkbox"/>	Ms.	<input type="checkbox"/>	Dr.	<input type="checkbox"/>	Other							

Legal Given Name		Middle Name	
Legal Family Name		Date of Birth	___/___/___
Organisation Name			
Telephone (Home)		Mobile Number	
Address			
Email Address			

List the course(s) that you wish to apply for a refund?

COURSE TITLE*	
DATE ENROLLED*	
CLASS CODE	

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REFUND DETAILS - Please ensure you provide detail about why you require a refund.

Reason for refund

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

REFUND DETAILS

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.

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

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

STUDENT SIGNATURE

- 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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OFFICE USE ONLY - ADMINISTRATION DEPARTMENT

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

NOTE: THE APPLICANT MUST ADVISE STUDENT IN WRITING IF THEIR REFUND HAS NOT BEEN APPROVED WITH THE LETTER ATTACHED TO THE STUDENTS PROFILE.

ORIGINAL PAYMENT / INVOICE DETAILS

INVOICE # TO BE REFUNDED	INV #	AMOUNT ORIGINALLY PAID	\$
ORIGINAL PAYMENT METHOD USED		INTENDED REFUND METHOD	

IF A REFUND IS APPROVED

CREDIT NOTE #	CN #	AMOUNT TO BE REFUNDED	\$
HAS THE STUDENT PROFILE BEEN UPDATED	<input type="checkbox"/> YES <input type="checkbox"/> NO	HAS THE STUDENT'S FINANCIAL ACCOUNT BEEN UPDATED	<input type="checkbox"/> YES <input type="checkbox"/> NO

CFO SIGNATURE