

REFUND APPLICATION

MAKING A REFUND APPLICATION – What you need to know

Am I eligible for a refund?

- a) All refund applications must be made within six (6) months of the close of study date.
- b) To determine whether your circumstances deem you eligible for a refund, please refer to Refund Policy and Procedure which can be downloaded from our website. Excerpt appears below:
 - A full refund will apply where RMTS cancels the course prior to commencement.
 - A refund of unused course fees will apply where RMTS cancels the course after commencement. The amount of unused course fees will be calculated based on training and assessment already provided up to the day the course stops.
 - A full refund will apply where the participant withdraws before course payment cut-off date as stated on the Invoice. No fee will apply.
 - 70% (less \$75.00 admin fee) of the pre-paid course fees be refunded where the participant withdraws in writing 28 days or more prior to the course commencing.
 - 50% (less \$75.00 admin fee) of the full course fees where the participant withdraws in writing less than 28 days prior to the course commencing.
 - No refund where the participant withdraws at course start time or after commencement of the course unless special circumstances apply.
 - No refund where the participant is excluded for misbehavior.

How do I request a refund?

Complete and sign this form. Prior to submitting this form for assessment, you should ensure that you have filled out all of the necessary fields and stating your reasons for a refund request. You must sign and date the declaration and attach all supporting documentation. If you do not complete all the required details, there may be a delay in receiving your refund, if deemed eligible.

What supporting documentation do I need to provide?

Clear and well supported reasons for requesting a refund. Attach any supporting documents or statements as detailed in our Refund Policy which can be downloaded from our website or provided to you upon request.

Where do I send the completed form? You can either personally hand in your completed form and supporting documentation or alternatively scan and email to: admin@rmts.training

How long will the refund take?

Each refund application must be individually assessed however RMTS aims to process your application within 20 business days. You will be notified in writing of the decision. If your refund request is approved, you will be provided with your refund amount within 10 business days from the date you have been notified of approval.

How will the refund be made?

If the refund request is successful, you will be paid the approved amount directly to the bank account or credit card used to make the original payment.

Can I appeal a refund decision?

If you are dissatisfied with the outcome of your refund request, you may apply for an administrative appeal in writing to the Compliance Manager by email: compliance@rmts.training within 10 business days of receiving notification of a rejected refund request. The purpose of an appeal is to establish whether the refund decision was appropriate against the provisions of this policy.

- RMTS will review your appeal and provide written notice of the appeal decision within 20 business days of the appeal request being received.
- If you remain dissatisfied with the outcome of their administrative appeal you may request an external appeal via the Queensland Ombudsman.

Privacy of information

Important information about privacy: Your personal information is protected by law, including the Privacy Act 1988. Important information about the collection, use and disclosure (to other agencies) of your personal information, including sensitive information.

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PARTICIPANT DETAILS		
COURSE DETAILS <i>(Admin to complete)</i>		
Course Name:	Course Code:	Course Cost: \$
Course Start Date:	Course End Date:	Withdrawal date:
Payment Details: Fee for Service	Amount paid:	
PARTICIPANT INFORMATION <i>(Participant to complete) Use your legal name</i>		
Title: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other		
First Name:	Middle Name:	
Family name (surname):	Maiden Name:	
Date of birth: DD/MM/YYYY	Gender (tick one box): <input type="checkbox"/> Male <input type="checkbox"/> Female	
Telephone (Home):	Telephone (Work):	
Mobile:	Email:	
Postal address:		
Suburb:	State:	Postcode:
BANK ACCOUNT DETAILS		
Bank and account name:	BSB	ACC
Credit Card details (if paid by card)	Card type: VISA Mastercard Amex	
	Card No.	
	Expiry date: /	
	Name on card:	
	CCV no on back of card (3 digits):	
REASON FOR REFUND REQUEST <i>(documentary evidence must be attached):</i>		
Withdrawal <i>(please briefly state reason)</i>		
Medical reasons <i>(please briefly state reason and attach evidence)</i>		
Other <i>(describe)</i>		
<p>*Please note that all refunds are subject to the terms and conditions as outlined in RMTS Refund Policy and Procedure. Lodging a refund request does not automatically imply that a refund will be granted. Each refund request will be individually assessed for eligibility. An administration handling fee may be applicable.</p>		
ACKNOWLEDGEMENT		
<input type="checkbox"/> I have read the Refund Policy and Procedure and believe I am eligible for a refund.		
<input type="checkbox"/> I certify that the information provided on this form is correct and complete.		
<input type="checkbox"/> I have attached all evidence supporting my claim for a refund.		
Student Signature:	Date: / /	

REFUND APPLICATION

OFFICE USE ONLY	
Refund recommended: YES NO If no, reason:	REFUND AUTHORISED BY DELEGATE: Approved: YES NO If no, reason: Pro-rata refund amount approved \$
Name of administrator: Date: / / Position: Signature:	Name: Position title: Signature:
Course withdrawal/cancellation processed: YES NO Is the administration handling fee to be applied: YES NO Has participant completed training and assessment..... YES NO	NON-APPROVAL sent to participant: (within 20 business days) <input type="checkbox"/> YES Date: / / <input type="checkbox"/> NO
Refund/Pro-Rata Refund Approved: \$ Less Administration Fee (if applicable): \$ Total refund to be paid: \$	REFUND APPROVED AND PROCESSED BY: (within 10 business days from decision) Name: Date: / / Signature: Refund Register No.
ACTIONS COMPLETED: <input type="checkbox"/> Evidence retained on participant file <input type="checkbox"/> SMS updated, and participant closed from course	