



REFUND REQUEST FORM

PERSONAL DETAILS (as shown on passport)

Family Name			
Given Name/s			
Address			
Phone		Email	
Course		Commencement Date	

Please refer to the Student Handbook, your Letter of Offer and Acceptance, or the Refund Procedure for information on the AMA College refund policy.

Applications for a refund must be forwarded to Student.Support@amacollege.edu.au along with any documentation that you feel supports your application. The Student Support Office will notify you of the AMA College's decision within ten (10) business days of the request being received.

REFUND APPLICATION

REASON FOR REFUND

- Application for visa was unsuccessful (documentation with proof to approval must be provided)
- You were accepted by AMA College but decided to defer, suspend or withdraw from the course either prior to commencement or after commencement of the course (note that the dollar amount of the refund will vary depending on the individual circumstances).
- Course deferred or cancelled by AMA College (note that the dollar amount of the refund will vary depending on the individual circumstances).
- Other (specify):

Please provide details – attach additional page if required.

Please provide contact details of the person (if not yourself) to receive the refund, as specified in your Letter of Offer—the specified person.



REFUND REQUEST FORM

Family Name			
Given Name			
Address			
Phone		Email	

Please provide the applicable Bank Details

Account Name			
Bank			
Address			
Swift Code		BSB	
			Account Number

Refund Application Approved Process

Approved refunds will be submitted for payment within ten (10) business days of the refund being approved.

AMA College will pay any refunds due, within the period (the *provider obligation period*) of 4 weeks after receiving a written claim from the student.

Refund Not Approved Process

If the refund is not approved, you will receive feedback from AMA College on the reason why.

If you wish to appeal the decision, please contact the Student Support Office for a copy of the AMA College Complaints and Appeals Policy and the Appeal Application Form.

The availability of a complaints and appeals process does not remove your right to take action under the Australian consumer protection laws.

Signature		Date	
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REFUND REQUEST FORM

OFFICE USE ONLY

<input type="checkbox"/> Approved (reasons stated below)	
Reason/s	
Details of amount to be refunded. (i.e Tuition fee minus admin fee)	
Amount Refunded	\$
<input type="checkbox"/> The student has been informed of the resulting decision Date student advised ____/____/____	
<input type="checkbox"/> All records of the request and supporting evidence have been copied and placed on the student's file	
<input type="checkbox"/> AMA College has paid refund. ____/____/____	Date refund paid

STUDENT ACKNOWLEDGEMENT

Student is satisfied with the decision	<input type="checkbox"/> Yes <input type="checkbox"/> No - the student will access the complaints and appeals process, as outlined in AMA College's Complaints and Appeals Policy
Student Signature	Date

AMA COLLEGE ACKNOWLEDGEMENT

AMA College Representative	
Position	
Signature	Date



REFUND REQUEST FORM

OFFICE USE ONLY

Not Approved (reasons stated below)

Reason/s

The student has been informed of the resulting decision

Date student advised ____/____/____

All records of the request and supporting evidence have been copied and placed on the student's file

STUDENT ACKNOWLEDGEMENT

Student is satisfied with the decision

Yes

No - the student will access the complaints and appeals process, as outlined in AMA College's Complaints and Appeals Policy

Student Signature

Date

AMA COLLEGE ACKNOWLEDGEMENT

AMA College Representative

Position

Signature

Date