

READ THE INFORMATION ON PAGE 2 BEFORE COMPLETING THIS FORM

To be completed by the student/3rd party and returned to Volt Edge Head Office – training@voltedge.com.au

PERSONAL DETAILS

Title Mr Mrs Miss Ms Dr

Given Name/s _____ Surname _____

Date of Birth _____ Mobile _____

Residential Address _____

Postal Address _____ Town/Suburb _____

State _____ Postcode _____ Telephone (H) _____

Email address _____ Telephone (W) _____

LMS Invoice + Course Name _____ Date & Location _____

Please complete your request/s and sign below

- I wish to withdraw/cancel from my course I wish to transfer my course
 I wish to interrupt my studies for a period of one month three months

Reason for requesting withdrawal/transfer/cancellation _____

Please tick if you had been approved for Funding (Higher Level Skills DESBT / CSQ)

Signature of

Student: _____ Date: _____

Refund Information

Tick which method you paid your fees by:

EFT Credit Card

Indicate amount paid \$ _____

Paid By: Student Other (if other give details below so refund can be made to payer)

Payers First Name _____ Payers Surname _____

Payers Address _____

Business Name _____

Business ABN _____

Note 1: Refunds, where approved, are to be made to the student, organisation or third party who originally paid.

Note 2: Refunds will be made back to original payment source; If a credit card has expired or no longer active, refunds will be processed via EFT

Note 3: If approved refunds will be processed 14 days after the request has been approved.

Electronic Payment of Refunds

Please provide details of payer's bank account into which the refund will be directly deposited

Account Name: _____

Bank: _____ Branch: _____

BSB: _____ Account: _____

IMPORTANT INFORMATION – READ THIS FIRST

All students who wish to **withdraw** from a Volt Edge course or who wish to **interrupt their studies** must complete this form and return it to the Training Department at Volt Edge Head Office. The form must be approved & signed by the Training Manager. This form must be completed regardless of when a student decides to withdraw or interrupt their studies.

WITHDRAWING FROM A COURSE – Certificate IV Qualifications

Failure to attend classes is not in itself notification of withdrawal. If you do not complete a Withdrawal/Interruption Form, Volt Edge will assume that you are continuing your studies in all subjects you are currently enrolled in.

1. Students who withdraw from a course *within 7 days from course commencement date*
 - Will receive a refund of their fees
2. Students who withdraw *after 7 days from course commencement date*
 - Will NOT receive a refund
 - Special circumstances may apply – refer to [Student Handbook](#).

WITHDRAWING FROM A COURSE – All other Volt Edge Courses

Cancellation/Refund Policy:

Group bookings:

If an arranged group booking is cancelled with *more than ten (10) working days* 'notice from commencement of course, there is no charge incurred.

If an arranged group booking is cancelled *less than ten (10) working days* before commencement of the course, a fee of 50% of the agreed costs or minimum numbers quoted will be payable by client.

Individual Bookings:

1. If a student withdraws from the course *more than seven (7) days* prior to the commencement of the course, full enrolment fee will be refunded.
2. If a student withdraws *less than seven (7) days but more than (1) one business day* prior to commencement of the course 20% of course fee will be forfeited, 80% of course fee will be refunded.
3. No refunds will be granted from the date of the commencement of course.
4. In line with our values on equity and access, students may approach Volt Edge if they have circumstances that warrant an alternative payment structure being agreed.

Postponement of course can only be a maximum of three (3) months.

For further Terms and Conditions please see [Student Handbook](#).

INTERRUPTING YOUR STUDIES

If you are enrolled in a Volt Edge course you can apply to interrupt your studies. If you apply to interrupt your studies:

- You will be liable for the full cost of the course, and/or
- You will NOT receive a refund if you have paid your tuition fees upfront.

You must complete your course within the period of study with in a maximum of 2 years' timeframe.

If you interrupt your studies for more than a total of two years, you may be required to undertake additional study to ensure the currency of your learning. Your course coordinator will be able to advise you of the requirements to complete your course.

STUDENT PRIVACY

Information collected by Volt Edge during a student's enrolment and attendance will be used for the purposes of general student administration, identification, communication, state and national reporting, program monitoring, evaluation and surveys.

Student information will be held securely and disposed of securely when no longer required.

The information may be disclosed to the Government Departments; and the National Centre for Vocational Education Research.

While the provision of the information requested on this form is not required by law, it is a requirement of Volt Edge and your withdrawal request will not be accepted if it is not provided.

You may correct your personal details by contacting Volt Edge Head Office 1300 761 366 or training@voltage.com.au

Office Use Only: to be completed by Volt Edge Finance Department

Approved *Not Approved Refund Amount \$ Date Enrolled Date Cancelled

*If not approved, provide reason _____

Name of Approver: _____ Position: _____

Signature: _____ Date: _____

The original payment details have been checked Refund details entered into system Student's record has been updated

Signed: _____ Date: _____