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| --- | --- | --- | --- |
| **Name:** |  | | |
| **Address:** |  | | |
|  |  | | |
| **Phone:** |  | **Date of birth** | / / |

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| **Short Course / Qualification Name (e.g. Cert III in Individual Support):** |  |

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| **I would like to apply for a (Please tick):** |
| **🞎 Standard Qualification course refund**  Where a learner notifies genU Training of their intention to withdraw from a course between 1 and 14 days prior to the course commencement date, genU Training agrees to refund, within 30 days, all fees paid less: a $100.00 administration fee **OR** Where a learner notifies genU Training of their intention to withdraw from a course on or after the course commencement date, genU Training will refund all fees less: a $100.00 administration fee & a pro-rata tuition fee based on commenced units. The pro-rata tuition fee is calculated by multiplying the total nominal hours of the commenced unit/s by the hourly rate applicable on the learner’s statement of fees. |
| **🞎 Standard Short course refund**  Where a learner notifies genU Training of their intention to withdraw from a course 7 days prior to the course commencement date, genU Training will refund all fees less any material costs (where provided). **OR** Where a learner notifies genU Training of their intention to withdraw from a course between 1 and 7 days prior to the course commencement date or on or after the course commencement date, no refund will be provided and full course fees are payable. If proof of extenuating circumstances is received, at the discretion of the Executive General Manager Employment & Training, the learner may:  • Be scheduled in to a future booking of the same course at no further fee, or  • Receive a partial refund of some fees |
| **🞎 Course refund outside of genU Trainings standard refund policy**  **(Refund must be approved by General Manager Education & Training)**  **Requested Refund Amount: $**\_\_\_\_\_\_\_\_\_.\_\_\_\_ |
| **Please detail reason for refund:** |

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| **Learner Signature:** |  | **Date:** |  |

Please return this form to genU Training via **email** to[training@genu.org.au](mailto:training@genu.org.au)

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| Office use only  The following refund has been approved:   * Standard Qualification course refund * Standard Short course refund * A course refund outside of genU Trainings standard refund policy for the amount of   $ \_\_\_\_\_\_\_\_\_\_\_\_   ***OR***   * The refund has not been approved for the following reasons:   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Manager Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Manager Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_/\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_  RTO Administration   * Refund has been administered (If applicable) * The student has been informed of the refund application result.   RTO Admin Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  RTO Admin Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_ |