

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.

PERSONAL DETAILS

Title Mr Mrs Miss Ms Dr Gender Female Male

Given Name/s

Surname

Date of Birth

Town/Suburb

Residential Address

Postal Address

Telephone (H)

State

Postcode

Telephone (W)

Email address

Mobile

Course Name

Date & Location

Please complete your request/s and sign below

- I wish to withdraw from my course
 I wish to interrupt my studies for a period of one month one year Other:

Reason for requesting withdrawal

- Please tick if you had been approved for Higher Level Skills Funding

Signature of

Student: _____

Date: _____

Refund Information

Tick which method you paid your fees by:

- Up Front Payment Combination

If Upfront or Combination, 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 _____

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

Note 2: For credit card payments. Any payments made by credit card will be refunded by Electronic Funds Transfer (EFT).

Note 3: If approved refunds will be processed via EFT 7 days after the request has been received.

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 No. _____

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 signed off by the course coordinator. 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 enrolment date*
 - Will receive a refund of their fees if they have paid their fees upfront for the course they are withdrawing from.
2. Students who withdraw *after 7 days from course enrolment date*
 - Will NOT receive a refund if they have paid their fees upfront.
3. Students who withdraw *after the 7 days from course enrolment date* may be eligible for a refund under special circumstances. Special circumstances are listed in the [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 Training Department

Approved *Not Approved Refund Amount \$

*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: _____