



Refund Request Form

Student details

Student ID:	Email:
Student Name:	Phone:
Course Name:	
Course Start Date:	Agent Name:

INSTRUCTIONS:

1. All fields of this refund request form must be completed in full. Incomplete form will cause a delay in the refund process.
2. Refunds will be paid in Australian dollars (AUD) within 4 weeks (28 days) of receipt of a completed refund request form.
3. Any charges e.g. bank fees, currency exchange at local rate etc.. incurred by New Era Institute (NEI) as a result of misinformation, error on behalf of the student, will be passed on to the student.
4. Students who would like to receive their refund transferred to their agent are requested to email an authorisation signed letter (mandatory) to accounts@newerainstitute.edu.au nominating their agent (including agent details and bank account information)
5. Student email address provided during the enrolment will be used to communicate with the student during the refund process – agent is copied
6. Student must sign this form in hand writing (not electronic) and match their passport's signature & enrolment form's signature
7. If the refund is approved, the refund will be paid into your nominated bank account (or where it is identified that another person or organisation paid the fees, to their nominated bank account) within 10 working days of the decision.

Conditions for Refund: All refunds are made according to the New Era Institute (NEI)'s Refund Policy and your signed Offer Letter and Student Acceptance Agreement.

An administration fee applies to all refunds. Refer to Other Charges on our website www.newerainstitute.edu.au

All students must ensure they have read and understood the New Era Institute Deferment, Suspension and Cancellation Policy, Fees and Refunds Policy and your signed Offer Letter and Student Acceptance Agreement prior to completing and submitting this form.

Please submit a Cancellation and Withdrawal Request Form together with your Refund Request Form.

Refund Request Details: please tick the appropriate box

· Tuition Fees · Materials/Resource Fees · OSHC Other - please specify _____



Refund Request Form

Reason(s) for requesting refund (Please attach relevant supporting documentation)

Bank Remittance Details (Please select either Local or Overseas Account)

· Local Account (applicable for Australian Bank Account):

Account Name: _____

Account Number: _____

BSB Number: _____

Bank Name: _____

Branch: _____

· Overseas Account (applicable for Overseas Bank Account):

Account Name: _____

Account Number: _____

Bank Name: _____

SWIFT Code: _____

Address of the payee: _____

Correspondent Bank Name: (Australian dollar only) _____

Correspondent Bank Address: _____

Correspondent Bank Swift Code: _____

Student Declaration: I declare that I have read and understood the NEI's Student Deferment, Suspension and Cancellation Policy, Student Refund Policy and terms and conditions stipulated in my Offer Letter and Student Acceptance Agreement, and confirm that the information and supporting documentation provided by me is true and correct.

I understand that providing false information to NEI may result in the termination of my enrolment and/or entitlements. I authorise NEI to transfer the refund amount to the nominated account specified in the Bank Remittance Details above.

Student Signature: _____ Date: ____/____/____



Refund Request Form

Office Use Only

Student Default Date: ____ \ ____ \ ____

(Visa Refusal Date) ____ \ ____ \ ____

Form Received by:

Signature:

Date: ____ \ ____ \ ____

Refund Calculation:

(Enrolment Fee is non-refundable) \$.....

Original fees paid \$.....

Amount to refund \$.....

Enrolment Fee _____

Tuition Fee _____

Materials Fee _____

OSHC _____

Others _____

Less Admin Fee _____

Total _____

Accounts

- Refund processed
- OSHC Refund
- Commission Payable

Comments: _____

NEI Management

- Approved
- Not Approved

Signature: _____

Date: ____ \ ____ \ ____

Student Services

- PRISMS – Student Default
- RTOM Updated
- Xero reconciled

Staff name and signature: _____ Date: ____ \ ____ \ ____