



STUDENT SERVICES · FEES AND REFUNDS

Refund Application Form

*Apply for a refund of tuition or non-tuition fees***ABOUT THIS FORM**

- **Use this form** to apply for a refund of fees you have paid to IOIS. Refunds are assessed against the refund circumstances in the **IOIS Fees and Refunds Policy**, which is in your Student Handbook and Offer Letter and Student Agreement.
- **If IOIS cancels your course**, you do not need this form. Your refund is processed automatically within 10 working days.
- **Submit this form within 10 working days** of the event that gives rise to the refund, such as your withdrawal, by sending it to **studentsupport@iois.edu.au** with your supporting documents. We will tell you the outcome in writing within **20 working days** of receiving your complete application. If you disagree with the decision, you may appeal within 20 working days under the Appeals Policy.
- **Refunds are paid in Australian dollars to the person or organisation that paid the fees.** Any bank or international transfer charges may be deducted from the refund. Nothing in this form limits your rights under the Australian Consumer Law.

01 STUDENT DETAILS

GIVEN NAME(S)		SURNAME	
STUDENT ID	DATE OF BIRTH	PHONE NUMBER	
EMAIL ADDRESS			
COURSE CODE AND TITLE			

02 REFUND REQUEST

WHY ARE YOU APPLYING FOR A REFUND? (TICK ONE)		
☐ I withdrew 4 weeks or more before my course start date		
☐ I withdrew less than 4 weeks before my course start date		
☐ I paid more than I owed (overpayment)		
☐ I was granted Credit Transfer or RPL for units I had already paid for		
☐ Other, including special circumstances or my rights under the Australian Consumer Law		
DATE OF WITHDRAWAL OR EVENT	AMOUNT REQUESTED (AUD), IF KNOWN	
PLEASE EXPLAIN THE REASON FOR YOUR REFUND REQUEST		
DOCUMENTS ATTACHED (TICK ALL THAT APPLY)		
☐ Withdrawal Application Form	☐ Proof of payment	☐ CT or RPL outcome letter
☐ Medical or other evidence	☐ Other	

**03 PAYMENT DETAILS**

WHO PAID THE FEES?	IF SOMEONE ELSE, NAME OF PERSON OR ORGANISATION
☐ Me (the student) ☐ Someone else	

Enter the bank account of the person or organisation that paid the fees.

ACCOUNT NAME		BANK NAME	
BSB (AUSTRALIAN ACCOUNTS)	ACCOUNT NUMBER	COUNTRY OF BANK	
SWIFT / BIC CODE (OVERSEAS ACCOUNTS)	IBAN OR OTHER BANK CODE (IF APPLICABLE)		

For your security, IOIS will confirm these bank details with you before any refund is paid. Never send card details or passwords to IOIS.

04 DECLARATION AND AUTHORISATION

I declare that the information on this form and in the attached documents is true and correct. I authorise IOIS to pay any approved refund into the account above. I understand that my application will be assessed under the IOIS Fees and Refunds Policy, and that bank or transfer charges may be deducted from the refund.

STUDENT SIGNATURE		DATE	
PAYER NAME (IF NOT THE STUDENT)	PAYER SIGNATURE	DATE	

Privacy notice. IOIS uses the information on this form, including bank details, only to assess and pay your refund and to keep accurate financial records. It is stored securely, kept for at least five years, and handled under the IOIS Privacy Policy and the Privacy Act 1988 (Cth).



OFFICE USE ONLY			
DATE RECEIVED		LODGED WITHIN 10 WORKING DAYS? ☐ Yes ☐ No	POLICY CIRCUMSTANCE APPLIED
FEES PAID (AUD)	FEES PAYABLE (AUD)	CHARGES DEDUCTED (AUD)	REFUND AMOUNT (AUD)
DECISION ☐ Approved ☐ Partly approved ☐ Not approved			
REASONS FOR DECISION			
ACTION		DONE	
Bank details confirmed with the student or payer before payment		☐ Yes ☐ No	
Outcome sent in writing with reasons and appeal rights (within 20 working days)		☐ Yes ☐ No	
Refund paid, with payment date and reference recorded		☐ Yes ☐ No	
Accounting system and student management system updated		☐ Yes ☐ No	
PREPARED BY (ADMINISTRATION AND STUDENT SUPPORT OFFICER)	SIGNATURE		DATE
APPROVED BY (RTO MANAGER)	SIGNATURE		DATE