

Refund Request Form



This form must be used to apply for a refund of your tuition fees. in person, by email to accounts@emergency.com.au or posted to: Emergency First Aid Pty Ltd, Suite 60, 8-34 Gladstone Park Drive, Gladstone Park Victoria 3043

Processing time is 10 business days from the date of receipt.

Please Note:

- Fees refunds will be provided in accordance with Emergency First Aid's Policy and Procedure - Fees, Refunds and Protection of Course Fees - please refer to the Student Information Handbook and on the EFA website: www.emergency.com.au
- You should read the Policy and Procedure carefully to establish your eligibility for a fees refund.
- Where the student breaches the RTO Policies and Procedures no refund is payable.
- Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.
- We do not pay cash refunds - all refunds are paid via EFT (Electronic Funds Transfer) - even if the student has originally paid by cash.
- If your application is approved, the refund amount will be refunded via EFT into your nominated bank account and will be issued to the name of the person nominated in the Refund Payment details section of this form. EFA funds paid by credit card will be refunded back to that credit card as is the case for PayPal payments
- You are to take full responsibility for wrong banking detail's and we are not liable if you provided **incorrect details**.
- Before your application for a Fees Refund will be considered, you must complete all sections below and ensure your details are correct.

Personal Details

Family Name:	Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>
Given Name:	Date of Birth: ____/____/____
Address:	Postcode:
	Tele/Mobile:
Email:	

Note: If you change your address during the period, please contact us to ensure your address details are updated for future correspondence.

Withdrawal / Discontinuation from:

Course Code and Date		
Invoice number		
Tuition Fee paid:		
Please Tick	Refund Reason	Type of Refund
<input type="checkbox"/>	Withdrawal prior to agreed start date	Full refund - if at least 72 hours notice is given
<input type="checkbox"/>	Course withdrawn by RTO	Full refund
<input type="checkbox"/>	The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund
<input type="checkbox"/>	Other	To be reviewed

Method of Payment for Refund

Please tick:	<input type="checkbox"/> Visa Credit	<input type="checkbox"/> Mastercard Credit	<input type="checkbox"/> Bank Account	<input type="checkbox"/> PayPal
Credit Card Number ____/____/____/____				
Signature:		Card Expiry:		
Full Name on Card:				
Bank Account Name: _____ BSB: _____ Account number: _____				

Email completed form to accounts@emergency.com.au