

Please read the Cambridge Academy of English Pty Ltd (CAE) Refund Policy available on our website in full or on your Student Agreement, prior to completing this application. Please note the following carefully:

1. Administration fees are not refundable
2. Materials fees are refundable only on a pro-rata basis
3. Refunds will only be paid into the same account from which the original payment was made
4. Refunds will only be processed after the original payment has cleared

Student details

Family name	
First name	
Date of birth	
Student ID	

Reason/s for refund

- Visa refused (attach documentary evidence from the Australian Department of Home Affairs / DHA)
- Withdrawing from course due to compassionate or compelling circumstances (attach evidence)
- I am changing education providers and a release letter has been granted by CAE
- Permanent residency status has been granted
- I have failed to meet entry requirements / conditions on Letter of Offer
- Withdrawing from course due to academic difficulties
- Withdrawing from course due to personal reasons
- My enrolment has been cancelled due to a breach of Student Rules
- Other – give details below

Supporting documents attached

Other comments (add pages as required)

Excerpt from Refund policy

No refund is available where participants leave prior to completing the course. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 12-month period from the time initial payment is made.

No refund is payable where students have had their enrolment cancelled by CAE due to any breach of the Student Rules.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to CAE.

Declaration

- I have received, read and understand the CAE full refund policy
- I have received, read and understand CAE Complaints and Appeals policy and procedure
- I have attached supporting evidence (if required)
- I declare that the information I have provided on this application and attachments is true and correct

Name Date

Signature

Students are advised to make an appointment to discuss the situation with the Compliance Officer/ CEO where possible.

OFFICE USE ONLY			
Officer		Date received	
Signature			
Referred to			
Action taken			
Amount paid by student		Amount(s) eligible for refund	
Refund paid	<input type="checkbox"/> Yes <input type="checkbox"/> No Amount \$	Date paid	
Comments			