



REFUND REQUEST FORM

PART A — TO BE COMPLETED BY STUDENT

SECTION 1 — Student Classification & Personal Details

Student Type:	<input type="checkbox"/> Domestic Student	<input type="checkbox"/> International Student (ESOS / ESOS Act applies)
Student ID:		
Full Name:		
Date of Birth:		
Course Name:		
Course Start Date:		
Phone Number:		
Email Address:		
Australian Address:		

SECTION 2 — Refund Category (QMS 4.14.7 — tick the most applicable)

QMS 4.14.7: All refund requests must be assessed against the applicable refund scenario. Selecting the correct category ensures consistent, policy-aligned decision-making.

Please tick the category that best describes your refund request:

- 4.14.7.1 — Provider Default:** WEI is unable to deliver the course as agreed (failure to commence, cessation after commencement, or failure to deliver in full).
- 4.14.7.2 — Visa Refusal Before Commencement:** Student visa refused before course start date — supporting visa refusal letter attached.
- 4.14.7.4 — Visa Refusal — No Supporting Evidence:** Visa refused but refusal letter not available.
- 4.14.7.5 — Visa Refusal After Commencement:** Student visa refused or cancelled after course commenced.
- 4.14.7.6 — Cancellation Before Commencement:** Student withdraws before the course start date.
- 4.14.7.7 — Withdrawal On or After Commencement:** Student withdraws from the course on or after the commencement date.
- 4.14.7.8 — Student Default:** Student fails to meet course or visa requirements, or fails to fulfil obligations under the Written Agreement.
- 4.14.7.9 — Additional / Other Circumstances:** Specify in Section 3 below.

SECTION 3 — Reason for Refund Request



Please provide full details of why you are requesting a refund:

SECTION 4 — Supporting Evidence Checklist

QMS 4.14.7: Refund decisions are evidence-based. All evidence must be original or certified copies. Insufficient or missing evidence may result in a reduced entitlement or rejection.

Please tick all evidence types you are attaching:

- Visa refusal letter from Department of Home Affairs Ticket/evidence of departure from Australia
 Medical certificate or doctor's letter Death certificate or funeral notice (compassionate circumstances)
 Written Agreement / Letter of Offer Evidence of fee payment (receipts / bank statements)
 Provider Default evidence (WEI notice / email) Statutory declaration
 Other: _____

Self-assessment checklist:

Is all evidence current (within 6 months where applicable)? Yes No N/A

Has evidence been certified or signed by a qualified/authorised person where required? Yes No N/A

SECTION 5 — Refund Payment Details

All refunds are processed by bank transfer. Please provide accurate account details. A bank processing fee of up to \$40.00 (AUD) may be deducted for telegraphic transfers (QMS 4.14.4).

Preferred Payment Method: Australian Bank Transfer International Telegraphic Transfer

Bank Name:

Bank Branch:

Account Name:

BSB Number:

Account Number:

SWIFT / BIC Code:

Country (if overseas):

SECTION 6 — Student Declaration & Acknowledgement

Please read each statement and tick to confirm:

- All information provided in this form is correct and complete to the best of my knowledge.
 I understand that my refund request will be assessed in accordance with WEI's Fee and Refund Policy (QMS Section 4.14), and that the outcome is subject to the refund scenario applicable to my circumstances.



Workforce Education Institute

RTO Number: 51161 CRICOS 03963B
Trading as Workforce Education Institute
Address: 372 Spencer St, West Melbourne VIC 3003

- I understand that a non-refundable Application Fee of \$250.00 and any applicable administration fees will be deducted from any refund amount.
- APPEAL RIGHTS:** I understand that if I do not agree with the refund decision, I have the right to access WEI's Complaints and Appeals process (QMS Section 13) within **20 working days** of the written decision.
- INTERNATIONAL STUDENTS:** I understand that a refund related to enrolment cancellation may result in cancellation of my Confirmation of Enrolment (CoE) and may affect my student visa. I will contact the Department of Home Affairs (DHA) as required.

Student Name (Print):

Date:

___ / ___ / _____

Signature:

Student ID:



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PART B — OFFICE USE ONLY (Staff Only — Do Not Write in This Section)

1. RECEIPT & ASSIGNMENT

Refund Ref No: _____	Date Received: ___ / ___ / ____	Received By: _____
Assigned To: _____	Target Decision Date: ___ / ___ / ____	Student Type: <input type="checkbox"/> Domestic <input type="checkbox"/> International

2. REFUND CATEGORY VERIFICATION (QMS 4.14.7)

Confirmed refund category (QMS 4.14.7. __): _____
Category confirmed as correct? Yes No — reassigned to category: _____
Evidence assessed as: Sufficient Insufficient Partially sufficient
Evidence assessment notes:

3. FINANCIAL CHECK & REFUND CALCULATION (QMS 4.14.7 / 4.14.9)

Total Tuition Fees Paid (AUD):	\$ _____
Total Non-Tuition Fees Paid (AUD):	\$ _____
Application Fee (Non-refundable, \$250):	\$ 250.00
Admin / Change of CoE Fee (if applicable):	\$ _____
Bank Transfer Processing Fee (max \$40):	\$ _____
Other Deductions (specify): _____	\$ _____
Total Deductions (AUD):	\$ _____
REFUND ENTITLEMENT (AUD): <i>(Total Fees Paid minus Total Deductions)</i>	\$ _____
Calculation notes / basis for deduction:	
Financial check reviewed by (Accounts):	
Name: _____ Signature: _____ Date: ___ / ___ / ____	

4. DECISION (QMS 4.14.9 — refunds processed within 4 weeks of approval)



Decision: APPROVED PARTIALLY APPROVED REJECTED

Decision Date:

___ / ___ / ____

Refund Amount Approved:

\$ _____

Decision Made By:

Decision justification / rationale:

If REJECTED — reason and appeal rights communicated in writing? Yes No

5. STUDENT NOTIFICATION

Student notified of decision in writing? Yes No

Date of written notification: ___ / ___ / ____

Method: Email Letter In person — copy retained on file

For REJECTIONS — appeal rights (20 working days) communicated? Yes No

6. REFUND PAYMENT PROCESSING (QMS 4.14.9 — within 4 weeks of approval)

Payment method used: Australian bank transfer International telegraphic transfer Other: _____

Payment date: ___ / ___ / ____

Amount paid (AUD): \$ _____

Payment reference / transaction ID: _____

Payment evidence retained on file? Yes — document ref: _____

Processed within 4-week timeframe? Yes No — reason: _____

Processed by:

Name: _____ Signature: _____ Date: ___ / ___ / ____

7. PRISMS & CoE MANAGEMENT (International Students Only — ESOS Act / National Code Standard 9)

Is this student an International Student? Yes — complete this section No — skip this section

Does this refund relate to enrolment cancellation or CoE change? Yes No

PRISMS update required? Yes No

Required where enrolment is cancelled or CoE is affected.

PRISMS update details:



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Date PRISMS updated: ___ / ___ / _____ Updated by: _____
PRISMS transaction / reference number: _____

CoE Action:

CoE cancelled Revised CoE issued No CoE action required

New CoE number (if issued): _____ Date: ___ / ___ / _____

Student advised to contact DHA? Yes No N/A

For cancellations, student must contact DHA within 28 days with relevant documentation.

8. CONTINUOUS IMPROVEMENT LINKAGE (QMS Section 14 / Outcome Standard 4)

Does this refund case identify a systemic issue or process improvement opportunity? Yes No

If Yes — CI action description:

Recorded in CI Register? Yes No

CI Register Reference No: _____

9. APPROVAL AUTHORITY SIGN-OFF

Approving Officer Name (Print):

Role / Position:

- CEO
 Compliance Manager
 Admin Manager

Signature:

Date:

___ / ___ / _____

This form must be retained securely for a minimum of 5 years. For international students, PRISMS records and Written Agreement must also be retained in accordance with the ESOS Act 2000 and the Privacy Act 1988.