Withdrawal/Refund Request Form

IET Education Group Pty Ltd T/A Immaculate Education and Training

RTO Code 46361 | ABN 73 677 538 402

Before you start

Use this form to withdraw from your course and/or ask for a refund. Your refund entitlement is set out in the refund table in the Student Handbook and in your Written Agreement.

Return this form, with any supporting documents, to info@iet.edu.au or hand it to the Administration Officer at Suite 1312A/401 Docklands Drive, Docklands VIC 3008.

What happens next: we acknowledge your request, calculate any refund under the refund table, and the CEO approves the decision. Approved refunds are paid within 14 business days of receiving your completed request. We tell you the outcome in writing, with the calculation. If you disagree with the decision, you can make a complaint or appeal.

Nothing in this form limits your rights under the Australian Consumer Law.

1. Your details

Family name		**Given name(s)**	
Student ID		**Course**	
Phone		**Email**	

2. Your request

I am requesting	☐ Withdrawal only ☐ Withdrawal and refund ☐ Refund only		
Course start date		**Last day attended**	
Date of this request		**Total fees paid ($)**	
Reason	☐ Withdrawing before the course starts ☐ Withdrawing in the first week ☐ Exceptional circumstances ☐ IET cancelled or could not deliver the course ☐ Other		

Please explain your reason. For exceptional circumstances (for example serious illness or bereavement), please attach supporting documents.

Supporting documents attached?	☐ Yes (how many: ____) ☐ No

3. Payment details

Refunds are paid to the original payment method or by bank transfer. If you would like a bank transfer, please give your account details below. These details are used only to pay your refund and are stored securely.

Account name			
BSB		**Account number**	

I confirm the information in this form is true and correct. If a refund is approved, I authorise IET to pay it to the account above or to my original payment method.

Signature		**Date**	

Withdrawal/Refund Request Form

IET Education Group Pty Ltd T/A Immaculate Education and Training

RTO Code 46361 | ABN 73 677 538 402

Office use only					
Date received		**Received by**		**Identity confirmed**	
Acknowledged on		**Fees paid ($)**		**Refund due ($)**	
Refund calculation (refund table category, amounts, any non-refundable items)					
Calculated by			**Date**		
CEO decision	☐ Approved ☐ Not approved ☐ Approved with exceptional circumstances				
Reasons for decision					
CEO signature			**Date**		
Refund paid on		**Method**		**Outcome letter sent**	
SMS and AVETMISS records updated (withdrawal)			**Statement of attainment issued**		