

Application to Withdraw from Studies & obtain refund

This form is for students who are seeking to withdraw from their current studies at Serve It Up.

Please complete **ALL** sections of this form or your application may be delayed. The withdrawal process may take 2 – 4 weeks to complete depending on your supplying all documentation.

Please submit your form in person to the Serve It Up office or mail to:

Serve It Up
62 Little Latrobe Street
Melbourne, VIC, 3000

PERSONAL DETAILS

Family/Last Name: _____

Given Name(s): _____ Date of Birth: ____/____/____

Phone Number: _____ Email: _____

Address: _____

COURSE DETAILS

Current Course: _____

Instructor: _____

REASON FOR SEEKING A WITHDRAWAL

I am applying to: Cancellation
 Deferral. Proposed recommencement date: ____/____/____ (refer to deferral policy)

Please detail your reasons for wishing to cancel your enrolment and attach any supporting documentation.

Type of documentation that might support your application:

- | | |
|---|---|
| <input type="checkbox"/> Letter from student | <input type="checkbox"/> Official Letter from Government Body |
| <input type="checkbox"/> Offer letter from another Educational Provider | <input type="checkbox"/> Flight itinerary / ticket |
| <input type="checkbox"/> Doctor's Certificate | <input type="checkbox"/> Other _____ |

REFUND OF FEES

I wish to seek a refund for course fees paid. (Note Refund of Fees Policy on page 2)

DECLARATION

I declare that the information given on this form is to the best of my knowledge complete and accurate and understand that making a false or misleading statement could lead to prosecution.

I have included all the necessary documentation to support my claim to withdraw. I understand that a lack of documentation could lead to my application being delayed or rejected.

I understand that my application to withdraw from my studies will not be processed until any outstanding fees have been paid.

Signed: _____ Date: ____/____/____

Application to Withdraw from Studies

Serve It Up Refund of Fees Policy

PURPOSE

To ensure appropriate policy in respect to refund of course fees.

POLICY RATIONALE

To provide a consistent and fair process for dealing with requests for refund of course fees.

REFUNDS

Refunds are provided on the following basis:

- No refunds are provided for training that has been delivered
- If Serve It Up cancels a course, a refund of all fees will be paid to the student or client unless satisfactory alternative arrangements can be made
- Cancellation requests received up to 10 Working Days prior to commencement of a course will be approved and a full refund, minus \$50 to cover the costs of administration, will be paid.
- Cancellation requests received less than 10 Working Days prior to commencement or after commencement of a course will not be approved and no refund will be paid.
- Cancellations will only be accepted if they are received in writing via email, fax, post or by hand delivery.
- If a refund is approved because a class was badly conducted or a tutor was inept, and the student has attended at least two (2) classes, a full refund will be made.
- If a student attends at least one class and then requests a refund on grounds other than class conduct, no refund will be made.

REFUND INFORMATION

Name of account _____

Bank: _____

BSB number: |_|_|_|_| - |_|_|_|_|

Account number: |_|_|_|_|_|_|_|_|_|_|_|_|_|_|

OFFICE USE ONLY

Date: ____ / ____ / ____

Fees Outstanding: _____
(If Fees are outstanding on the date the withdrawal application is submitted, no action will be taken until these are settled)

Refund Given: _____

Authorised by: _____

Reason: _____
