

Document Details	
Title	Request for Refund
Division	PeoplePlus Education
Version	2.0
Date for Review	January 2017
Document Author	Cheryl Crispo – IT Manager

Version History			
Version No:	Date	Purpose of Change	Issued by
1.0	01/06/2011, 15/03/2013, 31/5/2013, 16/8/2013, 15/4/15	Document established	
2.0	28/9/2016	Document updated for branding	Cheryl Crispo

1 Scope

This Policy applies to both PeoplePlus Education (TOID 4011) and Australian Employment and Training Solutions (AETS) (TOID 21912) including all PeoplePlus staff; students and prospective students, member of the public.

From herein, both Training Organisations will be referred to as “PeoplePlus”.

2 Application for refund / request to stop payment plans

The PeoplePlus Policy on Refunds requires students to complete and submit an “Application for Refund / Request to Stop Payment Plans” form; when a student is withdrawing from a course due to extenuating circumstances, and fees have already been paid or are set for regular payments (Payment Plans by direct debit, credit card authority etc.).

Please fill in the details below and submit to PeoplePlus, 116 Lydiard Street Ballarat 3350; or email to enrolments@peopleplusaustralia.com.au

Your application will be processed and you will be contacted to advise of your outcome. Please call (03) 5333 6160 if you have any questions.

3 Student to Complete

Student Name: (as per your enrolment form)	
Course enrolled in: (e.g. Certificate IV Disability)	
Course location:	
Course commencement date:	
Course Withdrawal date:	
Reason for withdrawal:	
Amount of fees paid by student and date paid:	
Or Payment Plan details (e.g. amounts due and dates of payment)	<i>Please provide a copy of your Payment Plan</i>
Contact Number:	

PeoplePlus Education – Request for Refund

Office Use Only:

Above details checked and confirmed:	
Attendance / course content percentage attended:	
Tuition Fees Paid by student:	
Amount to be refunded:	
Reason for approval or denial of application:	
Cheque organised from accounts payable:	
Student contacted to advise of outcome:	