



Gold Coast Campuses at Southport & Coolangatta - Ph (07) 5526 6222 | Brisbane Campuses at Carina & Fortitude Valley - Ph (07) 3398 4488  
Email: [info@eagleacademy.com.au](mailto:info@eagleacademy.com.au) | Xamerg Pty Ltd | ABN 12 095 436 034 | CRICOS No 02480G | RTO 30895

## **REFUND POLICY (AUSTRALIAN)**

Students are made aware of the refund policy prior to any fees being paid, and prior to enrolment being accepted. This is done by including the refund policy in the enrolment package provided to students, and on the download page of our website <http://eagleacademy.com.au/downloads>. Fees must be paid in Australian dollars only.

The Eagle Academy accepts payments in advance (up to \$1500 in accordance with legislation) before a Confirmation of Enrolment will be issued.

The Eagle Academy may vary a payment schedule within legal requirements at its discretion, or offer scholarships as it sees fit.

### **Fee For Service Students**

There is no refund of administration fees unless allowed for under relevant Australian Government and State/Territory legislation.

Tuition refunds are made as follows,

- a. **Cancellation before commencement:** 90% of tuition fees
- b. **Cancellation once program commences:** If you cancel a program (or part of a program) of study once the program has begun, you will not be given a refund, and any fees owing to The Eagle Academy must be paid immediately.
- c. **Termination of Courses by The Eagle Academy (not due to miss conduct):** Full refund (prior to commencement) or Pro Rata (during course).
- d. **Hardship:** In cases of hardship, or circumstances beyond the control of the students, an assessment of the circumstances and/or hardship will be made on a case by case basis, to determine what, if any, refund is to be issued. The Academy will act in a compassionate manner in all such dealings.

**Expulsion:** If a student has their enrolment terminated by the Academy, no refund will be made.

Promotions and special offers are intended for students who will complete their qualification courses only. Should a student cancel, any study undertaken will be charged at full tuition rate.

### **Funded Students: Certificate III Guarantee or Higher Level Skills**

A refund of the co-contribution fee will be paid for any unit that was not commenced prior to cancellation or withdrawal.

#### **NOTES:**

- Refunds will only be made on receipt of a written application to the CEO/Manager which must be signed by a parent or guardian in the case of a minor. The application must outline all reasons for the request, and be dated. To apply for a refund students must complete a cancellation/refund form and email it to [info@eagleacademy.com.au](mailto:info@eagleacademy.com.au). Students are required to supply bank account details.
- Any refund that may be payable will be remitted in Australian currency only. The refund will be paid to an approved person who has paid the fees, unless that person has directed The Eagle Academy, in writing, to pay the refund to someone else. If it is unclear who has paid the fees, the Academy will pay the refund to the student.
- The total amount of any refund due will be paid no later than four weeks after the Application for Refund is received.
- No refunds will be made other than in terms of the policy statement.
- The written agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## Student Refund Request Form (AUST)

Fees may be deducted or charged when a course is cancelled. Please read the Refund Policy agreed to at the time of your enrolment for more information.

**Student Name:** \_\_\_\_\_

**Student Type:** \_\_\_\_\_ Fee for Service / Certificate 3 Guarantee / Higher Level Skills \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Certificate:** \_\_\_\_\_

**Reason for cancellation:** \_\_\_\_\_

### ACCOUNT DETAILS FOR REFUND

Refund can only be paid back to the account which the original payment was received from. If your agent paid your fees the refund will be paid to your agent.

<b>Account name:</b>			
<b>Name of Bank:</b>			
<b>Bank Address:</b>			
<b>Country of bank:</b>			
<b>BSB:</b>			
<b>Account Number:</b>			
<b>SWIFT code/IBAN:</b>		<b>IFSC (If India):</b>	

I have read and understand the refund policy. I understand that the refund will be paid to the account or person that it was originally received from.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### OFFICE USE ONLY

Date OSHC refund submitted to Allianz:	___/___/___	Date refund received to Eagle:	___/___/___
Total amount received from Allianz:	\$	Date refunded to student:	___/___/___