

**SECTION A: TO BE COMPLETED BY LEARNER. PLEASE RETURN THIS FORM TO YOUR CAMPUS OF ENROLMENT**

Family name \_\_\_\_\_ First name \_\_\_\_\_  
 Other name \_\_\_\_\_ Learner number \_\_\_\_\_  
 College name \_\_\_\_\_ Date of birth: \_\_\_\_\_ day \_\_\_\_\_ month \_\_\_\_\_ year \_\_\_\_\_  
 Postal address \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ Postcode \_\_\_\_\_  
 Course name \_\_\_\_\_ Course number \_\_\_\_\_  
 Amount paid \_\_\_\_\_ Student fee or concession fee \_\_\_\_\_ Paid by: Learner \_\_\_\_\_ Other \_\_\_\_\_ If other, please provide payer details below \_\_\_\_\_  
 Payer Family name \_\_\_\_\_ Payer First name \_\_\_\_\_  
 Payer address \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ Postcode \_\_\_\_\_

**I wish to apply for a withdrawal because (please tick one):**

1. I am withdrawing from the qualification, and deferring my studies for \_\_\_\_\_ months (up to 12 months from request receipt date).
2. I am withdrawing from my qualification, and discontinuing my studies.
3. I am withdrawing from my qualification, and transferring to another TAFE Institute or Training Provider
4. I am withdrawing (other reason)

**I wish to apply for a refund/partial refund because (please tick one):**

- a. I am withdrawing prior to first class attendance or first participation in training
- b. I am withdrawing after commencement of classes and/or participation in training (if 2 or 3 above is selected)
- c. Other, please specify and attach documentary evidence (please see over page for reasons)

**SIGNATURE OF APPLICANT:** \_\_\_\_\_ **Date:** \_\_\_\_\_ day \_\_\_\_\_ month \_\_\_\_\_ year \_\_\_\_\_

**Note 1:** Submitting this application via your TAFE NSW email account is recognised as your electronic signature

**Electronic Payment of Refunds:** For electronic payment of refund, please provide your bank account details or the refund will be sent by cheque to your postal address.

Account Name \_\_\_\_\_

Bank \_\_\_\_\_ Branch \_\_\_\_\_

BSB No. \_\_\_\_\_ Account No. \_\_\_\_\_

**SECTION B: OFFICE USE ONLY**

Total Nominal Hrs/UoC of Course \_\_\_\_\_ Total Nominal Hrs/UoC commenced \_\_\_\_\_

**SIGNATURE OF HEAD TEACHER:** \_\_\_\_\_ **Date:** \_\_\_\_\_ day \_\_\_\_\_ month \_\_\_\_\_ year \_\_\_\_\_

Approved: Yes \_\_\_\_\_ No \_\_\_\_\_ Comment \_\_\_\_\_ Refund amount \_\_\_\_\_

**Refund reason (choose one):**

Refund after appeal \_\_\_\_\_ Refund error correct \_\_\_\_\_ Refund special circumstances \_\_\_\_\_ Refund general - withdrawal \_\_\_\_\_

Formal Evidence of Apprenticeship/Traineeship sighted Yes \_\_\_\_\_ No \_\_\_\_\_

**SIGNATURE OF APPROVER:** \_\_\_\_\_ **Date:** \_\_\_\_\_ day \_\_\_\_\_ month \_\_\_\_\_ year \_\_\_\_\_

Under TAFE NSW Delegation T10.3

If not approved provide reason:

The original payment details can be viewed in **EBS**

For Credit card payments. Any payments made by Credit Card may be refunded to the original credit card number only

Withdrawal code entered into **EBS** \_\_\_\_\_ Signed \_\_\_\_\_ Date: \_\_\_\_\_

Refund details entered into **EBS** \_\_\_\_\_ Signed \_\_\_\_\_ Date: \_\_\_\_\_

Copy forwarded to: \_\_\_\_\_ Section \_\_\_\_\_ Library \_\_\_\_\_ Signed \_\_\_\_\_ Date: \_\_\_\_\_

# Government subsidised training, including Smart and Skilled

## WITHDRAWING FROM YOUR STUDIES

Learners who withdraw from a qualification are required to notify their Institute in writing

- If you are withdrawing from your qualification before classes commence and with no attendance or participation in training, you will be eligible for a refund of your Student fee or Concession fee.
- If you are withdrawing from your qualification after classes commence, you may be eligible for a partial refund of your Student fee.
- If you are withdrawing from your studies you will be asked to identify if you are deferring your studies, discontinuing your studies or transferring to another TAFE NSW Institute or Registered Training Provider.

**Note 1:** Learners are not eligible for refund of incidental fees

**Note 2:** Learners who have not demonstrated participation and/or attendance in their study on a regular basis will be contacted to determine their status of continuing enrolment or withdrawal from their studies. TAFE NSW will assist you to re-commence your studies, however if no response is received within times specified, action will be taken to withdraw you from your enrolment.

## DEFERRING OR DISCONTINUING YOUR STUDIES

Learners who withdraw from a qualification after participation in or commencement of studies will be asked to identify if they are deferring their studies or discontinuing their studies.

- **Deferring your studies** - You have decided to defer your studies, and have identified your proposed return to study within a period up to 12 months from date of receipt of your withdrawal/deferment advice.  
The Student fee or Concession fee remains current for your qualification within the period of deferring your studies.  
If you do not recommence your studies within the 12 month period, your record will be amended to identify that you have withdrawn and discontinued your studies.
- **Discontinuing your studies** – You have decided to cease studies in your enrolled qualification, or have not returned to study within 12 months of deferring of your studies.  
If you wish to return to complete this qualification, you will be re-assessed against the Smart & Skilled/government subsidised training eligibility and entitlement criteria, current at that time, to determine your Student Fee or eligibility for a Concession fee or fee exemption.
- **Discontinuing your studies and transferring** to another TAFE NSW Institute or Training Provider

**Note 1:** When discontinuing your studies you will be provided with a Statement of Attainment Transcript

## REFUNDS

Refund or partial refund of the Student fee may be given in the following circumstances:

- You formally advise the campus of your withdrawal, prior to the commencement of classes and/or participation
- You formally advise the campus of your withdrawal after the commencement of classes and /or participation, and the conditions of refund or partial refund of your college/Institute are met.
- You have overpaid the Student fee or concession fee.
- You enrolled in a qualification that has been cancelled by the campus or Institute.
- You have paid the Student fee for the qualification but now receive Youth Allowance or Austudy commencing within two weeks of the date of enrolment or the date of first attendance at class or participation in training (you have an approval letter from Centrelink with a CRN and indicating your date of commencement of benefit).
- You have been granted Credit Transfer for previous study for one or more Units of Competency, after commencement of training/participation.
- You have been granted Recognition for Prior Learning (RPL) for one or more Units of Competency, after commencement of training/participation.  
RPL should be discussed with your class teacher and applied for at the commencement of classes/participation. (refer to Enrolment Adjustment – Recognition of Prior Learning application form)

**Note 1:** Refunds are to be made to the learner, organisation or third party who originally paid the relevant fee.

**Note 2:** There are no refunds for incidental fees

**Note 3:** For Credit Card payments. Any payments made by Credit Card may be refunded to the original credit card number only.

## LEARNER PRIVACY

Information collected by the New South Wales TAFE Commission during a learner's enrolment and attendance will be used for the purposes of general record administration, identification, communication, state and national reporting, program monitoring, evaluation and surveys.

Learner information will be held securely and disposed of securely when no longer needed.

The information may be disclosed to the Department of Human Services (Centrelink), the Department of Veterans' Affairs, the Department of Education and Training, the Department of Industry and Science, the Department of Immigration and Border Protection, Transport for NSW, NSW Department of Industry, Skills & Regional Development, the Australian Skills Quality Authority, the Tertiary Education Quality and Standards Agency, the Universities Admission Centre, Office of the Board of Studies and the National Centre for Vocational Education Research. In order to meet the requirements of Registered Training Organisations under the Apprenticeships and Traineeships Act 2001, apprentice and trainee information is provided to employers, Australian Apprenticeship Centres and Training Services NSW (or the relevant State Training Authority).

While the provision of the information requested on this form is not required by law, it is a requirement of TAFE NSW and your enrolment will not be accepted if it is not provided.

You may correct your personal details by contacting your TAFE NSW campus administration or by using the TAFE NSW Learner Portal.