Australian College of Culinary and Management

RTO Provider No- -45886 – CRICOS Provider No-04038J

Student Refund Request Form

Please make sure that you have read and understood all the ACCM Fee and Refund Policy – before submitting this form. https://www.accm.vic.edu.au/_files/ugd/6ba6c0_39bc7b4f4e1a46639aaceaf868237e56.pdf				
Student ID	**CNY3000**			
Student Given Name				
Student Middle Name				
Student Family/Surname Name				
Enrolled Course(s) (Please list all the courses you are enrolled in)	**Course No.1**			
	Course No.2			
	Course No.3			
	Course No.4			
Full Australian Address: **Or** **Overseas Address (if applicant is offshore)**				
	Country		**Postcode/ZIP**	
Reason(s) for Request for Refund (Supporting evidence must be attached. The refund will not be processed if satisfactory reasons and supporting documentation are not provided)				
Bank Details for Electronic Refund (As applicable)	**Bank Name**			
	Account Holder Name			
	BSB Number		**SWIFT Code**	
	Account Number		**IBAN**	
	Bank Branch Address			

☐ **Student Declaration:**

I have fully read and understood ACCM's Students Fees and Refund Policy and Procedure, understand that the refund can only be made to my bank account or a person (bank account only) authorized by me in writing.

Student Name: _____

Student Signature: _____ Date_____

Refund Request: Granted ☐ **or** If declined, notified the outcome to the student by email ☐

Admin Use Only:

Reason For Decline:

Processed by ACCM Staff Name: Amount: $_____ Refund Date: _____

Signature: Date:___/____/_____

Updated on Student Profile on WISENET ☐ Notified the outcome to the student by email ☐

The assessment of refund applications shall be granted as indicated below:

CALCULATION OF FEES AND REFUND TABLE			
Student Default Circumstances		**Calculation of Fees**	**Calculation of Refund**
Student visa refused	Student fails to start a course due to visa refusal (before agreed start date)	ACCM will retain on the account of administrative cost: either 5% of each course fees (Tuition fees + Non-tuition fees); or $500; whichever is less.	Refund course fees (tuition and non-tuition fees) less 5%; or $500; whichever is less
	Student's application for student visa renewal got rejected or refused after agreed start date	ACCM will retain weekly tuition fees for part of the course that has already been delivered to the student before the day student's application for student visa renewal got rejected or refused.	Refund tuition fees for part of the course that has not been delivered to the student after the day student's application for student visa renewal got rejected or refused. Non-tuition fees are non- refundable.
Student visa cancelled	Student's visa got cancelled due to student actions including breach of student visa conditions or holding any other types of visa including permanent residence	Full Two study periods tuition fees for the whole duration of the current Two study periods is payable.	No Refund.
Cancellation requests before agreed start date	Student's notification of cancellation in at least 10 weeks prior to agreed start date	ACCM will retain on the account of administrative cost: 10% of the first Two study periods tuition fees.	Refund tuition fees less 10% of first Two study periods tuition fees. Non-tuition fees are non-refundable.
	Student's notification of cancellation in at least 4 weeks prior to agreed start date	ACCM will retain on the account of administrative cost: 50% of the first Two study periods tuition fees.	Refund tuition fees less 50% of first Two study periods tuition fees. Non-tuition fees are non- refundable.
	Student's notification of cancellation in at least 2 weeks prior to agreed start date	ACCM will retain on the account of administrative cost: 75% of the first Two study periods tuition fees.	Refund tuition fees less 75% of first Two study periods tuition fees. Non-tuition fees are non-refundable.
	Student's notification of cancellation in less than 2 weeks prior to agreed start date	Full Two study periods tuition fees for the whole duration of the first Two study periods are payable.	No Refund
Cancellation requests after deferment of commencement	Student's notification of cancellation of his/her course after the deferment of commencement date in a student's original eCoE in which visa was granted.	Full Two study periods tuition fees for the whole duration of the first Two study periods are payable.	No Refund
Cancellation requests in consecutive courses	Student's notification of cancellation in succeeding course enrolled	ACCM will retain deposit paid towards succeeding course enrolled.	No Refund.
Non-commencement	Student failed to commence his/her first course without prior written notification	ACCM will record a Credit Note against the student as to honour the fees paid in that course. This Credit Note is valid for a year from the date issued and is not transferrable to any other course. It is neither redeemable for cash nor refundable in full or in part for any reason.	No Refund.
	Student failed to commence his/her succeeding course without prior written notification	ACCM will retain deposit paid towards succeeding courses enrolled.	No Refund
	Student failed to satisfy condition of a conditional eCoE including English language proficiency requirements and Course specific entry requirements.	ACCM will retain deposit paid towards courses enrolled.	No Refund

Withdrawal requests after course has started	Student's notification of withdrawal from the course in at least two weeks prior to the start of his/her next Two study periods.	Full Two study periods tuition fees for the whole duration of the current Two study periods is payable.	No Refund
	Student's notification of withdrawal from the course after two weeks prior the start of his/her next Two study periods.	Full Two study periods tuition fees for the whole duration of the next Two study periods is payable.	No Refund
	Student's notification of withdrawal from the course during his/her study	Full Two study periods tuition fees for the whole duration of the current Two study periods is payable.	No Refund
	Student withdraws after his/her course has started without notification	Full Two study periods tuition fees for currently studying course is payable.	No Refund
Withdrawal during deferment or suspension of studies	Student notification of withdrawal from the course during deferment or suspension of studies	Full Two study periods tuition fees for the whole duration of the current Two study periods is payable.	No Refund
Other circumstances	Student expelled for breach of ACCM student code of conduct including submitted fraudulent documents or misleading information	Full Two study periods tuition fees for the whole duration of the current Two study periods is payable.	No Refund
	Student failed to disclose previous visa refusal/cancellation or makes false declaration on the application Or when student commence the course no material fee will be refunded	Full Two study periods tuition fees for the whole duration of the current Two study periods is payable.	No Refund

Definition of terms used in refund table above:	
Course fees	The total amount of fees including pre-paid tuition fees and non-tuition fees.
Weekly tuition fees	A daily tuition fee is calculated outcome of total tuition fees for the course divided by number of calendar days in the course. Then, to get weekly tuition fees simply multiply the outcome by 7.
Non-tuition fees	Enrolment Fee, OSHC Fee, excursion fee, fees to cover textbooks or uniforms, which student use while they study the course.
Tuition fees	A Two study periods is study period comprised of 20 weeks of teaching. Tuition fees are charged in full for each Two study periods and must be paid according to the Enrolment Acceptance Agreement.
Deposit	Any monies paid to confirm the student's enrolment in succeeding courses; concurrently with or after signing the Enrolment Acceptance Agreement.
Agreed start date	Agreed start date means the day on which the course is scheduled to start, or a day agreed between ACCM and the student as per student's eCoE.