

# CANCELLATION & REFUND REQUEST FEE FOR SERVICE & VET INVESTMENT FUNDING

If you do not wish to or are unable to complete this course, and want a Statement of Attainment (SOA) for the units you have completed, you are required to complete this form.

The first section of this form is to notify The Learning Collaborative (TLC) that you wish to cancel your course. Please complete all the required details to ensure the correct student is removed from the system.

## FOLLOW THE STEPS BELOW TO COMPLETE YOUR REFUND:

- 1 Download the form;
- 2 Section one of the form can be either complete electronically or manually;
- 3 Return the completed form to [enquiries@tlc.training](mailto:enquiries@tlc.training);
- 4 TLC will send you the AQTF compulsory questionnaire to be completed by yourself;
- 5 TLC administration will list the units you have completed and complete section two to determine if any refund is owing;
- 6 TLC administration will return the form to you in order for you to verify that you agree with the units that have been completed. This can be done by simply placing a tick in the appropriate column;
- 7 Please review the refund calculations;
- 8 If you are happy with both the unit completions and refund calculations, then please sign the form confirming this and return it to [enquiries@tlc.training](mailto:enquiries@tlc.training). If you do not agree with the Information provided, please provide reasons in writing as to why, and any evidence to support your claim; and
- 9 If you agree, TLC management will sign off for approval, plus will refund the identified amount to your bank account within ten (10) working days and email you a copy of your Statement of Attainment (SOA). If you do not agree, then TLC administration will review the information and provide you with an outcome within ten (10) working days.



# CANCELLATION & REFUND FORM CONTINUED.

## THIS SECTION TO BE COMPLETED BY A TLC STAFF MEMBER

### REFUND CALCULATOR

LINE NUMBER	ITEM	TOTAL
A	Fees paid	\$
B	Non-refundable fees	\$
C	A-B Subtotal	\$
D	Price per unit (price of course: non-refundable fees)/number of units	\$
E	Units completed	Units
F	Total price of units completed (subtotal c/units completed)	\$
G	C-F Subtotal	\$
	Fees owed to The Learning Collaborative	\$
	Fees owed to the student	\$

### DETAILS OF CANCELLATION

I wish to cancel the course on date

The reason I would like to cancel the training is

### TLC MANAGEMENT APPROVAL

The cancellation of training has been approved by TLC management and the refund calculated is correct and approved to be collected or refunded back to the student.

Name of Case Manager	Signature	Date Signed

### STUDENT ACCEPTANCE

By signing below, I understand that I am agreeing that the units listed are correct and I have NO other claims to units to be handed in. I also confirm that the monies listed are owed (by myself to TLC/by TLC to me). By signing this document, I understand that if the monies listed are owed by myself, I am required to pay this amount back to TLC.

Name of Student	Signature	Date Signed

# CANCELLATION & REFUND FORM CONTINUED.

## DETAILS OF EXCEPTIONAL CIRCUMSTANCE (OPTIONAL)

If you believe you have an exceptional circumstance that may prohibit you from paying any fees you owe, please detail these below for the consideration of the TLC management.

--	--	--

Name of Student	Signature	Date Signed

**PLEASE COMPLETE AND SEND THIS FORM TO ENQUIRIES@TLC.TRAINING  
OR CALL 1300 136 780 FOR UPDATES ON YOUR REQUEST.**



# the learning collaborative

---

RTO: 32350 | Your Partnering Solution in Education

1300 136 780 | [www.tlc.training](http://www.tlc.training) | [enquiries@tlc.training](mailto:enquiries@tlc.training)  
1/20 Nerang Street, Nerang 4211 Queensland Australia