



CANCELLATION AND REFUND REQUEST

Uncontrolled copy if printed

If you do not wish to or unable to complete this course and wanting a Statement of Attainment 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 right learner is removed from the system.

STEP ONE: Down load the form

STEP TWO: Section one of the form can be either complete electronically or manually

STEP Three: Return the completed form to admin@thelearningcollaborative.com.au

STEP FOUR: TLC will send you the AQTF compulsory questionnaire to be completed by yourself

STEP FIVE: TLC administration will list the units you have completed and complete section two to determine if any refund is owing.

STEP SIX: TLC administration will return the form to you 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.

STEP SEVEN: Please review the refund calculations

STEP EIGHT: If you are happy with both the unit completions and refund calculations sign the form confirming this and return form to admin@thelearningcollaborative.com.au . If you do not agree with the information provide please a full written reason why and any evidence to support your claim.

STEP NINE: If you agree management will sign off for approval and TLC will refund the identified amount to your bank account within 10 working days and email you a copy of your statement of attainment. If you do not agree TLC administration will review the information and provide you with an outcome within 10 working days.

Learner Name			Date of Request	
Qualification Name			Qualification Code	
Date Of Birth				
Learner Address			Post Code	
Learner Phone		Learner Email		
This Section to be Completed by an Administrative Officer			Learner to verify completed units	
Unit Code	Unit Name		YES	NO

CANCELLATION AND REFUND REQUEST

Uncontrolled copy if printed

A	Fees Paid	\$
B	Non-refundable fees	\$
C	A – B = TOTAL	\$
D	Price per unit (Price of course – non refundable fee) / number of units	\$
E	Units completed	
F	Total price of units completed C x E	\$
G	C – F = TOTAL	\$
	Fees Owed to TLC	\$
	Fees owed to the Learner	\$

Details of extension

I wish to cancel the course on (date): _____

The reasons for cancelling the training is:

Management Approval

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

Name of person signing: _____

Signature: _____ Date: _____

Learner 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 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 person signing: _____

Signature: _____ Date: _____

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



the **learning**
collaborative

CANCELLATION AND REFUND REQUEST

Uncontrolled copy if printed