



Queensland

National Provider Code 30755
 ABN 89 088 261 821

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 Scarborough QLD 4020
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 WEB www.abraqld.com.au

Student Refund Request Form

Before completing this refund request form please read our refund policy. There are clear guidelines in our refund policy on whether or not you will be eligible for a refund. MW Training's refund policy has been attached to this document for your convenience.

All refund requests should be emailed to mwtrain@bigpond.com.au or posted to:

The Business Manager
 MW Training
 PO Box 71
 Scarborough QLD 4020

We aim to have your refund request answered within 7 business days.

STUDENT DETAILS

Student Name	
Student Address	
Student Contact Phone No	
Student Contact Email	
Refund Request Amount	\$

REASON FOR A REFUND REQUEST?

MW TRAINING OFFICE USE ONLY

Refund Request Reviewed by:	
Refund Request Approved by:	
Refund Amount Approved	S
Comments:	
Signature of Approving Officer:	
Date:	

REFUND POLICY

ABRA Queensland will provide refunds in accordance with the organisation's refund policy.

1. There is a non-refundable administration/deposit fee of \$250.00 which applies to all courses which is payable upon lodgment of your enrolment fee. This does not apply to fees and charges paid by apprentices or trainees training under a user choice or strategic purchasing program contract.
2. Refund requests must be made in writing using a Refund Request Form. This is available at our website www.abraqld.com.au or by emailing admin@abraqld.com.au.
3. Refunds will not be given for any of the following reasons:
 - Failure to attend a scheduled training session (face to face or blended training delivery), or choosing not to engage in ongoing training (distance) after contact from your trainer/assessor,
 - Non completion of assessment activities,
 - Change of mind about a course, or,
 - Other circumstances beyond our control.
4. For all distance learning courses if a refund request is received in writing within 30 days of the receipt of your enrolment application, and provided the course materials the student has been issued with have not been commenced, damaged or marked in any way, the student will be entitled to a full refund, less the administration fee, provided all course materials received are returned to us within 7 days. If the student has commenced the course and engaged with their trainer then they will not be entitled to any refund. Refund requests after 30 days will not be granted unless extreme hardship or a debilitating medical condition can be proven.
5. When applying for a refund citing extreme hardship and/or a debilitating medical condition you must provide supporting documentation. Such documents can include medical certificates, letter from medical specialists, legal documents all of which should be original copies or copies of the originals certified by a Justice of the Peace. These documents together with your completed Refund Request Form should be posted to PO Box 71 Scarborough Qld 4020 or can be emailed to admin@abraqld.com.au.
6. Should ABRA Queensland cancel a course, participants will be entitled to a full refund (or pro rata adjusted refund if a Statement of Attainment can be issued), or to transfer funds to another/future course. In this event, students will be given their preferred option.
7. Students enrolled in an apprenticeship or traineeship will receive a full refund for tuition, student support services and fees charged for training delivery that has not commenced at the time of the cancellation. Where an apprentice or trainee withdraws from a unit of competency/module, a proportionate refund will be provided.
8. For all courses with a classroom component (blended delivery or full face to face courses), once training has commenced, no refund is available to participants unless the student can meet the conditions set out in paragraph 5 and demonstrate extreme personal hardship or a debilitating medical condition.

9. Should a student, due to unforeseen circumstances wish to defer studies, ABRA Queensland will allow a period of up to three months from the original enrolment date for this to occur. Such requests should be made in writing to the Manager ABRA Queensland and the application should clearly indicate a date upon which the student intends to recommence study. Only one such extension will be granted during the stated completion times for each course.