

CPSIA REFUND REQUEST FORM

Am I eligible for a refund?

A student may only be refunded in limited circumstances, we first encourage them to transfer to a subsequent course. See our *transfer policy* www.psia.net.au/cpsia/terms-and-conditions/.

The following can be requested:

Course material fee - eligible if students training material has not left our office for postage

Administration fee – eligible if student has not attended the course and submitted this form 14 days or more prior to the start date

Tuition fee – eligible if student has not attended the course and withdrew 14 days or more prior to commencement date.

Please see our *refund policy* www.psia.net.au/cpsia/terms-and-conditions/ for more information.

Who can request a refund?

Generally, a refund request can only be made by the registered participant. If you are not the student (e.g. their supervisor or nominated contact), and you wish to request a refund on their behalf please provide your name and sign on their behalf in the authorisation section of the form.

How do I request a refund?

Complete all sections on the form and attach any required/supporting documentation and send to training@psia.net.au for processing.

If you do not complete all sections, this form may be returned to the contact details provided in the refund request and/or registration form to seek additional information that is required for processing. This may cause a delay in receiving your refund (if deemed eligible).

How long will the refund take?

There is no set time for processing refund requests. Each request will be individually accessed by the relevant administrative authority.

Application denied

If your application is **denied**, the form will be returned and you will be notified.

Application approved

If your application is **approved**, the form will be returned and the applicable refund amount will be processed automatically and immediately once/if funds have reached our accounts.

How will the refund be made?

If the refund request is successful, the approved amount will be refunded to the original payment method only.

Privacy policy

Your personal information will be protected. Important information about the collection, use and disclosure (to other agencies and third parties) of personal information is contained on www.psia.net.au/cpsia/terms-and-conditions/.

Contact us

Please contact our team if you wish to discuss anything further.

Phone 08 9256 1560

Email training@psia.net.au

Website www.psia.net.au

CPSIA REFUND REQUEST FORM

Student details

Full name(s)

Company or Organisation

Accounts email for receipt

Reason for refund

Clear and well supported reason for requesting refund, please attach any supporting documents or statements.

Course details

Date

Location

Authorisation details

By signing below, you declare this information is correct.

Original payment method details

Please only complete one field.

EFT

Account name

BSB

ACC

Name of authorised person

Position

Sign

MasterCard/VISA (3% merchant fee)

Last four digits of card no.

OFFICE USE ONLY

Remittance (payment) date

Invoice #

Refund details

(Please tick all that applies)

Course material fee \$550 GST inclusive

Administration fee \$550 GST inclusive

Tuition fee Remainder of course
 registration fee

Application decision

Refund amount

Receipt #

Remittance date