

## REQUEST FOR REFUND

### 1. Information

#### Am I eligible for a refund?

Refunds can only be paid in limited circumstances. Some examples being:

- Significant illness or injury.
- Extreme financial hardship.
- Defence related service.

A refund request can only be made by the student concerned.

Refunds **will not** be made in the following situations:

- You have changed your mind after a course or semester has started.
- You do not complete the course workload.
- You fail to attend compulsory face-to-face or practical sessions.

#### How do I request a refund?

Complete and sign this form. Prior to submitting this form for assessment you should ensure that you have filled out all of the required questions, signed and dated the declaration and attached all supporting documentation. If you do not complete all the required questions, there may be a delay in receiving your refund, if deemed eligible.

#### What supporting documentation do I need to provide?

- Clear and well supported reason/s for requesting a refund. Attach any supporting documents or statements.
- Copy of your Driver's License or Passport. If you do not have these documents, contact the Student Administration Office for alternative documents that are accepted.

#### Where do I send the completed form?

Send the completed form and all supporting documentation to:

*Student Administration Office  
O'Halloran Fire & Medical Pty Limited  
P.O. Box 303 Horsley Park 2175*

Or, you can lodge it in person.

#### How long will the refund processing take?

There is no official standard time for processing refund requests. Each claim must be individually assessed under relevant administrative or legislative requirements.

Past requests have generally been finalised within 28 days after receipt.

#### How will the refund be made?

If the refund request is successful, you will be paid the approved amount by cheque or EFT. Cheque's will be sent via registered post to the mailing address provided on the refund form.

#### Review rights

There is no internal right of merits review of the assessment when an application for a refund is declined.

#### Important information about privacy

Your personal information is protected by law, including the Privacy Act 1988. Important information about the processing of the refund request will only be shared with government agencies and third parties to the level it takes to process the refund request including verification of supporting documents.

## REQUEST FOR REFUND

### 2. Instruction

Use this form to request a Refund for course fees or other monies paid.

> **This form must be completed in full and returned by mail or in person to the OFM Student Administration Office.**

**This form CANNOT be emailed.**

O'Halloran Fire & Medical Pty Limited  
Student Administration Office  
P.O. Box 303  
Horsley Park 2175 Australia

Ph: 1300 72 1444

### 3. Your Details

Have you graduated:  Yes  No

Student Number: \_\_\_\_\_

Year/s of study: \_\_\_\_\_ e.g. Jan23–Jun23

Name: \_\_\_\_\_  
*First Name Middle Name/s Family Name*

Date of Birth: \_\_\_\_\_ Telephone number: \_\_\_\_\_ Email: \_\_\_\_\_  
*(mm / dd / yyyy)*

Name when studying: \_\_\_\_\_  
*First Name Middle Name/s Family Name*

Course/s studied: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Total Fee's paid: \_\_\_\_\_

Proof of identity: \_\_\_\_\_  
*e.g. Driver License/Passport/Other (Attach Copy)*

Reason for Refund: \_\_\_\_\_

*You must provide a clear and supported reason for requesting a refund. If insufficient space, attach additional details*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 4. Declaration

I declare that:

- I am the original payer of the course fee/s.
- I have attached all relevant supporting documentation.
- The information provided is true and correct.
- I understand that this refund request has a processing fee of AUD\$35.00.
- I understand that all courses have a non-refundable administrative fee.
- I authorise O'Halloran Fire & Medical Pty Limited to liaise with government agencies and third parties to the level it takes to process the refund request including verification of supporting documents.

Student Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_