

# Course Cancellation Request Form

## Personal details

First name or Given name (s):

Surname or Family name:

Phone:

Student Identification Number: \*

Email:

\* You can find this information on your Student Agreement or Confirmation of Enrolment document

## Please select the main reason you have decided to cancel your course.

- I found the course more difficult than I expected
- I have found it hard to manage my time
- My family circumstances have changed
- I can no longer afford the course fees
- I have a medical condition
- I was given incorrect or misleading advice at enrolment
- Difficulties sourcing Work Placement
- Lack of Support
- Course materials
- Other (please specify:)

Please attach evidence to support your application if applicable

## Cancellation and Refund Conditions

If you wish to terminate your studies, you must notify SOE in writing (Cancellation Request). If SOE receives your Cancellation Request within the Cooling Off Period which is seven (7) calendar days from the start date of this Contract, SOE will refund any Course Fees you have paid, less the applicable Administrative Fees as outlined in the Schedule of Administrative Fees.

Subject to the Australian Consumer Law and unless otherwise stated in the terms of this Contract, if you give SOE your Cancellation Request within any of the following periods after your start date, you will be liable to pay to SOE the following percentage of the full Course Fee plus the applicable Administrative Fees.

- i. During Block 1 (from the end of the Cooling off Period to half of your course duration), 50% of the Course Fees;
- l. From the commencement of Block 2, (second half of your course duration to the end of your duration), 100% of the Course Fees;

This liability applies:

- a) whether or not you have paid the Course Fees in full at the time you give your Cancellation Request; and
- b) you are paying the Course Fees by instalments.

## Declaration

I have read the conditions and declare that the information I have provided is correct and complete. I understand that any course cancellation must comply with the terms and conditions of enrolment.

Signature:

Date: