Fee Protect.

Which refund form to use and when (Student Present/Student Not Present)

Please explain the reason for refund in <u>good detail</u>; "Going home", "Overpayment" or "Personal reasons" cannot be processed.

Student under 18

Account authorised

Acknowledgement signed by parent

'Student Present' refund form
- Same parent to sign
- Student to sign

Acknowledgement signed by guardian

'Student Present' refund form
- Same guardian to sign
- Student to sign
- Guardianship form signed by same guardian

Account incomplete

Parent available to sign refund form

Parent signed PTE enrolment form available

'Student Present' refund form
- Same parent to sign
- Student to sign
- Enrolment form signed by same parent
- Same parent's passport

Parent signed PTE enrolment form not available

'Student Present' refund form
- Parent to sign
- Student to sign
- Parent's proof of signature
- Proof of parent/ student releationship

Guardian who signed guardianship form available to sign refund form

'Student Present' refund form
- Same guardian to sign
- Student to sign
- Guardianship form signed by same guardian and parent
- Enrolment form signed by same guardian or same parent
- Same parent's passport

Student over 18

Student not available to sign

Fees paid to Public Trust from bank account in student's name

Refund to same bank account

Refund to different bank account

'Student Not Present' refund form
- Reason why student is not able to sign

Fees paid to Public Trust from bank account not in student's name

Funds to remain on account until 1 year after course end date then PTE may apply for the funds to be transferred to consolidated

Funds to remain on account until 1 year after course end date then PTE may apply for the funds to be transferred to consolidated

Student available to sign

Account authorised

'Student Present' refund form
- Student to sign

Account incomplete

'Student Present' refund form
- Student to sign
- Proof of student signature

Public Trust