



FR4.5 Course Cancellation Request

If you wish to cancel your studies before the completion of the course, you must notify Open Colleges in writing. You may do so by completing and returning this form or by email to studentsupport@opencolleges.edu.au

Given Name:	Surname:
Address:	
Student Number:	
Phone:	Mobile:
Email:	
Course Code and Name:	
Course Enrolment Date:	

What is your reason for cancelling your course?

Cancellation and Refund

- You may opt to cancel your subscription at any time. If you wish to terminate your studies, you must notify Open Colleges in writing (Cancellation Request).
- If Open Colleges receives your Cancellation Request within the **Cooling Off Period** which is **seven (7) calendar days** from your Start Date, Open Colleges will refund any Subscription Fees you have paid less any payment processing fees incurred by the payment processing provider applicable with refund of fees.
- Subject to the Australian Consumer Law, if you do not give Open Colleges your Cancellation Request within the seven (7) day Cooling Off Period, Subscription Fees paid will not be refunded.
- Each Subscription Fee payment grants you access to your course with Open Colleges until the end of the subscription period duration. If you do not wish to continue with the course, you must give Open Colleges a Cancellation Request in writing before the start date of your new Subscription period.

Conditions

A refund of the Course Fee, less the applicable administrative fees (as outlined in the INT – DC1.3 Schedule of Administrative Fee) will only be issued if Open Colleges receives the written Cancellation Request within the Refund Period. The Refund Period commences from the date that Open Colleges issues the student with their OpenSpace login details.

The Refund Period is defined as seven (7) calendar days from the day that the student’s enrolment conditions have been met. The enrolment conditions have been met when:

- a) Student accepts the terms and conditions of the Student Agreement
- b) Open Colleges has received the first student’s subscription fee or full payment, if paying in full
- c) Open Colleges sends a student their login details

Declaration

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

Signature _____ **Date** _____