

FR5.1

Course Cancellation Request Form

This form is for students who wish to request the cancellation of their enrolment with Open Colleges. All cancellation requests must be submitted in writing, in accordance with Open Colleges' **Cancellation & Refund Policy (PO5.1)**. We encourage students to review the policy and their Student Agreement, to ensure they fully understand the terms of their agreement prior to submitting this form.

Before proceeding with a cancellation request: Please carefully consider if any alternative options may suit your circumstances. We offer several alternatives to cancellation, which could allow you to continue your studies. These options include:

- Extending the duration of your enrolment (giving you more time)
- Pausing your enrolment for a short period (enabling you to take a break)
- Transfer to a different course
- Increased support from your trainer / assessor

Please speak to the Student Support Team on **1300 853 033**.

STUDENT DETAILS

Full Name:

Course Title:

Email Address:

Phone Number:

Date of Cancellation Request

PRIMARY REASON FOR COURSE CANCELLATION REQUEST

Please tick the primary reasons for making this request to cancel your enrolment:

- ☐ **Change of career outcome**
- ☐ **Course is more difficult than I expected**
- ☐ **Time constraints (i.e. not enough time to study)**
- ☐ **Learning management system issues**
- ☐ **Dissatisfied with course quality and/or materials**

- ☐ Dissatisfied with Trainer & Assessor support
- ☐ Dissatisfied with student support
- ☐ Incorrect advice at time of enrolment
- ☐ Enrolled with another Provider

Please provide further details regarding your request to cancel

DECLARATION

By submitting this request, you confirm that the information provided is true and accurate to the best of your knowledge, and that you understand (a) **your ongoing payments and/or financial obligations must be maintained whilst this request is reviewed**, (b) you have read and understood the Student Agreement and OC's Cancellation & Refund Policy, and (c) your cancellation request will be processed based on the details provided in this form.

Signature:

Date:

SUBMISSION INSTRUCTIONS

Please complete and submit this form via email to:

Customer Care Team at **cancellations@opencolleges.edu.au**

Our team will acknowledge receipt and then review your request and contact you within **20 business days** to discuss the available options and next steps.