

STUDENT GENERAL REQUEST FORM

ABOUT THIS FORM

This form is to be used by students of the Ashford College to make general requests. The Institute provides support with a range of services, including:

- Academic Support
- Extra Classes
- Accommodation Assistance
- Student ID Card
- Enrolment and Confirmation Letters
- Certificate of Completion
- Statement of Attainment / Course Progress Letters
- Fee Payment Letters
- Other reasonable requests

Conditions of Request:

1. Requests will only be considered if the student has cleared all dues to date.
2. Supporting documents must be attached if requested by the Administration team.
3. The Administration Manager (or delegate) will review the request and approve or decline it in line with Institute policy and compliance obligations.
4. Students will be informed of the outcome in writing within 5–7 working days of submission.
5. Where charges apply, these must be paid prior to finalising the request (charges are outlined in the student's signed Letter of Offer).
6. All requests and outcomes are recorded and securely retained for 5 years in line with SRT0 2025 – Records Management requirements.

STUDENT DETAILS

Full Name	
Student Id	
Email	
Phone	
Date of Birth	
Course Enrolled	

STUDENT REQUEST FOR

☐	Academic Support (No Charge)	☐	Accommodation Support (Confirmation on request)
☐	Extra Classes (No charge)	☐	Other Request(s)
☐	Enrolment Letter (No charge)		
☐	Confirmation of Term Break (No charge)		
☐	Statement of Attainment / Course Progress Letter (\$50)		
☐	Fee Payment Letter (No Charge)		
☐	Re-issuance of Certificate of Completion (\$200)		

☐	Re-issuance of Student ID Card (\$20)
☐	Other Request(s): _____

Provide a brief explanation of your request (attach extra sheet if required)

STUDENT DECLARATION

I declare that:

- a) The information I have supplied is true and complete.
- b) I understand that additional charges may apply as outlined in my signed Letter of Offer.
- c) I acknowledge that all dues must be cleared before my request can be processed.

Student Name	
Student Signature	
Date	

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Documents Submitted	Yes ☐	No ☐	N/A ☐
College dues cleared	Yes ☐	No ☐	
Paid charges for the request	Yes ☐	No ☐	N/A ☐
Updated Axcelerate	Yes ☐	No ☐	

Admin Manager Action / PEO		
Action	Approved	Not Approved
Reason for the Decision	☐	☐
Signature of Admin Manager		
Date of Approval		

STUDENT CONFIRMATION OF RECEIVING

Student Signature		Date	
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