SINGRIHA HIGHER EDUCATION

LEARNER REQUEST FORM

Optional. Use this form only when you need help, a change, cancellation, refund or review. You may also email or give another valid recorded notice. This form is not required to apply.

1. YOUR DETAILS
Full name and learner/application reference:
Course:
Phone or email for a private reply:
Date sent:

2. WHAT DO YOU NEED TICK ALL THAT APPLY
☐ Learning support ☐ Change of details ☐ Defer or transfer
☐ Withdraw/cancel ☐ Refund ☐ Complaint ☐ Assessment appeal
Requested effective date or urgent deadline:
What happened or what support/change do you need? Write only necessary details. For support, describe the learning barrier, not your medical history.
_____
_____
What outcome would you like?
_____
Assessment date/module and reasons for appeal if applicable:
Payment/invoice reference and amount if a refund is requested:

Ask immediately about external appeal deadlines; this form does not extend them. For cancellation, your original recorded notice date counts. For refunds, Singriha must explain lawful deductions; the deposit is not automatically forfeited. Do not write banking details here. Ask for the secure verification route.

3. CONFIRM AND SEND
I confirm the information is accurate to the best of my knowledge. Use only the necessary information to handle this request. Discuss confidential support records privately; extra evidence or special information needs an explained lawful basis.
Learner signature: Date:
Send to info@singriha.co.za or call 084 901 9619 for a secure route for sensitive evidence. Keep your request and the reply.

4. SINGRIHA OFFICE USE
Date received and person handling request:
Decision/action, reasons and due date:
_____
Refund calculation or attached breakdown if applicable:
Learner informed on: Review/appeal route and deadline:
Authorised signature: Date: