

The request for refund is made in writing to the Administration Manager using Fee Refund Application which is available from the website or upon request from the Administration Manager.

The Director is the person responsible for approval of fee refund applications.

All refunds are returned to source of payment with accompanying letter explaining how the refund was calculated.

The course deposit fee is non-refundable under any circumstances.

Course cancellation after acceptance by Superior Training Centre Pty Ltd may occur up to seven (7) days prior to commencement of the course without penalty. To receive the full refund, notice of seven (7) days or more must be made in writing, by email or by fax.

Course cancellation requests less than seven (7) days prior to course commencement will attract a fee of 20% of the total course fees. Students resource materials may be returned in the same condition as received and 90% of the student resource fee will be refunded. The student is responsible for the cost of shipment.

Students who withdraw after course commencement owing to unforeseen or exceptional circumstance can apply for fee refund. If granted fees will be refunded on a pro-rata basis (based on the number of days remaining in the course) less 20% of the total course cost.

Fee Refund Applications are considered on a case-by-case basis.

Students may transfer on one occasion to a course commencing within 3 months of their original course without penalty.

Refunds following cancellation of a transferred course will attract a further penalty of 20% of the total course fees in addition to the refund guidelines outlined above.

Superior Training Centre Pty Ltd defaults if a course does not commence on the designated day or is actually cancelled. No student will be disadvantaged and a full refund of all course fees will be made if alternative arrangements are made so that the commencement date is more than 14 days from the original commencement date.

Fee refunds will be made 14 days after demand when Superior Training Centre Pty Ltd defaults and within 28 days after demand when the student defaults.

Superior Training Centre Pty Ltd.'s dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.

The refund policy is subject to review from time to time.

I have read and understood this refund policy and will abide by its requirements if a refund is required.

Student Name:

Student Signature:

Date:

Time:

## APPLICATION

**Please Note:** Applications for refunds may take up to 5 working days to be processed. Refund payments will be finalised no later than 14 days after dated receipt of this form.

**Course Name:** \_\_\_\_\_  
**Course Code:** \_\_\_\_\_  
**Course Start Date:** \_\_\_\_\_  
**Trainer/ s:** \_\_\_\_\_  
**Student Name:** \_\_\_\_\_  
**Or Company Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**State:** \_\_\_\_\_ **Postcode:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

***Reason for refund application:***

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Bank Details:**

**Account Name:** \_\_\_\_\_  
**BSB:** \_\_\_\_\_  
**Account Number:** \_\_\_\_\_

If another party is to receive the refund money please indicate who that is:

**Name** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**State:** \_\_\_\_\_ **Postcode:** \_\_\_\_\_  
**Country:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Office Use Only: Outline action taken and outcome.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Refund (please ✓):      Paid       Not Paid       Date Paid \_\_\_\_\_

Director's Signature: \_\_\_\_\_ Date: \_\_\_\_\_