

Refund Policy

SCOPE

1. This policy covers the refunds process for all fees payable for training services provided within Superior Training Centre scope of registration, in accordance with National Code and RTO Standards.

PURPOSE:

2. To provide for appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.
3. Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

PROCEDURE:

4. Details concerning the scope of Superior Training Centre Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.
5. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to act under Australia's consumer protection laws.

General Rules

- a) The refund process reflects the commitment by Superior Training Centre to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- b) Refunds must be requested in writing, using the Refund Request Form, to the Director of Superior Training Centre.
- c) The Administration Manager of Superior Training Centre will process refund requests and students will be advised of the outcome of their request for a refund, in writing, within 5 days.
- d) The Administration Manager of Superior Training Centre will arrange payment, if approved, within 5 days of notification of the outcome.
- e) Refunds will be paid in Australian Dollars into the nominated bank account.
- f) To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Superior Training Centre until the course start date.
- g) All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.

- h) The term “commencement” in this policy refers to the first day of the first program attended by the student.
- i) Issues with regard to payment are to be handled at the first available opportunity and directed to the Administration Manager of Superior Training Centre. All Refund Requests and issue refunds are to be logged in the Refund Log.

Table of refunds below applies to International Students:

TABLE OF REFUNDS			
Type	Timeframe	Amount Refunded	Documents
VISA Refusal	At any time	All FEES minus the NON-REFUNDABLE application fee of AUD \$500	Refund Request Proof of VISA Refusal
VISA Renewal Refusal	After the course has commenced	Only FEES applying, and paid, from the date of refusal	Refund Request Proof of VISA Refusal
VISA Renewal Refusal for breach of conditions	At any time	Nil	Refund Request Proof of VISA Refusal
	Greater than 28 days before commencement of the course	All FEES minus the NON-REFUNDABLE application fee of AUD \$500, minus AGENT Commissions Paid	Refund Request Letter of Offer DSC Form
Withdrawal, Transfer or Enrolment Cancellation	Less than 28 days before commencement of the course	50% of FEES minus the NON-REFUNDABLE application fee of AUD \$500, minus AGENT Commissions Paid	Refund Request Letter of Offer DSC Form
	After the course has commenced	Nil	Nil
Default by Superior Training Centre	At any time	Full Refund	Nil

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.

For Domestic Students 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.