

# 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 2018. STC holds student's fees in a separate bank account until the commencement of study.

## 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 General Manager 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 14 days.
- d) The Administration Manager of Superior Training Centre will arrange payment, if approved, within 14 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 student management system

## International Student

# TABLE OF REFUNDS

Type	Timeframe	Amount Refunded	Documents
<b>VISA Refusal before commencement</b>	At any time	All FEES minus the NON-REFUNDABLE application fee of AUD \$250	Refund Request Proof of VISA Refusal
VISA grant or renewal Refusal	After the course has commenced	Only FEES applying, and paid, from the date of refusal	Refund Request Proof of VISA Refusal
VISA grant or renewal Refusal for breach of visa conditions after commencement	At any time	Nil	Refund Request Proof of VISA Refusal
<b>Student Default</b>			
Withdrawal, or Enrolment Cancellation	Greater than 28 days before commencement of the course	All FEES repaid minus the NON-REFUNDABLE application fee of AUD \$250, minus AGENT Commissions Paid	Refund Request Letter of Offer DSC Form
Withdrawal, or Enrolment Cancellation	Less than 28 days before commencement of the course	50% of FEES minus the course deposit of A\$1000, NON-REFUNDABLE application fee of AUD \$250, minus AGENT Commissions Paid	Refund Request Letter of Offer DSC Form
Withdrawal, Transfer or Enrolment Cancellation	After the course has commenced	Nil	Nil
STC Terminates the students enrolment for failure to comply	At any time	Nil	

with STC policies, misbehaviour, or unsatisfactory course progress or attendance.			
Student cannot commence or continue the course because of illness or a disability	At any time	Refund of any monies paid will be provided to students at the discretion of STC Director	Refund Request Form
Death of a close family member of the student (parent, sibling, spouse or child);	At any time	Refund of any monies paid will be provided to students at the discretion of STC Director	Refund Request Form
Compelling or Compassionate Circumstances prevented the student from commencing or continuing their studies including political, civil, or natural events.	At any time	Refund of any monies paid will be provided to students at the discretion of STC Director	Refund Request Form
<b>Provider Default by Superior Training Centre (see below)</b>			
STC withdraws course before course has commenced	At any time	Full Refund	Nil
STC withdraws course after the course has commenced	At any time	Refund less fees already used	

### Provider Default

7. In the unlikely event that STC is no longer able to deliver the course in full, students will be offered a refund of all unused course money. The refund will be paid within two weeks of the day on which the course ceased being provided. Alternatively, Students may be offered enrolment in an alternative course offered by STC at no extra cost.
  - a. Students have the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course.
  - b. If students choose placement in another course, STC will ask them to sign a document to indicate that the students accept the placement.

8. If STC is unable to provide a refund or place students in an alternative course the government backed **Tuition Protection Scheme (TPS)** will place the students in a suitable alternative course at no extra cost.
9. If the Tuition Protection Scheme cannot place the student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place them in a suitable alternative course or, if this is not possible, they will be eligible for a refund as calculated by the Fund Manager.