

## REFUND POLICY

Students are provided with the refund policy prior to enrolment. Refund information is always available from Administration.

- The request for refund is made in writing to the CEO using Fee Refund Application which is available from Administration.
- The CEO is the person responsible for approval of fee refund applications.
- Course cancellation after acceptance by Sapere Pty Ltd may occur up to 4 days prior to commencement of the course without penalty. To receive the full refund notice of 4 days or more must be made in writing or by email.
- Course cancellation with less than 4 days' notice after acceptance by Sapere Pty Ltd will result in a refund of all but the administration fees.
- Accepted 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 modules commenced) less 20% of the total course cost.
- 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 penalty of 20% of the total course cost in addition to the refund guidelines outlined above.
- Fee Refund Applications are considered on a case-by-case basis.
- Sapere Pty Ltd defaults when a course does not commence on the designated day or is cancelled. No student will be disadvantaged.
- Fee refunds will be made 14 days after demand when Sapere Pty Ltd defaults and within 28 days after demand when the student defaults.
- Sapere Pty Ltd 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. Students may contact the Department of Fair Trading.
- The refund policy is subject to review from time to time.
- The RTO will collect \$100 as administration fees to secure a place for students in class prior to course commencement. Students will be required to pay per arranged fee schedule. No certificates or Statements of Attainments will be issued unless full payment of course fee is received.



**SAPERRE Pty Ltd**

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**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:

*The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulator authority requirements*