



Cancellations, Refunds or Transfer of Courses

When a prospective student accepts a placement on a course offered by SETS and pays fees, it creates a contract between the student and SETS.

Terms used:

- “course” or “training” also includes the Recognition of Prior Learning (RPL) process.
- “fees” means any fees paid including full payment, part-payment, or deposit.
- “Administration Fee - A non-refundable amount, for application and processing of a student’s course contract

All course fees include a 10% administration fee, any cancellation or deferral by the student/client will cause this administration fee to become non refundable

Any cancellation/withdrawal or deferral by a student/client, the following policies apply:

Notification Period	Administration Fee (Included in full course fee)	Withdraw/ Cancellation of course	Course Deferral Fee
More than 10 business days prior to course commencement	Non-Refundable	Fully refundable course fee	\$0 additional course fee
From 9 and 3 business days prior to course commencement	Non-Refundable	50% course fee refunded	15% additional course fee
2 Business days (48 hours) or less prior to course commencement	Non-Refundable	Non-Refundable course fee	25% additional course fee One deferral only (Capped at max \$800)
Non-attendance on the day the course Commences	Non-Refundable	Non-Refundable course fee	Non-Refundable course fee
SETS is unable to fulfil its service agreement	Fully Refundable	Fully refundable course fee	Fully refundable course fee
NOTE: If you cancel and defer to another date and then cancel that deferral date at any time. The refund fee will be calculated using the original notice of deferred date.			

If a student is required to repeat training:

- If you are deemed ‘not yet competent’ on your first course attendance, you may be provided another opportunity to return free of charge. This is subject to the agreeance of the Trainer and Assessor and the Compliance Manager and will be dependent on SETS course availability.
- If you are deemed ‘not yet competent’ at the course return opportunity, you will have to re-enter the booking process at full cost to yourself.

[Please refer FAQ to Cancelling and Withdrawing from a course.](#)

Version	1.0	Doc #: N/A	Revision Date: 19/01/2023	Next Review: 19/01/2024	Approved by: Michael Burdett	Page 1 of 3
Title	Cancellations Refunds or Transfer of Courses 2023					



Exceptional Circumstances

Discretion may be exercised by the General Manager in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student may be offered a full credit toward the tuition fee in another scheduled course in-lieu of a refund. If the General Manager deems it appropriate, they may also authorise a refund of fees.

Note. If for any reason SETS is unable to fulfil its service agreement with a student, SETS will refund the student's proportion of fees paid for services not delivered.

How to Request a Refund

Individuals

SETS understand that the circumstances under which an individual may need to cancel a course and request a refund vary so whilst written advice (email or txt) is preferred we will accept telephone notification. SETS will provide an email response acknowledging your cancellation and advising your cancellation charges.

Companies

Companies that cancel a course and require refunds must make the request in writing (email).

The Refund Processes

- Please note that a refund processing fee of 2.94% may apply for the processing of refunds.
- Where refunds are approved, the refund payment will be paid to the student, or whoever paid the fees, within 14 days from the time SETS received written notice to cancel the enrolment.
- Refunds will be paid via electronic funds transfer using an authorised nominated bank account.

FAQ - Cancelling and Withdrawing from a course.

1. Jane enrolled in Advanced first aid and paid \$399 and cancels 2 business days prior to course commencement, Jane will be provided future course dates based on SETS availability and charged the additional 25% course deferral fee if she decides to select another date, however if she doesn't, a full cancellation fee will apply.

Version	1.0	Doc #: N/A	Revision Date: 19/01/2023	Next Review: 19/01/2024	Approved by: Michael Burdett	Page 2 of 3
Title	Cancellations Refunds or Transfer of Courses 2023					



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2. Billy enrolls into the Certificate III and initially paid \$800 deposit, 11 days prior to the course Billy cancels and is entitled to a refund of \$250 due to the non-refundable admin fee of \$550.
3. Terry enrolls into Fire Warden \$199 and defers his enrolment 3 days prior to commencement, Terry will be charged an additional 15% (\$29.85) course deferral fee.
4. Joe enrolls into Cert III and paid \$800 he defers his enrolment the day before course commencement 06/01/2023, Joe will be charged an additional \$575 due to the 25% additional course deferral fee. Joe books into the same course on the 07/03/2023, however calls a week before to defer again. Joe is no longer able to defer or receive any refund on all payment made.
5. SETS called and cancelled my course and advised I can transfer to an alternative date or receive a full refund.

Version	1.0	Doc #: N/A	Revision Date: 19/01/2023	Next Review: 19/01/2024	Approved by: Michael Burdett	Page 3 of 3
Title	Cancellations Refunds or Transfer of Courses 2023					