

REFUND POLICY

PURPOSE

To ensure an equitable and a quality service for participants in Fitzroy Learning Network (FLN).

PROCEDURE

- A refund will be given in full if any student is dissatisfied with the course.
- Also, if a student's circumstances alter and they are unable to attend classes.

An application in writing will need to be made to the Finance Officer. A member of staff will assist ESL learners to complete the application.

1. If a student withdraws by written notice at any time up until 4 weeks after the scheduled commencement date of the course, FLN will refund any fees paid for the course.
2. If a student withdraws by written notice at any time after 4 weeks of the scheduled commencement date of the course for the purposes of taking up a place at another educational institution, FLN will refund the full fees paid for the course and any other contribution paid by the student.
3. If the course is cancelled by the FLN at any time during the period of the student's enrolment, that the FLN will refund the full fee contribution, the pro rata portion of any student services and amenities fees, ancillary fees and any fees for materials which were not used during the course prior to the date of cancellation.
4. If a student withdraws from only part of their enrolment, the FLN will only refund the portion of the fee contribution and materials fee applicable to that part of their training.
5. If a student who is enrolled in the course is asked to leave due to the completion of the course, their level being too high or for other sound reasons, the FLN will reimburse the student for the portion of the fee contribution and materials fee applicable to the remainder of their training.
6. The FLN may grant refunds in other circumstances where it sees fit.