



REFUND POLICY

REFUND CONDITIONS

A refund will be issued under the following circumstances:

1. If a student withdraws from an Accredited English course by giving notice at any time within four weeks of the commencement of the course, FLN will refund any fees paid for the course on request.
2. If a student withdraws from an Accredited English Course or any part of their enrolment in said course at any time after four weeks, FLN will refund any fees for the portion of training not yet undertaken, calculated on a pro-rata basis.
3. If a course is cancelled by FLN at any time, or FLN ceases to operate as a training provider during the period of the student's enrolment, 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 or closure.
4. FLN may grant refunds in other circumstances where it sees fit.

Please note that FLN charges a non-refundable administration fee of \$20 for our accredited courses that is exempt from the above conditions.

This document is prepared in accordance with the requirements listed under section Skills First Guidelines about Fees and Condition 5 of the AQTF Essential Conditions and Standards for Continuing Registration.