

## REFUND POLICY

### PURPOSE

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

### Refund Conditions

An application for a refund will need to be made in writing to the Administration Staff. A member of staff will assist ESL learners to complete the application. Please note that FLN charges a non-refundable administration fee of \$20 that is exempt from the following conditions. A refund will be issued under the following circumstances:

1. A refund will be given in full if any student is dissatisfied with the course, after a review of the issue or complaint conducted by managerial staff to determine the cause and validity of the dissatisfaction.
2. 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.
3. 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.
4. If the course is cancelled by FLN at any time 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.
5. If FLN ceases to operate as a training provider during the course 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 closure.
6. If a student withdraws from only part of their enrolment, FLN will only refund the portion of the fee contribution and materials fee applicable to that part of their training.
7. 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, FLN will reimburse the student for the portion of the fee contribution and materials fee applicable to the remainder of their training.
8. FLN may grant refunds in other circumstances where it sees fit.

This document is prepared in accordance with the requirements listed under section 5.1 of the Skills First 2019 Guidelines about Fees (v2.0), and Condition 5 of the AQTF Essential Conditions and Standards for Continuing Registration.