

Refund Policy

Purpose

Learning Partnerships runs courses for corporate clients and very occasionally for full fee paying participants. This policy outlines Learning Partnerships refund advice for individual learners and corporate clients.

Scope

This policy applies to all learners and Corporate Clients of Learning Partnerships.

All fees are inclusive of administration and materials unless otherwise specifically negotiated

Fee for service -paying learners

Should Learning Partnerships cancel any course, all participants are entitled to a full refund or transfer of funds to a future course.

For fee paying participants of **non-accredited courses**

- the total fee will need to be paid at least one week in advance of the course commencement date, this includes a non-refundable deposit of 15%.
- substitutions are welcome where a participant cannot attend.
- if written cancellation is received at least 14 days prior to the training, no fee will be charged.
- if written cancellation is received between 14 and 7 days prior to training a 50% charge will be made.
- if written cancellation is received less than 7 days prior to training, the full charge will be made.

For fee paying individual learners of **accredited courses**

- the fee of up to \$1500 will be paid at least one week in advance of the course commencement date, this includes a non-refundable deposit of \$250
- a payment plan can be negotiated and entered into for the remaining fees

For **accredited and non- accredited courses (see * exception Certificate 3 Guarantee funded participants)**

No refund is available to participants who leave before finalising the course/competency/module/month, unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis. However, should participants wish to finalise incomplete modules in a future program, the original fee payment can be used as credit towards that course within six months of initial payment.

All monies received are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in a savings account until the course is completed, to ensure there are funds available for pro-rata refunds for eligible students.

Refund Policy

* Queensland Government Certificate 3 Guarantee participants are eligible for a pro-rata refund upon written advice of withdrawal from the program for units not yet completed.

Corporate Clients

Regarding all corporate clients including User Choice employers, the cost is negotiated and included in a jointly signed document of understanding or agreed written confirmation, that includes the refund policy. Because clients are invoiced after the work has been carried out, there is no refund, but the invoices are reflective of the following:

- if Learning Partnerships cancels any training then alternative dates are arranged and if this is not possible then the client is not charged for the work that had been planned.
- if a client cancels training, alternative dates will be arranged and if this is not possible then the total fee will need to be paid if written cancellation is received more than 14 days prior to the scheduled training, no fee will be charged.
- if written cancellation is received between 14 and 7 days prior to training a 50% charge will be made.
- if written cancellation is received less than 7 days prior to training, the full charge will be made.

Responsibility

All staff will be made aware of the procedure and policy during their induction by the Director or delegate.

All staff and learners will have access to the current version of the policy on Learning Partnership's website.

Individual learners will be fully informed of the fees before beginning training with Learning Partnerships within an acceptable timeframe to make an informed decision about entering into a training pathway with the organisation.