



## Refund Policy

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### **Government Funded Training Programs**

Refunds will be made in the following circumstances:

1. To learners who have overpaid the tuition/administration fee.
2. Where Portland WorkSkills cancels the course.
3. Where the learner's application for enrolment is declined by Portland WorkSkills, a refund of all fees will be made, within 30 days, without deduction.
4. When, the learner provides evidence of eligibility for a concession to reduce the amount already paid in tuition fees. Evidence to be provided prior to course commencement.
5. Where a learner withdraws, by written notice, from government-funded training or further education in a qualification at any time up until 4 weeks after the scheduled commencement date of classes, Portland WorkSkills will refund the tuition contribution paid in respect of the enrolment and any other fees and charges paid by or on behalf of the learner which have not been expended.
6. For the purposes of clause 5, if a learner withdraws from only part of an enrolment, Portland WorkSkills will only refund the portion of the tuition fee and materials fee applicable to that part of the course.
7. If a learner has paid a fee for tuition which is no longer required because of recognition of prior learning, Portland WorkSkills will refund an amount equal to the difference between the tuition fee paid, and the tuition fee payable for the adjusted hours of tuition that are to be undertaken.
8. Portland WorkSkills will refund the learner for the hours granted where a Credit Transfer has been granted and therefore reduce the number of nominal scheduled training hours.

### **Fee-for-Service Training**

9. As above with the exception of clauses 4, 5, 6, 7 and 8.
10. Portland WorkSkills reserves the right to retain an administrative fee for learners who have enrolled in a course but failed to attend without notifying WorkSkills.
11. Course deposits on Fee for Service courses will not be refunded when a learner does not attend scheduled sessions.
12. Learners enrolling in Fee for Service courses are advised to consider carefully. Course costs are kept to a minimum for learners. Therefore, if a learner withdraws, in writing, from a Fee for Service course
  - an administrative fee will be retained by WorkSkills
  - a refund will only be provided if the course has not commenced
  - fees will not be refunded after the commencement of the course except those fees that have been charged for materials and/or amenities and the materials/amenities have not been provided as yet.