

Fee Reductions for RPL / RCC

It is possible for you to obtain an exemption from part of the course through the Recognition of Prior Learning (RPL) process (which is described in more detail in the following section on page **Error! Bookmark not defined.**). This process also includes recognising your formal learning from other Registered Training Organisations.

If you have your current competencies recognised through RPL, you will be eligible for a reduction in your course fees. For the Certificate level courses, the reduction will be made on a pro-rata basis, determined by the number of units that you have gained exemption for compared to the number of units required to complete the course.

The Lennox Institute RPL process for traineeships allows for up to 50% of the course to be achieved in an RPL process, or through recognition of formal studies from another accredited institution. Therefore, the maximum fee reduction available after gaining an exemption through RPL is 50% of the course fee.

Refund Policy

Refunds of the New Worker Trainee Enrolment fees

In relation to the mandatory enrolment fee (required for each New Worker Trainee), there is no refund of this fee once training has commenced. Training is deemed to have commenced when the student has been inducted, received training materials, undertaken a training exercise and/or been assessed by a Lennox Industry Training Specialist.

Refunds of the Fee for Service fees

We recognise that our Certificate level courses involve a significant commitment of time, and that an individual's circumstances may change during the term of these longer courses. We will work with you to ensure that you have every opportunity to complete the course of your choice, even if you change employers or your personal situation changes. Just discuss your situation with your Industry Training Specialist, and usually arrangements can be made to accommodate your needs.

However, if you would like a refund, for whatever reason, Lennox Institute offers a refund based on the amount of the Certificate course you have completed. The units of competency that you have completed is used to determine the amount of the course you have finished. The refund is only available if you have paid your course fees in full, and you have no outstanding amounts owing. The refund scale is as follows:

- If you have completed up to 1/3 of the course, you are entitled to a refund of 50% of the course fee.
- If you have completed 1/3 of the course up to 2/3 of the course, you are entitled to a refund of 25% of the course fee.
- If you have completed 2/3 or more of the course, you are not entitled to any refund.

Applications for refunds should be made in writing and addressed to the Chief Executive Officer at the Lennox Institute office by either fax (1300 554 657) or post (PO Box 732, Seven Hills NSW 1730). Please include your name, contact details, and the name of your course. We will then determine the level of refund that you are entitled to and issue that to you within 14 working days of receiving your request.