

Fee Refund Policy

The request for refund is made in writing to the Chief Executive Officer. Requests for refunds are considered on a case by case basis to cater for extenuating circumstances, in general the following applies.

Refunds of the New Worker Trainee Enrolment fees

In relation to the mandatory New Worker enrolment fee 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 Institute Trainer/Assessor.

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. We will work with you to ensure that you have every opportunity to complete the course, even if you change employers or your personal situation changes. Discuss your situation with your Trainer/Assessor and usually arrangements can be made to accommodate your needs.

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 are 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 through the website or in writing, 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 will issue this amount to you within 14 working days of receiving your request.

RTO Default

- Lennox Institute defaults if the course they offer does not start on the agreed starting day
- Lennox Institute defaults if the course stops being provided after it starts and before it is completed or the course is not provided fully to the student because the registered provider has had a sanction imposed
- If Lennox Institute defaults, it will pay a full refund to the student within 14 days after the default date
- Lennox Institute will give the student a statement that explains how the refund amount has been calculated
- Lennox Institute dispute resolution processes do not circumscribe the student's right to pursue other legal remedies
- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

The refund policy may be reviewed.