

Course Refund & Cancellation Policy

Flexlearn Institute (Cottonsoft Software Pty Ltd) course fees have been structured in accordance with ASQA Standard 22.3 for NVR Registered Training Organisations 2011:

*22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with (one of) the following acceptable option:
(c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500*

Course fees:

The initial registration fee covers registration, enrolment, initial course instructions, correspondence information and online course content (printed course manuals may involve extra charges if they aren't the default course delivery system). **The initial registration fee is non-refundable once your enrolment procedure is complete.** Only in exceptional circumstances, at the discretion of Flexlearn management, the initial registration fee may be refunded, in part or in full.

The instalment payments (paid at agreed intervals weekly, fortnightly or monthly) are paid only after the course has commenced. Most courses cover a period of 12 months. A refund of some of the payments above the initial registration fee will be given if a request is made within one month of the last payment being made and if in that time the student has not continued to access the Flexlearn training website and/or they returned any training materials provided to them after that instalment was paid. This refund will be based on the unused time and/ or course units. Exceptional circumstances apply to these payments as well.

Exceptional circumstances

Under exceptional circumstances, a full or partial refund may be given at the discretion of Flexlearn management. Examples of documented exceptional circumstances in which refunds will be considered include:

- Being unable to continue due to sudden physical illness, accident and or pregnancy/childbirth.
- Being unable to continue due to mental illness/disability.
- Personal circumstances including family emergencies.

Full refunds will be issued in the unlikely event where course is cancelled by Flexlearn Institute.

Cancellation

Cancellation has limited meaning in the context of a Flexlearn course because in most cases the course commencement will take effect as soon as a participant is deemed eligible and provided with a student number and access to our training resources. The refund policy becomes applicable when a course has commenced and that is deemed to have happened; when a student accesses the training website with their student number and password, and or when training resources are sent to them, or if an initial class or tutorial session is undertaken.

If Flexlearn fails to provide any of these initial training commencements (usually access to our web-based training portal) then a full refund of the initial registration fee and instalment payments will be issued.

Code of Practice

Flexlearn Institute will:

- 1.** Adopt policies and management practices that maintain high professional standards in the delivery of education and training services.
- 2.** Provide all students with fair treatment and processes, for dealing with appeals and complaints.
- 3.** Advertise and market training and education services ethically, clearly and accurately, without ambiguity or misinformation, and in accordance with ASQA guidelines.
- 4.** Refund all students in accordance with relevant legislation when unable to provide agreed services.
- 5.** Supply accurate, up to date information to all potential and actual students. All information given to students will be regularly reviewed to ensure accuracy.
- 6.** Ensure that all recruitment of and dealings with students is in accordance with equal opportunities legislation and equity principles.
- 7.** Carry out all assessment fairly, and in accordance with National Assessment Principles (including RPL) and the assessment guidelines set out by the relevant industry/ Training Packages developer.
- 8.** Provide all students with a copy of this Code of Practice.