Refund Policy
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Refund Policy

Overview

Leadership Success does not deliver public courses or work with individual students outside their workplace/organisation. Therefore, students are not invoiced directly. Instead, the organisation/student’s employer will be invoiced.

The aim of this Policy is to provide a general outline of when a refund will be considered by Leadership Success where a student withdraws from the course before completion.

When a Refund May Be Given

A refund of all or part of the TAFE NSW fee or concession fee may be given in the following exceptional circumstances:

- The enrolment fee was overpaid.
- The student was enrolled in a course or program that has been cancelled by Leadership Success.
- A student enrolled in a course only to repeat a failed unit/module but was then granted a pass in that unit/module as the result of an assessment appeal.
- The student’s employer formally advises Leadership Success, before training commences and with no attendance or participation in training, that the student is withdrawing from the course.
- Leadership Success is of the opinion that the student and employer would be unreasonably disadvantaged if a refund was not granted, for example, if the student meets with a serious misadventure and was unable to continue their enrolment.

Circumstances Not Usually Regarded as Grounds for a Refund

1. Job change
2. Change in work hours
3. Inconvenience of participation in training
4. Moving interstate
5. Redundancy/Retrenchment.