

## Fees and refunds

### Fee-for-service

Where Students are required to pay course fees this fee must be paid prior to the commencement of the course. All Students will be issued with a receipt for fees paid. All fees paid in advance will be entered into the Linked 2 financial management system and marked under a section defined as fees paid in advance.

Linked 2 does not collect more than \$1500.00 in advance.

### Fee-free training under the Skilling for Recovery (Smart and Skilled) initiative

Under the Skilling for Recovery Initiative, students who meet the eligibility criteria will also be eligible for fee-free training (full and part qualifications). For eligibility requirements, please see:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/2021\\_22/fee\\_administration\\_policy\\_21\\_22.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2021_22/fee_administration_policy_21_22.pdf).

### Refund guidelines

Administration (or enrolment) fees are not tuition charges and are non-refundable.

Should a Student be eligible for a refund it will be paid in accordance to the terms set out in the refund policy as follows:

Circumstances	Refunds
Course fee is overpaid	Full refund of overpaid amount
Linked 2 cancels course	Full refund of fees paid or credit of fees and reallocation to another course
Enrolment application is refused	Full refund of fees paid
The Student is found to be eligible for a fee exemption and provides documented evidence of this	Full refund of fees paid
Withdrawal from course more than 7 days ahead of the scheduled commencement date	Full refund of fees paid
Withdrawal from course less than 7 days of the scheduled commencement date	Refund of 75% of fees paid
Withdrawal once a course is commenced	No refund (a Statement of Attainment is issued for completed work)
Course commenced and student issued with training materials but does not submit assessments, and withdraws from course	No refund
Course is not completed within designated and agreed time frame	No refund
Dismissal from the course as a result of ongoing and proven plagiarism	No refund
Where Student would be seriously disadvantaged if refund not granted**	By negotiation with CEO – refund of up to the full tuition fee and any other fees and charges paid by or on behalf of the Student
Where Recognition of Prior Learning has been conducted and resulted in a reduction in the number of scheduled training hours.	Refund to the value of the difference between the published/quoted tuition fee and RPL Fee

\*\*The following examples are indicative of **appropriate circumstances** for granting a refund:

- Extended hospitalisation or illness (two-week period minimum) supported by a medical certificate and resulting in extended absence from training
- Childbirth
- Death of a significant other or close family member

\*\*The following examples where a refund is **not** likely to be granted:

- Job change
- Change in work hours
- Inconvenience of travel to class
- Moving interstate
- Retrenchment