

LEARNING WORKS' LWP05: WITHDRAWAL AND REFUND POLICY

TYPE: POLICY
SUBJECT: WITHDRAWAL AND REFUND REFERENCE: LWP05
DATE OF POLICY: 1 st October, 2020
LAST REVIEWED: 10 November, 2021
APPROVED BY: The Board of Directors
<p>POLICY</p> <p>Upon enrolling on a course offered by Learning Works, a student enters a legal agreement in which s/he agrees to abide by the conditions of enrolment (including meeting stated payments), in exchange for the service offered by the Institution in the delivery of the course.</p> <p>In a situation where a student wishes to cancel or change him/her enrolment, as a measure of goodwill, Learning Works will allow the options indicated below. A student may only avail himself/herself of one of these options once.</p> <p><i>Please read the following options and apply in writing to the administrative team of Learning Works.</i></p> <p>Cancellation Policy Students wishing to cancel their enrolment must submit notification of withdrawal in writing within 14 days of the confirmation of enrolment. To apply for a cancellation, the student must send an email on info@learningworks.edu.mt and indicate his/her intentions clearly.</p> <p>It is recommended that students contact Learning Works within 24 hours of submitting a cancellation request to confirm receipt. Learning Works accepts no responsibility for and will not be liable for non-receipt of messages or transmissions.</p> <p>Withdrawal and Refund Policy A completed enrolment form acts as confirmation of acceptance, and commitment to, paying all fees as stated in the Letter of Acceptance. Students are considered to have commenced their course from the date that course login details have been issued by Learning Works.</p> <p>An administration fee of seventy-five (75) euro, plus postage & handling costs where applicable, will be deducted from the refunded cost when applicants withdraw or request a transfer from one course to another. Additionally, other costs may be incurred as stipulated in the Acceptance Letter issued to students before they start following a course/ programme of studies.</p> <p>Refunds may be granted in the event that an application is submitted within a month of enrolment. If you would like to request a refund, please email the administrative team on info@learningworks.edu.mt. In the case of international students, refunds can only be given as indicated in their Letter of Acceptance. Refunds cannot be issued in the event an assignment has already been submitted and returned.</p> <p>Deferments and Extensions</p>

Deferments and/or extensions may be granted at the discretion of Learning Works. Application for a deferment or extension must be submitted by email on info@learningworks.edu.mt.

Learning Works reserves the right to refuse a deferment or extension request in the event that:

- a valid reason, with appropriate documentation, is not submitted;
- the student has requested multiple deferments and/or extensions;
- the student is not in good financial standing with Learning Works.

If Learning Works approves a deferment or extension, recommencement fees may apply.

Course Transfer

The student may apply for special consideration to transfer from one course to another. Applications must be made in writing by email to the administrative team on info@learningworks.edu.mt. A transfer fee will apply in terms of the Acceptance Letter issued to the student as indicated above.

In the event an assignment has been submitted and returned, approval for a course transfer will not be granted.

Charlo Bonnici
CEO