



TYPE: POLICY
SUBJECT: WITHDRAWAL AND REFUND
REFERENCE: LWPO5
DATE OF POLICY: 1 st October, 2020
LAST REVIEWED: 19th February 2025
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 his/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</p> <p>Should students, for any reason, decide to cancel their enrolment, they are requested to send an email to support@learningworks.edu.mt before the Induction Meeting date and inform Learning Works accordingly. Failure to do so will incur losing the registration fee/deposit as well as the remaining outstanding course fee.</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>Cancellation fees may only be waived in extenuating circumstances, where the administration is of the opinion that the situation warrants, such as where health issues are involved. Cancellations will only be acceded to subject to the terms and conditions set by</p>

the administration.

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.

If students decide to terminate their studies once the course has already started they are requested to send an email to support@learningworks.edu.mt and inform the administrative office of their decision. In such cases students will be obliged to pay Learning Works the outstanding course fee.

In the case of international students, refunds can only be given as indicated in their Letter of Acceptance.

No change in fees is applicable and no refund will be given to applicants who withdraw or who are asked to withdraw by Learning Works during the duration of the course.

Students missing 20% of the sessions or more will not be awarded the certificate and no refund of fees will be given.

Deferments and Extensions

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 support@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 support@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.

If students decide to change groups, their request will be duly considered. This is not automatically accepted but is subject to availability of places. In such cases, an administration fee of 50 euro (€ 50) is applicable for students who change groups.

Charlo Bonnici
CEO

