

**LEARNERS/
TRAINNEES**

REFUND

POLICY

**RAINBOW
INVESTMENTS
(PTY) LTD**

Introduction

The official date used to determine a refund is the date of the transaction or request by the student.

- A learner/trainee who officially withdraws from their course prior to the start date of training for the course may be eligible for a full refund of the course fee provided that several conditions are met.
- Learners/trainees enrolled in a course that is cancelled by the company will be eligible for a full refund of the course fee.

Refunds for courses cancelled by the company

The company will refund 100 percent of tuition fees for courses cancelled by the company. The application fee is non-refundable, even when a course is cancelled by the company.

Refund schedule for dropping or withdrawing from a course prior to the course date

Where students withdraw from a course prior to the closing date, any upfront fees already paid to the company will be refunded in full less 10% administration charges.

After the course date

Where students withdraw from a course after the closing date any upfront fees paid will be refunded only in "special circumstances."

Where "special circumstances" are apparent after the course date the Learners/Trainees will have to inform the company immediately stating the reasons for non-attendance.

"Special circumstances" include those circumstances that:

- Are beyond the person's control; and
- Do not make their full impact on the person until on/or after the closing date for the short course; and
- Make it impracticable for the learner/trainee to complete the course of study

Some examples of "special circumstances" include:

- Medical reasons where a learner's medical condition has changed to such an extent that the he or she is unable to continue the course

- Family/personal reasons such as death or severe medical problems within a family, or unforeseen family difficulties, so that it is unreasonable for the trainee/learner to continue with the course.
- Employment related reasons where a learner's/trainee's employment status or employment arrangements have changed so that the learner/trainee is unable to continue his/her studies, and this change is beyond their control.
- Course related reasons where the company has changed the course it had offered and the person is disadvantaged by either:
 - Not being able to complete the course, or
 - Not being given credit towards other courses

For more information on refund amounts, refer to the chart below.

Notes: **Closing date** in this policy refers to a period of 14days prior to the course date. The **course date** in this chart refers to the first day of class.

Tuition Refund	Details
100%	Drop/withdrawal initiated prior to closing date
75%	Drop/withdrawal initiated prior to course date
0%	Drop/withdrawal initiated after course date

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