

POLICY & PROCEDURES

Document reference	LTC/PS/002/01012021		
Version	Ver 0.1 - Original		
Effective from	01/01/2021	Review date	05/01/2025
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REFUND POLICY

THIS POLICY APPLIES TO ALL STUDENTS REGISTERING WITH LEADERS TRAINING CENTRE

POLICY

The learner can raise a refund request by contacting their appropriate course counselors or via email. All refunds will be considered with valid reason. If you cancel your registration before the commencement of the course, you will be eligible for a full refund of the course. Should the refund request be made after the commencement of the course, no refund request will be accepted or made.

PROCEDURE

- Students need to Fill up LTC **REFUND REQUEST FORM (LTC/RRF/001/01012021)** & submit to respective course advisor.
- Students should provide all information requested in **RRF** form relating to the required refund.
- RRF form will be Processed with in Timescale and refunded to Student as mentioned.

RESPONSIBILITIES AND AUTHORITIES

Course Advisor	Provide RRF to Student and filled RRF Submit to Admin
Admin & Operations	RRF form is Verified and authorize the refund before sending to Finance department to process
Accounts department	Processes & Release the refund

REFUND SHALL BE CONSIDERED ON THE FOLLOWING BASIS:

- Course fees are **NONREFUNDABLE** except for non-availability of seats at the beginning of the course, in that case the Leaders Training Center will refund the Course fee 100%.
- Cancellation in 5 or lesser days before the start of the course, No refund.
- Cancellation in 7 days or more before the start of course, fees can be refunded with 10% administration charges of the course amount
- If course is cancelled by Leaders Training Center, course fee shall be 100% refunded.
- Refund shall be process within thirty (30) days.
- Leaders Training Center deals with non-payment tuition fee issue in a confidential manner.
- The student may apply for change of course 5 working days before the course start date, otherwise, it is the discretion of the institute to accept or not the request of the student considering other business impact to the institute.

RELATED DOCUMENTS

- **REFUND REQUEST FORM (LTC/RRF/001/01012021)**