

## Training Fees Refund Policy

### Purpose:

The purpose of this policy is to establish guidelines and procedures for the refund of training fees paid by individuals or entities to Xprienz for enrolment in training courses or programs. This policy aims to ensure transparency, fairness, and consistency in the refund process and to provide clarity to learners regarding their rights and responsibilities.

### Scope:

This policy applies to all training courses or programs offered by Xprienz, including but not limited to:

- Short-term workshops
- Certificate programs
- Continuing education programs
- Any other training courses or programs offered by the organization

### Policy Statement

1. **Eligibility for Refunds:** Learners may be eligible for a refund of training fees paid to Xprienz Pte Ltd under the following circumstances:
  - Cancellation of enrolment in a training course or program within the specified cancellation period or deadline.
  - Withdrawal from a training course or program prior to the commencement of classes or training sessions.
  - Inability to attend or complete the training course or program due to extenuating circumstances, such as medical reasons or unforeseen emergencies.
2. **Refund Request Process:** To request a refund, learners must submit a written refund request to the designated refund processing department or contact person within the organization within 3 working days. The refund request should include:
  - Learner's name and contact information
  - Course or program name and enrolment details
  - Reason for the refund request
  - Supporting documentation, if applicable (e.g., medical certificate, proof of extenuating circumstances)
3. **Refund Review and Approval:**

Refund requests will be reviewed and evaluated by the designated refund processing department or authorized personnel within the organization. Refunds will be approved or denied based on the merits of the request and compliance with this policy.
4. **Refund Amount and Method:**

Approved refunds will be issued for the amount of training fees paid by the learner, minus any applicable deductions or fees as specified in this policy or in the terms and conditions of enrolment. Refunds will be issued using the original payment method whenever possible. If the original payment method is not available, refunds may be issued by alternative means, such as check or electronic funds transfer.
5. **Refund Timeframe:**

Refunds will be processed within a reasonable timeframe following approval of the refund request. The exact timeframe for refund processing may vary depending on factors such as payment method, banking processing times, and internal administrative procedures. Learners will be notified of the status of their refund request and provided with an estimated timeframe for refund processing if they request.



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6. **Non-Refundable Fees:**

Certain fees may be non-refundable, including but not limited to:

- Registration fees or administrative charges
- Fees for course materials, or other resources provided to learners
- Fees for services rendered or benefits received prior to the cancellation or withdrawal from the training course or program

7. **Contact Information**

For questions or concerns regarding training fees refunds, please contact us at [enquiries@xprienz.com](mailto:enquiries@xprienz.com)

8. **Policy Review and Updates**

- a. This training fees refund policy will be reviewed periodically to ensure its effectiveness and alignment with organizational goals, legal requirements, and best practices in learner services.
- b. Updates or revisions to the policy may be made as needed to address emerging issues, improve clarity and transparency, or enhance the learner experience.

9. **Approval:**

This Organization Outcome Policy has been approved by the Management representatives of Xprienz Pte Ltd and will be effective as of 01 Jan 2024. Amendments to this policy require approval by the Management representatives.

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