

REFUND POLICY

The intent of this policy is to establish a system for ensuring that students are able to make a claim for a credit or a partial or full refund of any monies paid towards a course in the event that they withdraw from that course before successful completion.

Axiom College protects fees paid in advance and has a fair and reasonable refund policy in line with the VET Quality Framework (VQF) .

In the case of a student requesting a refund for any reason the following policy applies. Clients are encouraged to contact the Management of Axiom College if they have issues or concerns prior to requesting a refund.

Refunds are calculated according to the type of enrolment/invoice which will be one of the following:

1. Short Courses – including accredited and non-accredited courses
2. Online Courses
3. Fee-for-Service Qualifications
4. Government Assisted Qualifications - including Traineeships
5. Certificate III Guarantee Qualifications / Higher Level Skills Qualifications
6. Assessment-only Services - including RPL
7. Other Services – including Room Hire, Consulting and Customised Courses

Short Courses

Cancellations are accepted up to 5 working days prior to the course without incurring any fees. If less than 5 days' notice is given, the full fee is payable; however a substitute person may attend. If more than 5 working days' notice is given the client will be given the opportunity to reschedule to a future course.

Online Courses

Refunds will not be given if a student enrolls in and commences an online course.

It is the responsibility of the student to ensure that they have enrolled in the correct course. If a student realises they have enrolled in the wrong course, however have not accessed the study material or the assessment, a credit or refund may be possible if the student contacts Axiom College within five (5) working days of the course being purchased.

Fee for Service Qualifications

Students enrolled in fee-for-service qualifications will be invoiced as agreed at of enrolment and detailed on the Payment Agreement. If the student cancels within 30 days of enrolment, all fees will be refunded provided no training has commenced and all materials are returned in 'as new' condition. Material returned in 'used' condition will have replacement costs deducted from the refund amount.

If training or assessment has commenced, the balance will be available for refund on a pro-rata basis, calculated from the date that formal notification was received. Refunds will be calculated using the following formula:

Refund amount = [(X% of Fee)/ # training days enrolled as per Training Plan] x # training days remaining at the time that formal notification was received.

Where X is calculated as per the following table:

Number of months Enrolled	X%
< 1	100%
1 - 3	70%
4 - 6	50%
7 – 12	30%
> 12	10%

X% of fees represents the maximum refundable fee based on time enrolled.

Government Assisted Qualifications - including Traineeships

Co-Contribution Fees (Tuition Fees) Refunds

Axiom College provides for refunds to participants for Co-Contribution Fees charged for units of competency that have not been completed at the time of cancellation of enrolment.

Axiom College provides for 100% refunds to participants for Co-Contribution fees charged for units of competency where training delivery that has not commenced at the time of cancellation of enrolment.

Axiom College provides for 50% refunds to participants for Co-Contribution fees charged for units of competency where training delivery has commenced at the time of cancellation of enrolment.

Where trainees have booked for additional training at Axiom College, which is in addition to the trainee's Training Plan, the employers/students will be invoiced for the additional training for an agreed fee. The above Short Course cancellation policy applies for this amount.

Any training courseware provided must be returned in good condition before any refund moneys are paid. Refer to Methods of Claiming a Refund and the Fees and Charges Policy for further details.

Where trainees have a tailored Training Plan based on specific needs of the workplace, and results in additional costs of delivery due to workplace customisation or deluxe materials charges, the refund will be calculated after additional costs have been paid. Additional costs are not refundable

Certificate III Guarantee / Higher Level Skills Refunds

Axiom College provides refunds for student contribution fees to the payer, where training has not been undertaken.

Axiom College provides a 50% refund where the student has withdrawn from a unit of competency/module.

Claims for refunds must be made by the payer of the fees in writing and supported with proof of payment and addressed to Axiom College Administration, or emailed to info@axiomcollege.com.au.

Claims for refunds for subsidized student must be made by the payer of the fees in writing and supported with proof of payment and evidence to verify subsidy, and addressed to Axiom College Administration, or emailed to info@axiomcollege.com.au.

Assessment-only Services – including Recognition of Prior Learning (RPL)

Candidates participating in fee-for-service Assessment Only services will be invoiced as agreed at enrolment. If the candidate cancels prior to completion of recognition services a full refund applies to unit/s where no relevant evidence has been submitted by the applicant for assessment, no assessor directed assessment activities or interview has occurred between the assessor and applicant in relation to the unit/s of competency, and no respective assessment resources have been issued to the applicant by Axiom College.

Where evidence has been submitted by the candidate for evaluation to a unit/s of competency, and assessment has been undertaken, no refund applies.

Where an applicant has been deemed unsuccessful in an RPL assessment of a unit/s of competency, the applicant will be offered the option to enroll in the learning program to undertake gap training. The amount paid for a unit/s of competency at enrolment may contribute towards any further costs that would be due to undertake further training.

If the applicant has chosen to undertake further training and has paid additional fees to complete a unit/s of competency then the Fee-For-Service Qualification Refund Policy will apply.

Other Services – including Room Hire, Consulting and Customised Courses

The above Short Course refund policy applies for room hire, consulting and any training component of customised courses. Customised courses that require preparation or modification of courseware will attract an agreed additional fee and is itemised in the relevant agreement or invoice. If a client cancels a training course after the preparation has commenced, the agreed preparation fee will be payable.

Method of Claiming a Credit/Refund

Claims for refunds must be made by the payer of the fees in writing and supported with proof of payment and addressed to Axiom College Administration, or emailed to info@axiomcollege.com.au

Claimants must specify how they want to receive their refund. Refunds may be taken in the form of a credit note which may be applied to further training, or deposited into a nominated bank account.

Claims for refunds will be reviewed and processed within 30 days of the final decision made for the claim. The final decision will be based on this Axiom College Refund Policy.

Students will have recourse against decisions made regarding refunds via the Grievance - Complaint Policy and Procedure.

Any courseware such as , learner guides, manuals, text books and/or electronic media , CDs already supplied to the student on loan, must be returned in good condition before any refund is paid. Materials returned in poor condition or not returned will have replacement costs deducted from any refund amount owing.