

The intent of this policy is to establish a system for ensuring that learners are able to receive a partial or full refund or credit of any monies paid towards a course in the event of cancellation before successful completion of the course.

- Axiom College protects fees paid in advance and has a fair and reasonable refund policy and procedure.
- Please refer to our enrolment policy and procedure for information relating to enrolling into a course with Axiom College.
- Axiom College encourages our clients to discuss any issues or concerns they have before requesting a withdrawal/cancellation from their course.
- This policy applies to learners who give notice to cancel their enrolment with Axiom College.

REFUND POLICY

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

- Short Courses – including accredited and non-accredited courses
- Fee-for-Service Qualifications
- Government Funded Qualifications
 - User Choice Programs
 - Traineeships
 - Apprenticeships
 - VET Investment Programs
 - Certificate 3 Guarantee
 - Higher Level Skills
- Assessment-only Services - including RPL
- Other Services
 - Room Hire, Consulting and Customised Courses
 - Course Extension Fees
 - Replacement Certificate Fees
 - Replacement White Card Fees
 - Axiom Supplied National Police Checks

SHORT COURSES - including accredited and non-accredited courses

- Cancellations for short courses are accepted up to 5 business days prior to the course without incurring any fees.
- If less than 5 business days' notice is given, the full fee is payable and no refund or rescheduling will be available.
 - however a substitute person may attend the short course date
 - change of attendee must be notified in writing to support@axiomcollege.com.au
- If more than 5 business days' notice is given the client will be given the opportunity to;
 - reschedule to a future course if available
 - Request to reschedule must be in writing to support@axiomcollege.com.au
 - Request a refund of fees via the Refund Request form to accounts@axiomcollege.com.au

FEE FOR SERVICE QUALIFICATIONS

- Learners who enroll into fee-for-service qualifications have the option to pay up-front fees via online methods, payment plan or invoice as agreed at time of enrolment
 - When the up-front fee exceeds \$1500, a payment plan will automatically apply and the learner will be contacted on enrolment so that the payment plan is able to be negotiated
- If a learner's enrolment is cancelled within 30 days of enrolment all fees will be refunded provided no training has commenced
- If a learner's enrolment is cancelled after a training or assessment has commenced, the balance will available for refund on a pro-rata basis, calculated from the date that formal notification of cancellation 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 FUNDED PROGRAMS - REFUNDS

USER CHOICE

Traineeships/Apprenticeships

- Upon notification of cancellation of a Learner's Traineeship or Apprenticeship Axiom College provides for refunds of Student Contribution Fees (Tuition Fees) charged for units of competency that have not been completed at the time of cancellation of enrolment to the payee:
 - Axiom College will provide 100% refunds to Learners for Contribution fees charged for units of competency where training delivery has not commenced at the time of cancellation of enrolment.
 - Axiom College will not provide a refund to Learners for Contribution fees charged for units of competency where training delivery has commenced at the time of the cancellation of enrolment

VET INVESTMENT PROGRAMS

VETiS

- This training is fee free to eligible students - no refund of fees is applicable

Certificate 3 Guarantee / Higher Level Skills

- Upon notification of cancellation of a Learner's enrolment into a Certificate 3 Guarantee or Higher Level Skills Program Axiom College provides refunds for student co-contribution fees charged for units of competency that have not been completed at the time of cancellation of enrolment to the payee.
 - Axiom College will provide 100% refunds to Learners for Co-Contribution fees charged for units of competency where training delivery has not commenced at the time of cancellation of enrolment
 - Axiom College will not provide a refund to Learners for Co-Contribution fees charged for units of competency where training delivery has commenced at the time of the cancellation of enrolment
- If after enrolment a student is found to not meet eligibility requirements or fails to provide evidence of eligibility for Certificate 3 Guarantee or Higher Level Skills, Axiom College provides refunds for student co-contribution fees charged for units of competency that have not been completed at the time of cancellation of enrolment to the payee.

Fee Free Training – Year 12 School Leavers

- This training is fee free to eligible students – no refund of fees is applicable

OTHER SERVICES

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.

Room Hire, Consulting and Customised Courses

- Cancellations for room hire, consulting* and customised* courses are accepted up to 5 business days prior to the course without incurring any fees.
- If less than 5 business days' notice is given, the full fee is payable and no refund or rescheduling will be available.
- If more than 5 business days' notice is given the client will be given the opportunity to;
 - reschedule date of hire, consulting or customized course
 - Request to reschedule must be in writing to support@axiomcollege.com.au
 - request a refund of fees via the Refund Request form to accounts@axiomcollege.com.au
 - *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 and no refund will be available

Course Extension Fees

- Course Extension fees regarding Fee For Service Qualifications and Short Courses only are listed on our schedule of fees and are negotiated with the learner on a case by case basis.
- Fees for extension is nonrefundable.

Certificate Replacement Fee

- If a learner requests a replacement of their certificate and provides the required proof of identity, statement of results or statement of attainment an administrative fee applies to reissue which is listed on the schedule of fees.
- The fee for replacement is nonrefundable.

Replacement White Card

- If a learner requests a replacement of their White Card and provides the required proof of identity, an administrative fee to reissue applies which is listed on the schedule of fees.
- The fee for replacement is nonrefundable.

Police Check (Individual Support Qualifications)

- If upon enrolment you have opted for Axiom College to apply for a Police Check on your behalf, the following applies for refunds of this fee. It is important to note this fee is separate from any fee for service or co-contribution fee applicable to your enrolment
 - If Axiom has paid for and commenced your national police check submission in the system – No Refund Available
 - If Axiom has not paid for or commenced your national police check submission in the system – Full refund of fee available

REFUND PROCEDURE

REFUND REQUEST PROCEDURE

The following applies specifically to the following categories of enrolment

- User Choice Program
 - Traineeships/Apprenticeships
- VET Investment Program
 - Certificate 3 Guarantee
 - Higher Level Skills
- Upon notification of cancellation Axiom College will send the payee of fees the Refund Request Form to be completed.
- It is the responsibility of the payee to complete the form and return to Axiom College or emailed to accounts@axiomcollege.com.au
- Once the completed form is received by Axiom College, it will be reviewed and processed as outlined below.

The following applies specifically to the following categories of enrolment

- Short Courses
- Fee for Service Qualifications
- Other Services
 - Requests for a refund of fees must be made by the payer of the fees in writing or by using Axiom College's Refund Request Form and supported with proof of payment and addressed to Axiom College, or emailed to accounts@axiomcollege.com.au

The following applies to all enrolments

- Requests received in writing or on the Refund Request Form must specify how the payee wants to receive their refund. Otherwise, refunds will be processed into the original payment details supplied on enrolment.
- You may be contacted by an Axiom College Representative to confirm your payment details before a refund is processed
- Requests 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 Complaint Policy and Procedure.
- Discretion may be exercised by Axiom College Management in all situations, if the learner can demonstrate that extenuating or significant personal circumstances led to their withdrawal, in these cases, the learner should be offered a full credit toward the contribution fee in another scheduled program in-lieu of refund. Management may also authorize a refund of fees if the circumstances require it.

STATUTORY COOLING OFF PERIOD

The standards for Registered Training Organisation require a person is to be informed of their right to a statutory cooling off period, if one is applicable. A Statutory cooling off period is defined with in the Australian Consumer Law introduced in 2011. A Statutory cooling off period (which is 10 Days) is a period of time provided to a consumer to allow them to withdraw form a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All staff are recommended to refer to the Australian consumer Law, Sales Practices guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

Axiom College do inform prospective learners within the learner handbook. It must be noted by all staff that Axiom College do not engaged in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our learners who have enrolled into a program through contacting us. For refund options in other circumstances, learner and staff must refer to the refund policy.

AXIOM COLLEGE INITIATED CANCELLATION

If for any reason Axiom College is unable to fulfil its service agreement with a learner, Axiom College must issue a full refund for any services not provided. The basis for determining "Services not provided" is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is terminated.

LEARNER COMPLAINTS ABOUT REFUNDS

Learners who are unhappy with Axiom College arrangements for the collection and refunding of fees are entitled to lodge a complaint. The should occur in accordance with Axiom Colleges complaints policy and procedure.