

The intent of this policy is to provide information to potential and existing clients about Axiom College's fees and charges payable for a range of services offered by Axiom College.

- Clients must read and understand the Fees and Charges Policy and Refund Policy that apply to them before completing the Enrolment Form (including online)
- Clients must agree to the course fees and charges for their particular course prior to enrolment.
- The fees and charges applicable to courses and qualifications will be available to clients in various ways, depending on the method of enquiry or contact. The methods of accessing the fees and charges include the website, marketing material, sales proposal, or the Payment Plan as negotiated.

Where individuals are required to pay fees, then Axiom College must provide fee information prior to the enrolment or commencement of training /assessment (whichever is earliest) about

1. All fees payable to the College
2. How and when fees must be paid
3. How to request a refund and
4. Conditions under which a refund would be provided.

General information regarding refunds is provided at the end of this document. For complete details refer to the Refunds Policy & Procedure.

## General Fee Information

Fees information for courses and qualifications is commonly accessible from:

- <http://www.axiomcollege.com.au/>
- Promotional fliers and advertisements
- Axiom College Training Consultant
- Student Support Centre

## Schedule of Fees and Charges

The directing manager is responsible for approving Axiom College's schedule of Fees and Charges.

The schedule of fees and charges is to include the following information:

- The total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fees.
- Any discounts, fee reductions or exemptions available for multiple enrolments, concession car holders, continuing learners, group bookings.
- The fees and charges for time extension to fee for service qualifications or short courses
- The fees and charges for additional services, including such items as issuance of a replacement qualification parchment, statement of results or statement of attainments.
- Axiom College Refund Policy

## Course Fees

- Course Fees payable are outlined in the enrolment process, whether enrolment is completed in paper form or via our online enrolment system.
- Axiom College offers students to pay fees via Credit Card, Payment Plan, invoice
- Fees payable under a Payment Plan are payable under instalments according to the due date and taking into account any special instructions.
- When a payment plan is requested by the learner for Fee For Service Qualifications a 12% surcharge will apply.

## Payment of GST

- GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.
- ATO reference: <http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>
- Where a learner is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offering a course. Please refer to Axiom College schedule of fees and charges for details of what GST is and is not applied to.

## PAYMENT OF FEES

### SHORT COURSES - including accredited and non-accredited courses

- Fees payable for Short Courses (including online) must be paid in full prior to course commencement. Short courses include accredited and non-accredited training.
- Payment may be made by cash, cheque, direct bank transfer, credit card or EFTPOS. A surcharge may apply to credit cards which will be disclosed prior to enrolment or on the invoice.
- Payments for invoices must be made within seven (7) days from the date of Invoice, or as per supplier agreement. A receipt will be provided upon payment clearance on request.

### FEE FOR SERVICE QUALIFICATIONS

Fees information for Fee for Service Qualifications is accessible from:

- Axiom College Website
- Axiom College Training Consultant

#### Fees

- By completing and submitting an Enrolment Form (includes online enrolment) the client is agreeing to pay fees for their training and assessment, as per the Enrolment or Payment Agreement.
- An invoice will be issued to the participant or employer as agreed, and all fees are required to be paid by the due date.
- Axiom College reserves the right of refusal to provide services where fees, and any other additional charges associated with the provision of training and assessment services are unpaid despite being advised of the Fees and Charges Policy and Payment Agreement prior to enrolment.
- Please note that non-payment of fees and charges may result in the cancellation of an enrolment and referral to external debt recovery agencies.

## GOVERNMENT FUNDED PROGRAMS

### USER CHOICE

#### Traineeships/Apprenticeships

Fees information for Government funded Traineeships is accessible from:

- Axiom College Website
- Axiom College Training Consultant

#### Student Contribution Fees

- Eligible apprentices and trainees that meet the Queensland state funding requirements will be charged a set fee per nominal hour. These fees are calculated at a regulated rate of \$1.60 per nominal hour.
- Full Exemption of student contribution fees will apply for learners undertaking:
  - School Based Traineeships
  - Skilling Queenslanders for Work – Work Skills Traineeships
  - Year 12 Fee Free – a student who commenced a traineeship in a high priority qualification within 12 months of graduating year 12 – Must provide evidence
  - School based trainees who have graduated year 12 & have converted to a full-time or part-time traineeship in a high priority qualification
- Partial Exemption of student contribution fees will apply for learners who;
  - hold a current Health Care Card or pensioner card issued under commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner card, & is named on the card.
  - The participant issues the RTO with an official form under Commonwealth law confirming that the participant, his partner or her partner or the person of who the participant is a dependant, is entitled to concessions under a health care card or pensioner concession card.
  - who identify as Aboriginal or Torres Strait Islander.
- Where a student presents evidence that the payment of the student contribution fee would cause extreme financial hardship, Axiom College will discuss options with the learner and decisions will be made on a case by case basis, outcomes may include;
  - Payment Plan is negotiated with learner that lessens the impact on the apprentice/trainee having to pay the entire student contribution as a lump sum.
  - In some cases, Axiom College may grant full exemption of the student contribution fees.

### Employer Contribution Fees

- Axiom College may for Priority 2 and 3 apprenticeships/Traineeships elect to collect an employer contribution fee to contribute to the cost of delivery for a learners' traineeship or apprenticeship. This fee if collected will be negotiated and agreed upon at enrolment.
- An invoice will be issued to the Employer once the Training Contract is registered by the Department having taken into account any exemption which may apply. Fees are required to be paid by the due date.
- Exemptions
  - Exemptions will be applied to Employer Contribution Fees for Priority One (1) Traineeships/Apprenticeships.
  - All School-based Traineeships/Apprenticeships are exempt from an employer contribution fee being collected.

### User Choice - No charges apply to the following

Axiom College does not charge participants fees for the following:

- Student services
- The provision of materials essential to achieving competence
- The development and supply of the Training Plan
- The development and supply of the Training Record Book.

### VET INVESTMENT PROGRAMS

Fees information for VET Investment funded programs is accessible from:

- Axiom College Website
- Axiom College Training Consultant
- Axiom College Co-Contribution Fee Schedule – available on website.

### VETiS

- As per the Queensland Governments PQS Audit Evidence Requirements for VET Investments – VETiS funded training is provided fee-free to school eligible students in grades 10, 11 and 12.
- Evidence will need to be supplied to support funding eligibility.

### Certificate 3 Guarantee / Higher Level Skills

#### Student Contribution Fees

- As per the Queensland Governments PQS Audit Evidence Requirements for VET Investments Axiom College is required to collect co-contribution fees from students to contribute towards their government funded training.
- The amount payable is determined by Axiom College and calculated per unit of competency based in the qualification.
- No fee is payable where a unit is deemed with a "Credit" or "Credit Pending" outcome prior to enrolment.
  - Students seeking a credit must apply using Axiom College's
- Payment of learner co-contribution fees will be collected at the time of enrolment.
- Evidence will need to be supplied to support funding eligibility.
- Axiom College's website lists all student co-contribution fees for concessional and non-concessional rates.
- Concession
  - As per the Queensland Governments PQS Audit Evidence Requirements for VET Investments Axiom College is required to retain evidence of the student's eligibility for concession, if applicable.
  - Concessional Fees will apply to learners who provide any of the following evidence at enrolment.
    - Dept. of Veteran's Affairs / Pensioner Concession Card.
    - Health Care Card.
    - Commonwealth Seniors Health Card.
    - Evidence the student is the partner or dependant of a person who holds a Health Care and / or Concession Card and is named on that card.
    - Self-declaration on the enrolment from that the learner is of Aboriginal or Torres Strait Islander Origin.
    - Evidence the student is with disability – Pensioner Concession Card or other documentation verifying the holder is with disability.
    - Evidence the student is an adult prisoner – formal signed confirmation from the place of incarceration.

#### Fee Free Training – Year 12 School Leavers

- As per the Queensland Governments PQS Audit Evidence Requirements for VET Investments – Free TAFE training for Year 12 school leavers is provided fee-free to school eligible learners in grades 10, 11 and 12.
- Evidence will need to be supplied to support funding eligibility.

## **OTHER SERVICES**

Axiom College will levy charges for other services. These may include:

- Assessment-only services – including Recognition of Prior Learning (RPL)
- Room Hire, Consulting and Customised Course Fees as negotiated with client.
- Re-issuing a certificate after it has been initially issued to a learner.
- Replacing issued learning materials which the learner has lost or damaged.
- Re-assessment Services.
- Extension to deadline fees.
- Police Check fees.

### **Additional Charges**

- Additional charges may apply for training in Units of Competency, which are beyond those essential for the qualification outcomes. Additional charges apply where the Training Plan has been tailored to the specific needs of the workplace, and results in additional costs of delivery due to workplace customisation or deluxe material charge.
- These fees will be negotiated on a case by case basis.

## **GENERAL INFORMATION**

### **Limiting Fees being paid in advance**

- Axiom College acknowledges that it has responsibility under the standards for Registered Training Organisations to limit the fees paid by learners in advance of their training and assessment services being delivered. To meet our responsibilities, Axiom College may not accept payment in advance of services being delivered, exceeding \$1500 from each learner at any time. This means prior to the course commencing or during the learner's enrolment.
- Following course commencement, Axiom College may require payments of additional fees in scheduled payments (payment plan) in advance from the learner but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.
- This requirement only applies when the payment for the fees are being made directly by an individual consumer that falls under the protection of Australian Consumer Law. But this we generally mean the learner or the learner's family member.
- This requirement is not applicable where the fees are being paid by the learners' employer or a funding authority. This is a business-to-business transaction and does not require the limiting of fees paid in advance. Also, if fees are being charged in arrears of the services being delivered (at the end) then the need to limit the amount of fees does not apply. It only applies where fees are being sought in advance of the services being delivered.

### **Giving notice of enrolment cancellation**

- A learner who wishes to cancel their enrolment must give notice to Axiom College. This may be via phone, email or letter. Axiom College staff who are approached with initial notice of cancellation are to ensure the learner understands their rights with regards to the refunding of fees. The learner is also to be advised of other options such as re-commencing in another scheduled training program.

### **Duration of Enrolment**

- Once an enrolment for a particular course is accepted by Axiom College, that enrolment will remain current for the nominal duration of the course.
- The nominal completion date of a course is based on the course enrolment date and the nominal duration, which is determined by Axiom College.
- Enrolments will be automatically cancelled after this date unless a written application for an extension has been made by the student.
- Axiom College does not guarantee an extension will be granted and will consider any extenuating circumstances and reasons for which the extension is sought.
- Applications to extend the enrolment duration must be submitted to the Student Services Centre prior to the effective nominal completion date.
- Extensions may incur additional fees to cover the cost of administration.

### **Learner complaints about fees and charges**

- Learners who are unhappy with Axiom College arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Axiom College's complaint policy and procedure.

### **Cancellations and Refunds**

- Please refer to our Refund Policy and Procedure.