

## Purpose

The purpose of this policy is to clearly set out the refund options available for Fee For Service students.

## Overview

This policy applies to all Fee For Service students of Axial Training Pty Ltd.

## Policy

This policy provides the refund options available for Fee For Service students and are detailed below:

### AQF Certificate II and above courses

#### 1. Cancellation by Axial

- ❖ A full refund of all course fees will be made to students in circumstances where a course is cancelled, prior to its commencement.
- ❖ In any circumstance where a course is cancelled after it has commenced, then a pro-rata refund will be made for the un-assessed portion of the course.

#### 2. Cancellation by a Student

- ❖ Any course that is cancelled after enrolment, and at least 10 working days prior to its commencement date, will be refunded, after deducting the non-refundable enrolment fee as per the quote or payment information form for that enrolment.
- ❖ If paying per commencement of unit of competency, any unit of competency that has commenced training and is subsequently withdrawn, will result in the full unit fee being payable. No refund will be given.
- ❖ If paying per quarter, no refund will be given if the student withdraws after 4 weeks of the relevant quarter have passed.
- ❖ If a student is part of a VET in Schools program that is included in their secondary school program, they may be eligible for a refund of a part of their non-refundable enrolment fee if they meet certain conditions. The General Manager has the authority to approve this refund. The student must not have attended the course for more than one week, and no formal training should have started for any units of competency. This refund only applies to the first term of the course.

- ❖ If a student enrolled in a VET in Schools program as part of their secondary school program wishes to withdraw, they must do so within the first week of the relevant term. If they notify of their withdrawal after that time period, they will not be eligible for a refund.
- ❖ An application may be submitted to the General Manager for consideration of special refund, where exceptional circumstances have contributed to the cancellation, e.g. medical incapacitation. Solely at the General Manager's discretion, a pro-rata refund of fees may be granted.
- ❖ Any students who, for reasons beyond their reasonable control, must withdraw from the training programme, may apply for permission to re-join a subsequent course to complete any outstanding units. This option is limited to re-commencing training within 6 months of the date of withdrawal.

Should any changes have been made to the pricing structure of the course during that period, a make-up charge to the higher fee will be payable.

### Short Courses

#### 1. **Cancellation by Axial**

- ❖ In the first instance, alternative course date(s) will be offered by Axial, in circumstances where it has cancelled a course. Should none of these be suitable, a full refund of all course fees will be made.

#### 2. **Cancellation by a Student**

- ❖ Any course booking that is cancelled after enrolment, and at least 10 working days prior to its commencement date, will be refunded, after deducting an administration charge of 15% of the course fee.
- ❖ Any course booking that is cancelled after enrolment, but more than 6 working days prior to its commencement date, is still payable in full. The booking, however, may be wait-listed to attend the same course to be held at any time within the next 6 months. Axial's course co-ordinators will contact you up to 2 days prior to the commencement of an available course, offering you the option of attending. This offer will lapse after 6 months from the original enrolled course date, and the fee will be forfeit. You will not have the option of selecting a date of your choosing.

- ❖ Any course that is cancelled 5 days and less from its start date, or non-attendance at a course, will result in the full fee being payable. Enrolment into a subsequent course will require a new fee to be paid.

### On-line Courses

- ❖ Any on-line course that has been enrolled into, but not yet commenced, may be cancelled and refunded. A 15% administration charge will be deducted from the course fee.
- ❖ Any on-line course that is cancelled or abandoned after commencement will be subject to the full fee. No refunds will be granted.