

Purpose of Policy

This policy details the refund options available for students receiving User Choice funding.

Policy

1. Process for identifying potential refunds

- 1.1. On receiving advice that the student's Training Contract has been cancelled Axial will finalise the student's records in the Student Management System.
- 1.2. Advice via weekly automated reporting will be sent to the Axial Accounts Department advising them of the student cancellation.
- 1.3. The Axial Accounts Department will review the student's records in line with the below refund policy.

2. Calculation of refund

- 2.1. Units that have been issued the below result types will not attract any refund amount:
Competent
Recognition of Prior Learning
- 2.2. Units that have been issued the below result type will attract a refund of 50% of the total Student Contribution Fee for that unit:
Withdrawn
- 2.3. Units that have been issued the below result type will attract a refund of 100% of the total Student Contribution Fee for that unit:
Withdrawn – Not Started

3. Payment of refund

- 3.1. Axial will contact the payer to advise of any applicable refund and arrange appropriate account details to process the refund.
- 3.2. Payment of refund will depend on the amount of Student Contribution Fees that had been paid prior to cancellation. Where Student Contribution Fees are owing for a unit, any calculated refund may be allocated to the outstanding Student Contribution Fee.