

Purpose of Policy

This policy details the refund options available for students receiving Smart & Skilled funding.

Policy

1. Process for identifying potential refunds

- 1.1. A refund of fees paid under a Smart & Skilled funded program will apply in the following instances:
 - 1.1.1. A student formally withdraws from training by the *Withdrawal with no penalty* cut-off date. The *Withdrawal with no penalty* date is 8 weeks from the date of signing the Axial Enrolment Agreement.
 - 1.1.2. A student withdraws from training not of their own accord, such as through the closure of their provider or where the provider is no longer approved to deliver Smart & Skilled training.
 - 1.1.3. Where Credit Transfers or Recognition of Prior Learning is granted for units where the relevant student fees have been paid.
 - 1.1.4. Where the student withdraws from their qualification but has met the requirements for a lower-level qualification, in which case the refund will be the difference between the student fee paid and the student fee for the lower-level qualification.

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 - Withdrawn*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 - Withdrawn – Not Started*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.