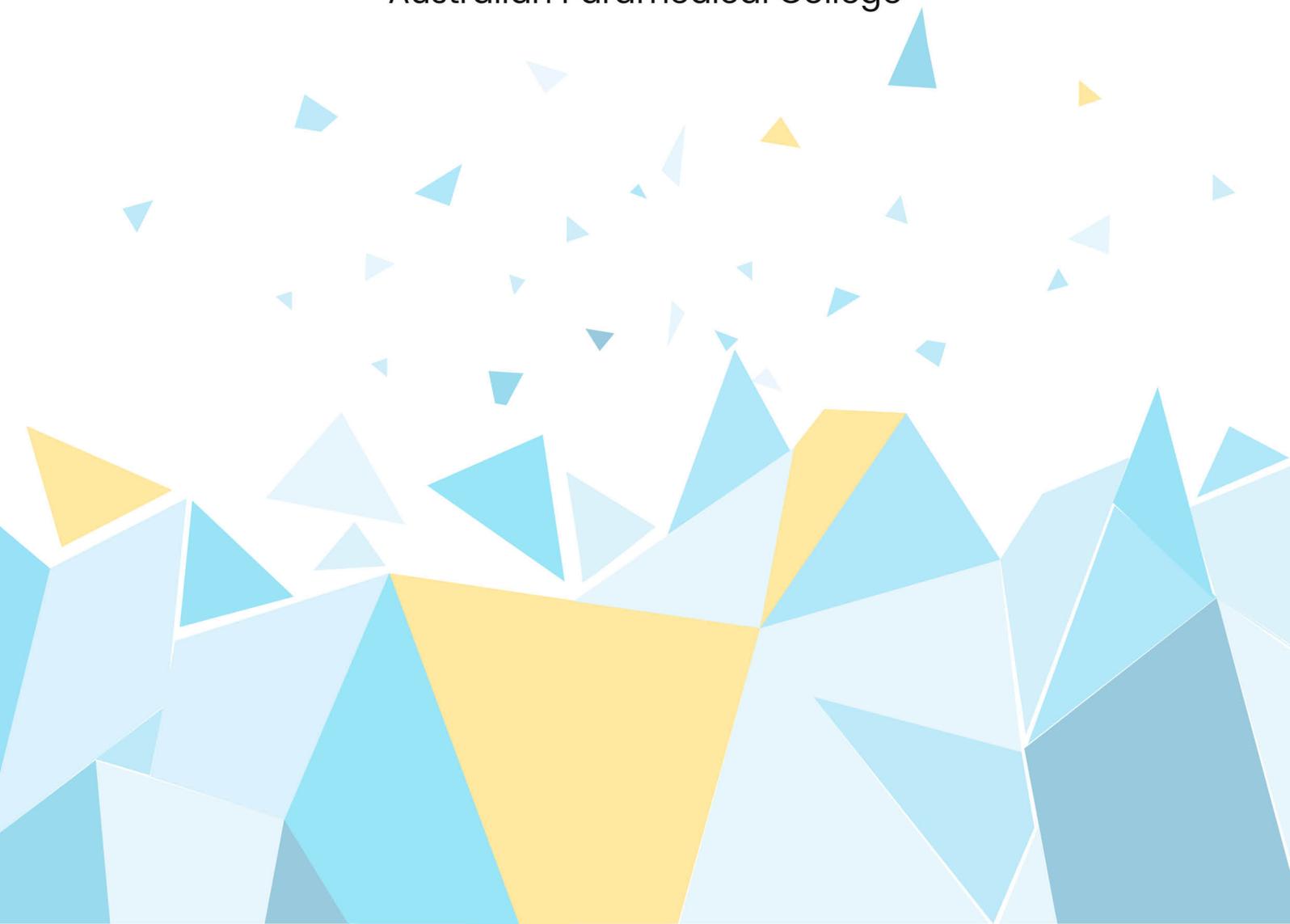




# Refund Policy

Australian Paramedical College



## 1. Overview

Australian Paramedical College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015) and as such, they will apply a fair and reasonable refund process.

## 2. Purpose

This policy aims to identify how Australian Paramedical College maintains equity and fairness for students paying fees and protect the viability of courses and training programs delivered by Industry Pathways.

## 3. Refund Policy Statement

Australian Paramedical College is committed to ensuring fair and reasonable refund practices. Australian Paramedical College will:

- a. Implement and maintain a process for fair and reasonable refund of fees paid; and
- b. Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

## 4. Scope

Australian Paramedical College management will be responsible for ensuring fees paid in advance are accounted for in a separate financial control center and are clearly identified within the student record management system.

Australian Paramedical College will apply this refund policy, to support a fair and equitable process and in accordance with policy and procedures as set out in Australian Paramedical College's Quality Management System (QMS).

In entering into a contract to enrol in a course with Australian Paramedical College, students are acknowledging and agreeing to the following:

- a. The information you provided in your application was complete and correct
- b. To be bound by rules and regulations and any amendments made to the rules and regulations
- c. To undertake any testing requirement prior to any course entry, if deemed necessary by Australian Paramedical College.
- d. To pay all fees required on or before the due date as notified in writing by Australian Paramedical College or as per the invoice with Australian Paramedical College or as per any contractual agreements for fee payments.

- e. Australian Paramedical College reserves the right to accept or reject any application for enrolment at its discretion
- f. Australian Paramedical College reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and in that event, shall refund all payments received from you
- g. Refunds are made in accordance with the policy below and full refunds of amounts owed to you will be made within five (5) business days following a decision being made
- h. Australian Paramedical College enrolment and course fees are at no time transferable to another person or institution
- i. Australian Paramedical College reserves the right to withhold granting the issuance of an Award/Qualification should fees remain outstanding
- j. Any information that you give to or that Australian Paramedical College collects about you can be given to authorised State and Commonwealth Agencies
- k. Australian Paramedical College reserves the right to change, alter or amend curricula, syllabi, course structure, assessments and/or any other materials or matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice, however every attempt where practicable will be made to alert students to changes
- l. Australian Paramedical College reserves the right to fill any positions in course groups and formal programs of study which may have been vacated by a student withdrawal. If Australian Paramedical College changes any of the above conditions for any reason, you will be notified of the change in writing. Refund conditions relate to the courses delivered in a classroom, online and on-site.
- m. The following table outlines the tuition fees that will be refunded by Australian Paramedical College for courses delivered predominantly in the classroom or onsite. An administration and credit card fee (if applicable) will apply to all approved refunds.
- n. All refunds will be processed back to the original credit card or bank account that funded your deposit/payment unless Australian Paramedical College receives written instruction to pay the refund to an alternative account by the original account holder
- o. This agreement does not remove your right to take further action under

Australia's consumer protection laws as Australian Paramedical College dispute Resolution processes do not circumscribe your right to pursue other legal remedies

## 5. Suspension of payments

For students on a payment plan; payments may be suspended or put on hold (for a maximum of 3 months during the term of the payment plan) where compassionate circumstances apply. Evidence may be required for example:

- An illness or injury resulting in a permanent disability that will affect the student's ability to complete your course,
- Where a member of the student's immediate family or household has sustained a life-threatening illness or injury
- When there is a death in the student's immediate family or household, including death of the student.

## 7. Definitions

**Withdrawal** Any student who wishes to discontinue their studies is free to do so, but there is no obligation on the part of Industry Pathways to reinstate any student who has withdrawn. A student who has withdrawn may reapply at a later date, subject to any legislative restrictions that may apply. Any such re-application will be considered through the normal new application processes and course availability.

**Suspension and Cancellation** A student may have his or her enrolment suspended or cancelled as a result of unsatisfactory academic progress, persistent poor attendance, academic misconduct, inappropriate behavior or failure to make payments in accordance with their payment plan contract.

**Language Literacy and Numeracy** Students requiring Language Literacy and Numeracy (LLN) support should advise prior to enrolment.

## 8. Refunds, withdrawal or course cancellation

\*Please note: APC applies a \$95.00 Administrative processing and enrolment fee for all enrolments, this is a non-refundable fee for any cancellations or withdrawals.

Additionally, fees for an received training resources (where applicable) are non-refundable.

## Refund Table:

Circumstance	Refund Amount
Written request to withdraw from a qualification, clustered qualifications or unit/s of competency within 3 (three) months after invoice date	Full refund – Less 25% of full enrolment course price, PLUS a Pro Rata fee based on how far into the 3 months the request is made e.g. 2 months into the 3 months would incur a fee of two-thirds of the remaining 75% of the full course fee.
Written request to withdraw from a qualification, clustered qualifications or unit/s of competency more than 3 (three) months after invoice date	No refund
Course withdrawn by Australian Paramedical College	Full refund
Australian Paramedical College is unable to provide the course for which the original offer was made.  <b>NOTE: this does not include changes to accredited qualifications or unit/s of competency made by industry regulators that are deemed equivalent.</b>	Full refund

## 7. Application for Refunds and Cancellations

### Student refund applications:

A refund application can only be reviewed once a student has submitted a cancellation of enrolment form. The cancellation of enrolment form and refund application form must be submitted via email to: [Support@apcollege.edu.au](mailto:Support@apcollege.edu.au)

### Procedure:

- Student cancellation of enrolment form is processed, and student is cancelled from nominated course
- Refund application is reviewed, and outcome communicated to the student within ten (10) business days of receiving all the information required to support the students' application
- If you are not eligible for a student refund, Australian Paramedical College will formally notify you of the application for refund decision in writing within ten (10) business days
- If you do receive a student refund, Australian Paramedical College will provide you

with the refund within five (5) business days of making its decision

- Please refer to Australian Paramedical College' Complaints and Appeals policy and procedure if you wish to appeal a refund decision.
- Your request to appeal must be made within ten (10) business days of the refund decision notice

## 6. Responsibilities

- a. The Quality Practice Manager will, under the delegation of the CEO of Australian Paramedical College, review refund applications and ensure compliance with this policy.
- b. The Commercial Manager as the CEO delegate will process approved refund requests within five (5) business days.

## 7. Access & Equity

The Australian Paramedical College Access & Equity Policy and the principles of procedural fairness applies to this Refund Policy.

## 8. Records Management

All student documentation and financial transactions are maintained in accordance with Australian Paramedical College document and Data Control Policy and the Privacy Policy.

Australian Paramedical College uses an approved Financial Management System for the management of financial transactions and information. Any additional correspondence is maintained in accordance with the Document and Data Control Policy in the Australian Paramedical College Quality Management System.

## 9. Monitoring and Improvement

All Refund practices are monitored under the direction of the CEO of Australian Paramedical College and via the delegation of the same to the Commercial Manager and Quality Practice Manager

Areas for improvement related to this policy will be addressed in accordance with Australian Paramedical College Continuous Improvement Policy and associated processes.

## 10. Review

This policy will be reviewed annually in consultation with the and/or in the following instances:

- a. Policy and Guidelines Change or
- b. Changes to legislation or related Standards or
- c. Recommendations or guidance from ASQA or
- d. Under the direction of the CEO or delegates.

Version	Purpose/amendments	Issued
V1.1_17	Initial implementation	2017
V1.2_18	Annual review	18 Jan 2018
V1.3_19	Annual review	22 Feb 2019
V1.4_19	Minor amendment	30 Jun 2019
V1.5_21	Minor amendment	October 2020
V1.6_21	Minor amendment	May 2021