



COURSE FEE AND PAYMENTS POLICY

AUSTRALIAN PARAMEDICAL COLLEGE RTO 32513

Overview

Industry Pathways Pty Ltd (ABN 65 153 814 192) operating as Australian Paramedical College (APC) aims to support transparency in the application and administration of student fees and payments. This policy applies to all relevant individuals seeking to and/or enrolled to study through APC.

Course payment terms

Prior to commencement APC requires a deposit to secure enrolment into a course. The deposit amount and all other payment details are communicated to the student during pre-enrolment discussions and invoiced prior to enrolment. Varying fee payments schedules are implemented to support students managing the course fees.

APC will operate in accordance with the Standards for Registered Training Organisation's 2015 (SRT0's 2015) by:

- Advertising course fees via the website within the student handbook. Total course fees, deposits, fee schedules and payment options are clearly communicated to students prior to formal enrolment. Once eligibility for enrolment is confirmed, students will receive detailed fee information in the form of an invoice/contract identifying the course fee, deposit and payment arrangements.
- Communicating any amendments and/or changes to course fees and/or payment terms and conditions to all stakeholders. This may be adjustments to course fees and/or charges to support business continuity and/or where a new or updated training product is added to the RTO scope.
- Ensuring students are advised that all course fees and charges relating to the course must be paid in full, prior to issuance of any outcomes. A student shall not be issued with a Testamur, Statement of Attainment and/or transcript where outstanding fees are present.
- Ensuring flexible payment arrangements are available for all students to support course fee payment methods via; installments, credit card, direct debit, and Electronic Funds Transfer (EFT).

Pre-paid fees

APC may accept pre-paid fees for training and assessment services where applicable. The RTO ensures an official bank guarantee is in place to protect students who wish to pay course fees in advance greater than the amount of \$1500 at any time for training and assessment services.

Additional fees

- Additional fees may apply for any training and assessment delivered outside of the original training product requirements agreed upon.
- Costs relating to mandatory resources will be included in the total course fees, however any recommended materials will not be included.
- The following incidental charges may apply where applicable:

- Replacement of Testamur/Statement of Attainment/transcript
- Replacement of student identification card
- Fees for additional attempts as a result of Not Yet Satisfactory outcomes for a Unit of Competency (Exceeding three attempts for theoretical components and two attempts for practical)
- Clinical Workshop cancellation fee
- Course extension fees (Refer to the Course Duration and Progression Policy)

Withdrawing from a training product

Where a student cancels or withdraws their enrolment, entitlement to a course refund may be relevant. Refunds are assessed on a case-by-case basis and in accordance with the Refund Policy.

Prior to enrolment students must read and agree to the Refund Policy to confirm their understanding. The Refund Policy can be located via the website.

Late payment or Non-payment of fees

- Late payment fees may apply if fees are not received by the due date.
- Students with outstanding and/or late fees are seen as not eligible for the issuance of a completed Qualification and/or Statement Attainment until the required fees are paid.
- APC will notify debt collection or credit reporting agencies upon ongoing default of payment where agreed obligations to pay as per contracts have not been met.
 - Students must immediately pay the full outstanding balance of the remainder of the payments due, including any current arrears, should a default occur prior to terminating;
 - A \$50 administration fee is added to the outstanding debt;
 - The student must pay any and all costs incurred as a result of debt collection including the commission, fees and costs charged by any debt collection agency (approximately 25% of the outstanding debt).

| Version | Purpose/amendments | Release date |
|---------|---|--------------|
| V1.1_17 | Initial implementation | 30 Dec 2017 |
| V1.2_18 | Annual review | 09 Apr 2018 |
| V1.2_19 | Annual review | 23 Apr 2019 |
| V1.3_19 | Updates and amended to reflect refund policy amendments | 16 May 2019 |
| V2.0_21 | Annual review to reflect process changes | 21 Oct 2021 |
| V2.1_21 | Restructure and review to reflect updated processes | 16 Dec 2021 |