



REFUND POLICY

AUSTRALIAN PARAMEDICAL COLLEGE RTO 32513

Purpose

Industry Pathways operating as Australian Paramedical College (APC) 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. This policy aims to identify how APC maintains equity and fairness for students paying fees and protects the viability of training products delivered.

Refund Policy Statement

APC is committed to ensuring fair and reasonable refund practices and will:

- Implement and maintain a process for the fair and reasonable refund of fees paid;
- Provide refunds for fees and charges paid by individuals/organisations/students in accordance with this policy; and
- Not override any rights and remedies under applicable consumer protection legislation, including the Australian Consumer Law, which may include a student's right to a refund in particular circumstances.

Scope

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

APC will apply refunds in accordance with policies and procedures as set out in APC's Quality Management System (QMS).

In entering into a contract to enrol in a training product with APC, 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 training product entry, if deemed necessary by APC.
- d) To pay all fees required on or before the due date as notified in writing by APC or as per the invoice with APC or as per any contractual agreements for fee payments.
- e) APC reserves the right to accept or reject any application for enrolment at its discretion.
- f) APC reserves the right to cancel any training product delivery prior to the commencement date should it be deemed necessary and, in that event, shall refund all payments received.
- 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) APC enrolment and training product fees are at no time transferable to another person or institution.
- i) APC reserves the right to withhold granting the issuance of a Testamur, Statement of Attainment or transcript should any fees remain outstanding.
- j) Any information that you give to or that APC collects about you can be given to authorised

- State and Commonwealth Agencies where required.
- k) APC reserves the right to change, alter or amend curricula, syllabi, training structure, assessments and/or any other training product 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) The following table outlines the tuition fees that will be refunded by APC for training products delivered (online or offline). An administration and credit card fee (if applicable) will apply to all approved refunds.
 - m) All refunds will be processed back to the original credit card or bank account that funded your deposit/payment unless APC receives written instruction to pay the refund to an alternative account by the original account holder.
 - n) This agreement does not remove your right to take further action under Australia's consumer protection laws as APC dispute resolution processes do not circumscribe your right to pursue other legal remedies.

Definitions

Cooling-off Period – A seven (7) day period from commencement of the Intake Date.

Full Tuition Fee – Total fee invoiced for enrolment in a Training Product (including deposit and payment plan balance and fees).

Intake Date - The intake date as stated in a student's initial enrolment at invoice.

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

Training Product – Any accredited training and assessment APC is approved to deliver resulting in a full qualification, course, or individual unit of competency.

Withdrawal – Any student who wishes to discontinue their study is free to do so, but there is no obligation on the part of APC 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.

Application for Refunds and Cancellations

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 requested and submitted to the Student Success Team (support@apcollege.edu.au).

Procedure:

- Student cancellation of enrolment form is processed, and student is cancelled from nominated training product.
- 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, APC will formally notify you of the application for refund decision in writing within ten (10) business days.
- If you are eligible for a student refund, APC will provide you with the refund within five (5) business days of making its decision.
- Please refer to APC's 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.

Cancellations and Refunds

The pre-defined refund schedule is as follows:

Circumstance	Refunds Amount
Written request to withdraw from a Training Product prior to the commencement of the intake date	100% refund of all fees paid, less an administration fee 2.5% of Full Tuition Fee.
Written request to transfer from a Training Product within the Cooling-off Period	100% refund of all fees paid, less an administration fee 5% of Full Tuition Fee.
Written request to withdraw from a Training Product outside of the Cooling-off Period but within 30 days from commencement of the intake date	Refund of any fees paid in excess of 25% of the Full Tuition Fee, less an administration fee 5% of Full Tuition Fee.
Written request to withdraw from a Training Product between 31-60 days from commencement of the intake date	Refund of any fees paid in excess of 50% of the Full Tuition Fee, less an administration fee 5% of Full Tuition Fee.
Written request to withdraw from a Training Product between 61-90 days from commencement of the intake date	Refund of any fees paid in excess of 75% of the Full Tuition Fee, less an administration fee 5% of Full Tuition Fee.
Written request to withdraw from a Training Product greater than 90 days from commencement of the intake date	No refund

Please refer to the transition responsibility policy for payment details regarding any regulatory changes to training products that impact APC's training and delivery circumstances.

APC applies a non-refundable administration fee for any cancellations or withdrawals. Additionally, fees for any received training resources (where applicable) are non-refundable.

A student is liable to APC for the Full Enrolment Training Product Price, less any applicable refund amount, plus any applicable administrative fees, as outlined in the table above.

A student's liability to APC applies regardless of whether a student has paid-in-full or on a payment plan.

Where a student's enrolment is cancelled by APC due to a breach of policy or Student Code of Conduct, a refund is not applicable.

Students who do not achieve a "Satisfactory" assessment outcome within the permitted number of submission/assessment attempts are not eligible for a refund, unless they withdraw from the course within the circumstance/time periods outlined in the table above.

Responsibilities

The Commercial Manager as the CEO delegate will process approved refund requests within five (5) business days.

Records Management

All student documentation and financial transactions are maintained in accordance with APC's Document and Data Control Policy and the Privacy Policy.

APC 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.

Monitoring and Improvement

All refund practices are monitored under the direction of the CEO and via the delegation of the same to the Commercial Manager.

Areas for improvement related to this policy will be addressed in accordance with APC's Continuous Improvement processes with the Quality Practice and Compliance Manager.

Version	Purpose/amendments	Release date
V1.1_17	Initial implementation	2017
V1.2_18	Annual review	January 2018
V1.3_19	Annual review	February 2019
V1.4_29	Minor amendment	June 2019
V1.5_20	Minor amendment	October 2020
V1.6_21	Minor amendment	May 2021
V1.7_21	Minor amendment to wording	July 2021
V1.8_21	Restructure and clarified wording	September 2021
V2.0_21	Restructure and alignment with current processes	December 2021