

## 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, will apply a fair and reasonable process regarding transfer of student enrolment between courses.

APC recognises that sometimes a student may change their mind about the course they have enrolled in. The purpose of this Course Transfer of Enrolment Policy is to set out when a student may request to transfer to another course, and the conditions that will apply for course transfers.

Please note enrolment is only transferrable between current training products available for a student. Transfer of enrolment to another individual is not permitted.

## Scope

This policy applies to all students enrolled in any Nationally Recognised Training (NRT) course delivered by APC.

This policy 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.

## Requirements and/or conditions that apply to course transfers

A student requesting to transfer to a new course must meet the following requirements and/ or conditions:

1. the student must meet all entry requirements for the Transfer Course, including holding any pre-requisites for the Transfer Course where required.
2. all course fees that are due and payable at the time of submitting the request must have been paid (i.e. where the student is paying by instalment arrangement, there must not be any arrears and payments will need to be brought up to date before the course transfer can be considered).

## Definitions

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

**Current Course** – Current enrolled course being transferred from.

**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, not the date of transfer.

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

**Transfer Course** – Course requested to be transferred into.

## Course Fees Payable

In addition to any fees below, a transfer fee of \$200 must be paid before any transfer can be processed.

If the Full Tuition Fee for the Transfer Course are:

1. higher than the current course fees, then the student will be required to pay the difference, either in full upfront or as part of a revised payment plan by instalment. An increased deposit may be required for upgrading too.
2. If lower than current course fees, then there is no refund offered and you will be charged full fees for the course you had originally enrolled into. The only exception to the fees charged for a transfer being listed below.

| Circumstance  | Refunds   |
|---|---|
| Written request to transfer from a Training Product prior to the commencement of the intake date  | Refund of all fees paid in excess of the Full Tuition Fee of the Transfer Course, less a \$200 transfer fee.  |
| Written request to transfer from a Training Product within the Cooling-off Period   | Refund of all fees paid in excess of the Full Tuition Fee of the Transfer Course, less a \$200 transfer fee.  |
| Written request to transfer from a Training Product outside of the Cooling-off Period but within 30 days from commencement of the intake date | If the amount paid is greater than the Full Tuition Fee of the Transfer Course, a refund of the lesser of: (a) all fees paid in excess of the Full Tuition Fee of the Transfer Course, or (b) all fees paid in excess of 25% of the Full Tuition Fee of the Current Course. A \$200 transfer fee applies. |
| Written request to transfer from a Training Product between 31-60 days from commencement of the intake date                                   | If the amount paid is greater than the Full Tuition Fee of the Transfer Course, a refund of the lesser of: (a) all fees paid in excess of the Full Tuition Fee of the Transfer Course, or (b) all fees paid in excess of 50% of the Full Tuition Fee of the Current Course. A \$200 transfer fee applies. |

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| <p>Written request to transfer from a Training Product between 61-90 days from commencement of the intake date</p>   | <p>If the amount paid is greater than the Full Tuition Fee of the Transfer Course, a refund of the lesser of: (a) all fees paid in excess of the Full Tuition Fee of the Transfer Course, or (b) all fees paid in excess of 75% of the Full Tuition Fee of the Current Course. A \$200 transfer fee applies.</p> |
| <p>Written request to transfer from a Training Product greater than 90 days from commencement of the intake date</p> | <p>No refund</p>   |

**Please note:**

- Course Transfer is not applicable within the last 6 months of a course duration.
- Where course transfers are instigated by the RTO as a result of Not Yet Satisfactory outcomes, additional fees may apply as a result of differing course structures should students accept the offer.

**Process**

- Transfers cannot be accepted once your end date of the original course you were enrolled in has expired.
- Students are required to make their request for a course transfer in writing and email it to [support@apcollege.edu.au](mailto:support@apcollege.edu.au) and explain their circumstances for transferring.
- As part of the course transfer process, students will be required to discuss the Transfer Course with the Student Success team to ensure that the Transfer Course is suitable, and the student meets the Transfer Course’s requirements.
- Where the Transfer Course fees are higher, the student will be required to either pay the difference or sign a new payment plan prior to the transfer proceeding.
- APC reserves the right to refuse a course transfer request, including where the student does not meet the requirements of this policy.
- The course duration of the course you have transferred into will be based on the original intake date of your original enrolment.
- No cooling off period applies to a transfer course.