



Student Fees and Refund Policy and Procedure

Policy Philosophy

The purpose of this policy is to clearly communicate to students, Absolute Medical Response fee for service and refunds structure in reference to all courses offered. The processes governed by this policy are known as Absolute Medical Response Student Fees and Refund Policy and Procedures. This policy outlines the way in which student fees will be collected, the process around withdrawing from a course and the steps in which refunds can be sought. Students reading this policy should also consider the transfer, deferral and extension policy as optional choices to complete withdrawal.

Scope

This policy is designed to provide information to all students currently studying with Absolute Medical Response, prospective students wishing to study with Absolute Medical Response and individuals engaging with Absolute Medical Response for professional development, work experience and/or on the job training.

Related Policies

This policy should be read in conjunction with the following Absolute Medical Response policies:

- [Complaints and Appeals Policy](#)
- [Recognition of Prior Learning Policy](#)
- [The Schedule of Fees](#)
- [Transfer, Deferral and Extension Policy](#)



Student Fees and Refund Policy and Procedure

Policy Statement

Absolute Medical Response believes that all individuals have the right to study and further their education and we will endeavor to support their efforts and assist students to complete their course to the best of our ability. We do however recognise that at times, students face circumstances that are beyond their control, hindering their ability to complete their chosen study path. Absolute Medical Response believes students experiencing challenging times are eligible to withdraw from their course and apply for a refund. Each application will be carefully considered and the Training and Education Manager who will work closely with the student to accomplish a suitable outcome.

To ensure that students are well informed of the financial considerations of their enrolment, Absolute Medical Response undertakes to provide the following fee information to each student prior to enrolment:

- Course fees, payment terms, including the timing and amount of fees to be paid
- Fees and charges for additional services, including re-issuing of a statement of attainment/qualification or re-assessment for those deemed not yet competent;
- Absolute Medical Response holds in trust all monies paid by the student for a course in advance, and commits to the student the completion of their training program
- Fees associated with the RPL process
- Absolute Medical Response course withdrawal and refund policy
- Transfer, deferment and extension options

Absolute Medical Response is dedicated to ensuring all of our courses are conducted to the highest standard. We will treat all applications for withdrawal and refund openly and fairly. Transparency around the process will ensure students are kept informed at all times.



Student Fees and Refund Policy and Procedure

Course fees payable

In accordance with legislation, Absolute Medical Response is a fee for service training organisation. Our fees cover course materials, (excluding recommended or suggested textbooks for Certificate III, IV and Diploma courses) access to our online student portal, online lectures, first aid emergency manuals for short courses, student services, emergency equipment for all practical's and scenario simulations and training and assessment services.

Course fees less than \$1,000 are to be paid in full before the commencement of a course. If fees are not received, Absolute Medical Response reserves the right to cancel enrolment until such time as payment is made.

Course fees greater than \$1,000 will incur a deposit of \$1,000 to be paid before the commencement of the course. Payments for the remainder of the course cost will be scheduled throughout your training, and students will be advised of the structured payment schedule prior to enrolling into their chosen course, via the course information brochure and directly from a Absolute Medical Response employee. Students will receive an outline of their payment plan and will be required to acknowledge their acceptance of the agreement.

Exceptions can be made with prior arrangement, only under certain circumstances as determined by Absolute Medical Response.

If for some reason a course is completed without Absolute Medical Response receiving payment the record of attendance, statement of attainment or qualification will not be issued until full payment has been made.

Fees will vary depending on the course offered. An outline of all courses offered by Absolute Medical Response, their inclusions and course fees can be viewed by the student on our website, in the relevant course information sheets located in our courses brochure or directly from a Absolute Medical Response employee.

Where Absolute Medical Response is charged fees from financial institutions for processing credit cards, the fees will be passed onto the customer. These fees differ depending on the type of card the customer holds.

Protecting fees being paid in advance

Absolute Medical Response acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Absolute Medical Response accepts payment of no more than \$1000 from each individual student prior to the commencement of the course.

Following the course commencement, Absolute Medical Response may require payment of additional fees in scheduled payments from the student, depending on the chosen course. All scheduled payments will have been agreed upon by the student prior to the commencement of the course and Absolute Medical Response will continue to adhere to the payment amounts and due dates outlined with the student.

Absolute Medical Response has the appropriate securities in place to ensure that students monies paid in advance are adequately safeguarded.



Student Fees and Refund Policy and Procedure

Recognition of prior learning fee structure (RPL)

Students applying for RPL will be required to lodge an application prior to beginning their course. Upon lodging an RPL application a deposit will also be payable. As the time and effort that is required to review an RPL application is extensive, the RPL process cannot commence until the deposit has been received. The RPL deposit is non-refundable, so if an application for RPL is rejected the deposit will be rolled over and incorporated into the student's course fees.

Once a deposit is received the review of RPL materials can commence. The fee for reviewing these materials is based on a per unit of competency fee. It should be noted that the total RPL fee will not will not exceed the total course fee.

Absolute Medical Response will only accept applications for full units of competency, part of a unit cannot be assessed. If the RPL materials are deemed not to have met the requirements of the unit the student has applied for, the student will have to pay the full unit of competency amount or full course fee.

Students can only lodge an application for RPL prior to beginning their course.

More information can be found in The Schedule of Fees and RPL Policy Document.

Re-sit fee

If a student does not achieve the satisfactory pass mark on an examination, assignment or practical assessment they will receive one (1) opportunity per assessment to 're-sit' free of charge. There after any examination, assignment or practical assessment that needs a subsequent attempt will incur a 're-sit' fee for each following 're-sit'.

The Training and Education Manager will work with the student throughout this process to assist with extra training and support a needed.

These fees will depend on the course the student is undertaking. For more information about the re-sit fees, students should refer to The Schedule of Fees.

Re-issuing of qualifications

If for any reason a student needs to have a certificate or transcript re-issued a fee of \$30 is payable for the administration costs involved.

If a course has been superseded or replaced and a student requires their certificate or transcript to be upgraded they will have to go through the RPL process and pay the relevant fees associated with the specific course they are undertaking.

Please refer to The Schedule of Fees and RPL Policy Document for more information.



Student Fees and Refund Policy and Procedure

Replacement of misplaced resources

Where Absolute Medical Response supplies textbooks, course material or manuals to the student as an inclusion of the course fees paid, replacements will be the responsibility of the student.

Late or missed payments

The Certificate III, IV and Diploma Courses all allow students to undertake a payment plan. Under an agreement with Absolute Medical Response, students have the option to pay for their course by scheduled payments over a set duration of time.

Failure to make the required payments on time will result in a written letter outlining the overdue amount. After the period of time has elapsed that is set out in the letter the students position in the course may be suspended until payments are up to date.

Students will receive a total of three letters outlining the outstanding fees at which time if no action has been taken by the student they will be withdrawn from the course and should they wish to continue their studies they will have to re-apply for their position.



Student Fees and Refund Policy and Procedure

Procedure for withdrawing from a course

1. Advise Absolute Medical Response

Students who wish to cancel their enrolment from a course, must give notice in writing. A student must include their name, address, contact details, course of study being undertaken, USI number and reason for cancellation.

This notification may be via email or letter to the following:

training@paramedical.com.au OR

PO Box 6, Lurnea NSW 2170

Absolute Medical Response staff that are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as deferring the enrolment and re-commencing in another scheduled course at a more suitable time.

2. Process the withdrawal

Absolute Medical Response will notify students immediately upon receipt of their request for withdrawal from a course.

Students who give written notice to cancel their enrolment and who are eligible for a refund, are to be provided with a Refund Request Form. Students who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the Training and Education Manager.

3. Communicate and Record the Outcome

Once the student has been officially withdrawn from the course they will be provided with a letter outlining their withdrawal from the course and a transcript of any units completed whilst undertaking study. A record of the transcript will also be kept on the students file at Absolute Medical Response in an electronic manner.

Trainers and assessors involved in the course will also be notified of the student's withdrawal.



Student Fees and Refund Policy and Procedure

Refunds

There are limited criteria under which a refund may be granted and all refunds will be made in accordance with this policy.

- In the best interests of the student, a full fee rollover toward the tuition of another scheduled course in-lieu of a refund will be offered. Refer to the [Transfer, Deferral and Extension Policy](#) for further information

The following refund policy will apply:

- Students who give notice to cancel their enrolment more than five (5) working days prior to the commencement of a course will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than five (5) working days prior to the commencement of a course will be entitled to a 75% refund of fees paid. The amount retained (25%) by Absolute Medical Response is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.
- Students who cancel their enrolment after a course has commenced will not be entitled to a refund of fees/deposit paid.

PLEASE NOTE: for all online/blended delivery, training programs the course has commenced and the student is deemed to have begun once they have enrolled and received their access code/password to the online student dashboard, theory workbooks and link to the online lectures.

Discretion may be exercised by the Training and Education Manager in all situations, if the student can demonstrate that extenuating or significant personal circumstances led to their withdrawal. In these cases, the student should be offered a full fee rollover toward the tuition fee in another scheduled course in-lieu of a refund. The Managing Director may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment will be paid to the person or company originally invoiced within fourteen (14) days of receiving the Refund Request Form.

Refunds are only paid via cheque or electronic funds transfer using the authorised bank account nominated on the Refund Request Form. Fees cannot be refunded onto a credit card or cash.

If the wrong personal or financial information is provided to Absolute Medical Response on a Refund Request Form, Absolute Medical Response will not be held responsible for the mistake, if funds go missing.

If a refund is granted any workbooks, textbooks or learning materials given to the student as part of the course must be returned in as new condition. If materials are not returned or are not returned in as new condition, a percentage of the course fee will be retained to cover the cost in full for the materials. For more information about the cost of such learning materials please refer to The Schedule of Fees.

If a student does not complete any compulsory pre-course work they may be ineligible to partake in the course. If this is the case the student will be given the option to attend the next available course where course fees will be rolled over.



Student Fees and Refund Policy and Procedure

Course cancelation by Absolute Medical Response

If for any reason Absolute Medical Response has to cancel a course, Absolute Medical Response must refund the student's proportion of fees paid for services not delivered or arrange rollover of fees to the next available course.

Student complaints about fees or refunds

Students who are unhappy with Absolute Medical Response decision for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Absolute Medical Response complaints and policy and procedures.

Approval, publication and training

This policy and procedure was approved by the Training and Education Manager and the Managing Director. It will be available to students of Absolute Medical Response online on our student portal and will be referenced in our student handbook.