

POLICIES

Course Swap Policy

At Animal & Wildlife Academy (AWA), we understand that students may discover a new passion or experience changes in their personal circumstances. That's why we're proud to offer **one complimentary course swap** to support your evolving learning journey.

Course swaps are assessed **on a case-by-case basis** and must fall within reasonable parameters. We encourage all students to carefully consider this option, as **only one free course swap is permitted per student** throughout their enrolment.

Key Terms & Conditions

- Each student is entitled to **one (1) free course swap**, including all associated modules, **provided the new course is of equal or comparable value** (within a \$500 difference).
- If the new course has a higher value (exceeding the \$500 threshold), **the student will be required to pay the difference** before the swap is processed.
- **The course kit for the new course must be purchased** before the course swap can be finalised.
- A **\$250 fee applies** to any additional course swaps beyond the first.
- The student must have **completed no more than 30%** of their current course at the time of applying for a swap.
- The student must be **within their original course expiry date** to be eligible.

Assessment Criteria

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Each application is reviewed individually and may take into account the following:

- Percentage of course completed
- Submission of practical assignments
- Engagement in course activities
- Course availability and compatibility

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Special Considerations

We recognise that unique or unforeseen circumstances may fall outside the standard parameters. If this applies to you, we encourage you to still apply and share your situation with our team. All cases will be considered with fairness and flexibility.

How to Apply

To request a course swap, please complete the **Course Swap Application Form** via our support help desk [here](#).

If you have any questions before submitting your application, our support team is here to help guide you through the process. We're committed to helping you find the course that aligns best with your goals and interests at AWA.