Refund request form

Please complete the relevant sections and attach supporting documents where required. Contact Elite Edge Training Academy if you need help completing this form.

Use this form to request a refund. Requests are assessed under the Fee Administration and Refund Policy and Australian Consumer Law. Approved refunds are paid to the person or organisation that originally made the payment.

Student details

Full name	
Student ID	
Course	
Email	
Telephone	
Person or organisation that paid the fees	

Refund request

☐ Cancellation within the seven-calendar-day refund period

☐ Withdrawal after the refund period

☐ Course cancelled by the RTO

☐ Recognition or credit adjustment

☐ Special consideration

☐ Other

Enrolment application date	
Course commencement date	
Withdrawal or cancellation date	
Total fees paid	$
Refund amount requested	$

Explain why you are requesting a refund.

List any supporting documents attached.

☐ I have submitted or attached written notice of withdrawal, where applicable.

☐ I request special consideration and have attached supporting evidence.

☐ I understand that fees for services already delivered may not be refundable.

Declaration

I confirm that the information provided is true and complete. I understand that the request will be assessed under the Fee Administration and Refund Policy and that the decision and reasons will be provided in writing.

Name	
Signature	
Date	

Office use only

Date received	
Acknowledged	Date: _____
Amount paid and payer verified	☐ Yes
Services and units commenced or completed checked	☐ Yes
Resources and reasonable costs checked	☐ Yes
Administration fee applicable	☐ No ☐ Yes Amount: $_____
Decision	☐ Approved ☐ Partly approved ☐ Not approved
Refund amount approved	$

Decision, calculation and reasons

Written decision sent	Date: _____
Appeal rights provided	☐ Yes

Refund sent to original payer	Date: _____
Processed within 20 business days and approved by	☐ Yes Name: _____ Date: _____

Document control

Document name	Refund request form
Relevant requirement	Outcome Standard 2.1, Compliance Clause 18 and Australian Consumer Law
Version	v1.1
Document owner	Chief Executive Officer
Date approved	01/10/2025
Date of implementation	01/10/2025
Next review date	30/06/2027
RTO	Elite Edge Training Academy Pty Ltd | RTO 46327
Contact	cathy@eetraining.edu.au | 0447 003 354