FEE ADMINISTRATION AND REFUND POLICY

RELEVANT STANDARDS:

Standards	Relevant requirement
2025 Outcome Standards for Registered Training Organisations	Standard 2.1 – Information provided to students, including fees, charges, payment terms, refund conditions and withdrawal costs
2025 Compliance Standards for NVR Registered Training Organisations	Clause 18 – Protection of prepaid fees exceeding $1,500
2025 Compliance Standards for NVR Registered Training Organisations	Clause 9 – Issuing AQF certification documentation after the student has met the course requirements and paid all agreed fees
Australian Consumer Law	Consumer guarantees, refunds, unfair contract terms and any statutory cooling-off rights that apply

Purpose

Elite Edge Training Academy Pty Ltd provides clear information about course fees, payment arrangements, additional charges and refunds so students can make an informed decision before enrolling.

This policy applies to prospective and current students and to any person or organisation paying fees on a student's behalf.

Fee information

Before enrolment or payment, each student will receive written information confirming their selected course, units of competency, total course fees, payment arrangements, additional charges and refund conditions. Course fees may vary between Tasmania and Queensland because each jurisdiction has different licensing pathways, course structures and regulatory requirements. Fees may also vary according to the qualification or training pathway selected.

Current fees and payment options are available from the Elite Edge Training Academy website or by contacting the Academy. As fees may change, students should confirm the current amount before enrolling. The fee recorded in the student's enrolment agreement will apply unless the student later changes their course, qualification pathway or jurisdiction.

Additional fees

Item	Fee
Cancellation or withdrawal administration fee, where applicable	$150
Printed resources	$55 per copy plus postage
Transfer to another course	$55 plus any difference in course fees
Course extension	$50 per month
Replacement qualification or statement of attainment	$50

Any additional fee will be explained before the service is provided.

Payment arrangements

A deposit may be required at enrolment, with the remaining fees paid under the agreed payment schedule. Payment may be made by the methods stated on the invoice or enrolment agreement. An employer or another person may pay on behalf of the student.

Elite Edge Training Academy Pty Ltd will not accept more than $1,500 in prepaid fees from an individual student for the same course unless an approved prepaid fee protection arrangement is in place. Where the total course fee exceeds $1,500, the balance will be collected through an approved payment plan so that the amount held in advance does not exceed the permitted limit.

Accurate records will be maintained for all fees, payments, refunds, waivers and adjustments.

Overdue fees

If an instalment remains unpaid for more than 14 days, the student will receive written notice and an opportunity to contact the RTO to discuss the account. Training or assessment access may be suspended until an agreed arrangement is made or the outstanding amount is paid.

AQF certification documentation may be withheld until agreed fees have been paid. Any recovery of outstanding fees will be undertaken fairly and in accordance with the enrolment agreement and applicable law.

Refund period

Refund requests must be submitted in writing using the Refund Request Form or by email to Elite Edge Training Academy.

Students may cancel their enrolment for any reason within seven calendar days of the enrolment application date. This period is referred to as the refund period. Refund requests must be submitted in writing and will be

assessed in accordance with this policy. Approved refunds will be paid to the person or organisation that originally made the payment within 20 business days of receiving the completed refund request and all required information.

Withdrawal after the refund period

A student may withdraw at any time by notifying the RTO in writing. The RTO will review the services already provided, completed or commenced units, resources supplied, unpaid amounts and any special circumstances before deciding whether a refund is payable.

Fees for training, assessment or resources already delivered are generally not refundable. Fees paid for services that have not commenced may be refunded or credited, less the administration fee and reasonable costs already incurred.

A student may request special consideration where serious or unexpected circumstances affected their ability to continue. Supporting evidence may be requested. Each application will be considered fairly and individually.

Refund decisions

Elite Edge Training Academy Pty Ltd will acknowledge a completed refund request promptly, assess it fairly and provide the decision and reasons in writing. Approved refunds will be paid to the person or organisation that originally made the payment within 20 business days of receiving the completed request and all required information. If more information or time is required, the applicant will be advised in writing.

A student who is dissatisfied with a refund decision may request a review under the Complaints and Appeals Policy. Making a complaint or appeal will not disadvantage the student.

Recognition and credit transfer

Where recognition of prior learning or credit transfer is granted after enrolment, the student's training plan and fees will be reviewed. Any adjustment will take account of services already delivered, assessment work completed and units that have not commenced.

Credit transfer does not attract an assessment fee. Recognition of prior learning fees will be confirmed before the assessment proceeds.

Course cancellation or RTO closure

If the RTO cancels a course or cannot deliver agreed services, the student will be offered either a suitable transfer at no additional cost or a refund of fees paid for services not delivered. No administration fee will be deducted from this refund.

If the RTO ceases operating, students will be supported in accordance with applicable regulatory and fee protection requirements.

Roles and responsibilities

The Chief Executive Officer is responsible for ensuring this policy remains current and is applied fairly. Administration staff are responsible for providing accurate fee information, maintaining payment records and processing refund requests. Students are responsible for reading the fee information, meeting agreed payment dates and advising the RTO promptly if their circumstances change.

Monitoring and improvement

The Chief Executive Officer will monitor fee information, payment arrangements, refund decisions, complaints and student feedback. The policy will be reviewed annually or earlier if legal, regulatory or business requirements change.

Australian Consumer Law

Nothing in this policy limits or removes a student's rights under Australian Consumer Law. Where a statutory cooling-off period, consumer guarantee or other legal refund right applies, that right will take priority over the Academy's standard refund arrangements.

VERSION CONTROL

Date	Summary of modifications	Modified by	Version	Date of implementation	Next review date
14/10/2023	Original Fee Administration and Refund Policy created.	360RTO Solutions	v. 1.0	14/11/2024	18/11/2024
18/11/2024	Post-audit rectification completed. Fee, payment and refund information reviewed and updated in response to audit findings.	360RTO Solutions	v. 1.1	18/11/2024	18/11/2025
01/06/2025	Policy reviewed and updated following the introduction of the 2025 Standards for Registered Training Organisations. Updated pre-enrolment fee disclosure, payment terms, refund information, consumer rights and prepaid fee-protection requirements.	Cathy Dalton	v. 1.2	01/07/2025	30/06/2026
01/10/2026	Comprehensive policy review completed. Updated Tasmania and Queensland fees, refund and withdrawal requirements, consumer rights, appeals, prepaid fee protection, contact details and document formatting.	Cathy Dalton	v. 1.3	01/10/2026	30/06/2027

RTO INFORMATION	
Legal name	The Elite Edge Training Academy Pty Ltd
RTO code	46327
Document Name	Fee administration and refund policy V1.3
ABN	46 672 020 021
Phone	0447 003 354
Email	cathy@eetraining.edu.au
Address	36 Melrose Road, Aberdeen TAS 7310
Document owner	Chief Executive Officer
Website	www.eetraining.edu.au