

## FEE ADMINISTRATION AND REFUND PROCEDURE

### RELEVANT STANDARD(S):

*National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 2.1*

*National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 – Clause 18. Prepaid fee protection measures*

### Fee Administration and Refund Procedure

<b>PURPOSE</b>	<p>This process serves as the guide and reference document for the fees and payments and refunds processing of Eagle Training Academy.</p> <p>Changes to this procedure may only be made upon approval of the Eagle Training Academy Management.</p>
<b>ROLE UNDERTAKING TASK</b>	Admin Team
<b>DOCUMENT UPDATE</b>	19/02/2026

### Fees and Payments Procedure

No.	Person/s Responsible	Steps to take
1	Admissions Officer	<p>Process Payment</p> <p>(1) IF PAYMENT IS MADE IN PERSON, e.g. via EFTPOS, credit card or cash, record payment and issue receipt. Receipt is also sent via email.</p> <p>(2) IF PAYMENT IS DONE ONLINE, e.g. via the website, payment is processed automatically, and receipt is sent via email.</p> <p>(3) Process the payment and notify the Admissions Officer that the enrolment payment has been processed.</p>
2	Admissions Officer	<p>(1) Notify the student of their enrolment according to the Enrolment Policy and Procedure.</p>

### Refunds Procedure

No.	Person/s Responsible	Steps to take
1	Student	<p>(1) Student enquires on process for refund or submit a written request for refund via email or using the Refund Request Form and Withdrawal from Training Form (if applicable)</p>

2	Admissions Officer	<p>(1) Once the Refund Form has been received, contact the student to determine if other options or pathways are suitable. Advise to make an appointment to discuss the situation with the Administration Manager where possible.</p> <p>(2) Provide the student with the relevant policies and forms if not yet accessed (Withdrawal of Training and Refunds Request Form, Complaints and Appeals Policy and Fee Administration and Refund Policy)</p>
3	Admissions Officer	<p>(1) Assess refund request and supporting evidence for completeness</p> <p>(2) Forward the request and supporting evidence to the Administration Manager and update the Refund Register</p>
4	Admissions Officer	<p>(1) The Administration Manager may request an interview with the student.</p> <p>(2) Check the student's eligibility and process/calculate the refund according to the Fees and Administration Policy.</p> <p>(3) Consult with the Administration Manager as necessary</p>
5	Admissions Officer	<p>(1) IF STUDENT IS NOT ELIGIBLE, notify the student via email providing explanation why the refund is not valid.</p> <p>(2) IF STUDENT IS ELIGIBLE, notify the student via email stating that the refund has been approved and will be processed and reimbursed within 4 weeks from approval.</p>
6	Admissions Officer	<p>Processing Refunds</p> <p>(1) Ensure all refund requirements are completed accordingly:</p> <ul style="list-style-type: none"> <li>a. Refund Request Form, where applicable</li> <li>b. Cancellation fees (may be deducted from remaining credits)</li> <li>c. Student bank details collected</li> </ul> <p>(2) Release the refund amount to student's nominated bank account</p> <p>(3) Once credit is confirmed, send receipt to student via email.</p> <p>(4) File all refund documents to the student's records and notify Admissions Officer</p>
7	Admissions Officer	<p>Reporting Refunds</p> <p>(1) Update the refunds register with all relevant fields then close the request</p> <p>(2) Lodge any continuous improvement items identified from the refund process using the Opportunity for Improvement form.</p>



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

## VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
19/02/2026	Document creation	Eagle Training Academy	v. 1.0	19/02/2026	20/02/2027

## RTO INFORMATION

RTO INFORMATION	
Document Name	Fee Administration and Refund Procedure v1.0
RTO/Company Name	Eagle Training Academy
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