

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

PURPOSE	This process serves as the guide and reference document for the fees and payments and refunds processing of Valkyrie First Aid. Changes to this procedure may only be made upon approval of the CEO.
ROLE UNDERTAKING TASK	Student Services
DOCUMENT UPDATE	4/05/2026

Fees and Payments Procedure

No.	Person/s Responsible	Steps to take
1	Student Services	Process Payment (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. (2) IF PAYMENT IS DONE ONLINE, e.g. via the website, payment is processed automatically, and receipt is sent via email. (3) Process the payment and notify the Student Services that the enrolment payment has been processed.
2	Student Services	(1) Notify the student of their enrolment according to the Enrolment Policy and Procedure.

LLND Pre-enrolment Assessment Refunds Procedure

No.	Person/s Responsible	Steps to take
1	Student Services	(1) Receive LLND assessment results from LMS or trainer. (2) If student does not meet the required LLND level: <ol style="list-style-type: none"> a. Notify the student via email (including copy of results if appropriate) b. Advise the student that a full refund will be issued.

		<p>c. Process full refund within 20 business days of notification.</p> <p>d. No administration fee is to be charged</p> <p>(3) Update the refund register with LLND refund details</p> <p>(4) File the LLND assessment and refund records in the student file (if not already done via LMS)</p>
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Refunds Procedure

No.	Person/s Responsible	Steps to take
1	Student	(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)
2	Student Services	<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 CEO 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	Student Services	<p>(1) Assess refund request and supporting evidence for completeness</p> <p>(2) Forward the request and supporting evidence to the CEO and update the Refund Register</p>
4	Student Services	<p>(1) The CEO may request an interview with the student.</p> <p>(2) Check the student's eligibility (including LLND pre-enrolment outcomes) and process/calculate the refund according to the Fees and Administration Policy.</p> <p>(3) Consult with the CEO as necessary</p>
5	Student Services	<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	Student Services	<p>Processing Refunds</p> <p>(1) Ensure all refund requirements are completed accordingly:</p> <ol style="list-style-type: none"> Refund Request Form, where applicable Cancellation fees (may be deducted from remaining credits) Student bank details collected <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>

		(4) File all refund documents to the student's records and notify student services
7	Student Services	Reporting Refunds (1) Update the refunds register with all relevant fields then close the request (2) Lodge any continuous improvement items identified from the refund process using the Opportunity for Improvement form.

VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
20/04/2026	Document creation	Valkyrie First Aid	v. 1.0	8/04/2026	7/04/2027
4/05/2026	Addition of LLND pre-enrolment assessment refund procedure	Luke Ince (CEO)	v. 1.1	4/05/2026	3/05/2027

RTO INFORMATION

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Document Name	Fee Administration and Refund Procedure v1.1
RTO/Company Name	Valkyrie First Aid
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