



Fees & Refund Policy

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At Elevare Training Group, we are committed to ensuring a fair and transparent approach to fees, refunds, deferrals, and related matters. This Fee and Refunds Policy outlines the conditions under which a student may be eligible for a refund or deferral, as well as the procedures for these requests.

Upon enrolment, an invoice will be issued to the participant for the full cost of the course. This invoice must be paid as per the payment terms outlined during the enrolment process.

Refund Policy for Withdrawals

Once training has commenced, no refund will be available to participants who choose to leave the course before completing it. However, refunds may be granted in the following circumstances:

- **Medical Reasons:** If a participant is unable to continue the course due to illness or injury, a refund may be considered upon receipt of a valid medical certificate.
- **Extreme Personal Hardship:** Participants who experience extreme personal hardship may be eligible for a refund, provided sufficient documentation is supplied.

All refund requests due to withdrawal must be made in writing to info@elevaretraining.com.au, along with appropriate supporting documentation. Refund requests will be processed within 28 days of receipt.

Deferral, Cancellation or Course Credits

- In some cases, a participant may need to defer their training to a later date. If this occurs, the participant may be able to negotiate a deferral, where possible, based on the circumstances. The deferral will be discussed between the participant and the administration team, and the new course start date will be agreed upon. Any fees or conditions related to deferral will be communicated at the time of the request.
- If a participant is unable to complete their course but wishes to finish their remaining competencies in a future course, the original course fee payment can be credited towards the future course. This credit is valid for a period of six months from the original payment date. After six months, the original payment will no longer be valid for credit, and the student must pay the full fee for any future enrolment.
- In the event that Elevare Training Group Ltd cancels a course, participants will be given the option of either:
 - A full refund (or a pro-rata adjusted refund based on the proportion of the course completed), or
 - A transfer to another course or future intake, at no additional cost to the participant.

In such cases, participants will be consulted and given the option that best suits their circumstances.

Refund Eligibility

All refund requests must be submitted in writing to info@elevaretraining.com.au, providing sufficient evidence of the reason for withdrawal. Requests for refunds must be made within 28 days of the participant's withdrawal.

Refunds will be processed within 28 days of receiving a valid refund request and supporting documentation.

Consumer Protection Rights

This refund policy does not affect a student's rights under Australian Consumer Protection Laws. If you believe that you are entitled to a refund under these laws, you may still seek additional action outside the scope of this policy.

Pre-payment of Fees

Elevare Training Group accepts the payment of fees in advance. The RTO will not accept payment of more than \$1,500 in advance prior to commencement of the course.

Extension of Course Completion Date

If a student is unable to complete the course within the allocated timeframe, a fee of \$150 will apply to extend the course completion date. The request for an extension should be made in advance, and the student will be given a new timeframe for course completion.