

## Fee and Refund Policy — Domestic Students

### 1. Purpose

This policy sets out how The Management Edge (TME) manages fees, charges, and refunds for domestic (non-international) students enrolled in VET courses delivered by TME.

It ensures:

- students are informed of all fees, costs, and charges before enrolment or before any fees are paid;
- fees are collected at a level that protects students in accordance with prepaid fee protection requirements;
- refund arrangements are fair, transparent, and clearly communicated; and
- compliance with Standard 2.1 of the **NVR RTO Outcome Standards 2025** and the Prepaid Fee Protection requirements of the **NVR RTO Compliance Requirements 2025**.

This policy is publicly available at: <https://tme.edu.au/about-us/rto-policies/>

### 2. Scope

This policy applies to all domestic (non-international) students enrolling in VET courses delivered by TME, including courses delivered by third parties on TME's behalf. A separate policy applies to international (CRICOS) students.

### 3. Definitions

- **Prepaid fees** — fees collected from or on behalf of a student in advance of the services to which the fees relate being delivered.
- **Threshold prepaid fee amount** — **\$1,500**, being the maximum prepaid fee amount that may be held by TME at any one time for services not yet delivered in relation to the same VET course, unless an approved fee protection measure is in place.
- **Course Commencement Date (CCD)** — the published or agreed start date of the VET course or unit cluster in which the student is enrolled.
- **VET course** — a nationally recognised training product (qualification, skill set, or accredited course) as defined in the NVR RTO Outcome Standards 2025.

### 4. Pre-enrolment Fee Information

Before enrolment, or before any fees are required to be paid (whichever is earlier), TME will provide each prospective student with documentation that clearly sets out:

- all tuition fees, materials fees, and any other costs or charges the student will or may be required to pay;
- the payment schedule and payment terms;
- this refund policy, including the refund scale and any applicable administration fees;
- any obligations or liabilities which may be imposed on the student, including costs associated with withdrawing from training;
- the availability of any relevant government training entitlements or subsidies; and

- information about TME's fee protection arrangements.

This information is also publicly available on TME's website at: <https://tme.edu.au/about-us/rto-policies/>

## 5. Fee Collection

### 5.1 Prepaid fee limits

TME will not require a student to prepay more than **\$1,500** in fees at any one time for services not yet delivered in relation to a course. An invoice greater than \$1,500 may be raised on enrolment in advance of the course, but payment is not required until after the course starts and the student attends at least one session.

No fees will be invoiced earlier than **two months** in advance of the scheduled course commencement date.

### 5.2 Payment methods

TME accepts payment by direct deposit. Where fees are collected through a third-party payment provider (including buy-now-pay-later services or third-party loan providers), the prepaid fee protection requirements apply equally to those amounts.

## 6. Prepaid Fee Protection

As TME policy is not to collect fees in excess of the threshold amount, except as described in Section 5, we do not have formal fee protection arrangements in place.

## 7. Refunds — TME-initiated Cancellation or Postponement

TME will refund all fees paid by a student if:

- a course is cancelled by TME prior to commencement; or
- a course commencement is postponed by TME by more than **two months**,

unless alternative arrangements are agreed that are acceptable to the student.

Where TME is unable to provide the services for which fees have been prepaid (for example, due to cessation of operations), TME will ensure students are:

- placed into an equivalent course at a suitable location at no additional cost; or
- refunded all prepaid fees for services not yet delivered.

This obligation applies regardless of whether the prepaid fees exceed the **\$1,500** threshold and is separate from the student-initiated withdrawal refund scale set out in Section 8.

## 8. Refunds — Student-initiated Withdrawal

Students who withdraw from a course are eligible for a refund (less a **\$50 administration fee**) in accordance with the following schedule:

Time frame in relation to Course Commencement Date (CCD)	Refund
Two or more weeks before scheduled CCD	100%
Between one and two weeks before CCD	75%
Within one week of CCD	50%
Within four weeks <b>after</b> CCD	25%
Later than four weeks <b>after</b> CCD	Nil

### 8.1 How to apply for withdrawal and refund

A student wishing to withdraw must submit an email request to TME Admin at [enquiries@tme.edu.au](mailto:enquiries@tme.edu.au).

TME will acknowledge the withdrawal request in writing and process any applicable refund within **28 calendar days** of receiving the completed withdrawal request.

### 8.2 Special circumstances

Students may be given special consideration where personal circumstances beyond the student's control have affected their ability to continue. Such applications must be directed to the RTO Manager and supported by evidence. Examples include (but are not limited to) serious illness, bereavement, or other compassionate grounds.

## 9. Refund Method

Refunds will be paid to the person or entity that originally made the payment, using the same payment method where practicable. Where this is not possible, TME will arrange an alternative method in consultation with the student.

## 10. Disputes

If a student is dissatisfied with a fee or refund decision, they may raise the matter through TME's **Complaints, Appeals and Feedback Policy and Procedure**, available at: <https://tme.edu.au/about-us/rto-policies/>.

## 11. Related Documents

- Complaints, Appeals and Feedback Policy and Procedure
- Privacy and Confidentiality Policy
- Enrolment Terms and Conditions
- International Student Fee and Refund Policy (where applicable)

<b>Field</b>	<b>Detail</b>
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Approved by	RTO Manager
Next review	April 2027
Compliance	Standard 2.1 — NVR RTO Outcome Standards 2025; Prepaid Fee Protection — NVR RTO Compliance Requirements 2025

— *End of Policy* —