

## Fees and Refunds Policy and Procedure

**Date of Implementation** – 19 October 2022

**Authorisation** - Chief Executive Officer

The fees and refunds policy and procedure outlines Rise Education and Training’s schedule of fees collected for the delivery of training and services for domestic students. And includes funding program contribution fee and fee for service students, where applicable, refund for course fees, products, and services for the students.

Student undertaking courses under funded program by Queensland Government are required to pay the contribution fee to towards their training.

### CONTRIBUTION FEE FOR NON-CONCESSIONAL STUDENTS

Non-Concessional Students	Courses	Per Unit Price	Total Unit	Total Course Fee
	CHC30121 Certificate III in Early Childhood Education and Care	\$16	17	\$272
	CHC50121 Diploma in Early Childhood Education and Care	\$16	15	\$240

### CONTRIBUTION FEE FOR CONCESSIONAL STUDENTS

Concessional Students	Courses	Per Unit Price	Total Unit	Total Course Fee
	CHC30121 Certificate III in Early Childhood Education and Care	\$8	17	\$136
	CHC50121 Diploma in Early Childhood Education and Care	\$8	15	\$120

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### Fee for Service Student

Student who is not eligible for the Certificate 3 Guarantee or Higher Level Skills funding but wish to undertake the training course at Rise Education and Training will be required to pay for full fee. The fee schedule is below:

*Rise Education and Training is considering the candidate's/student's financial situation during the Global COVID-19 Pandemic Stage. Rise Education and Training marketed a promotional sale for the Course Fee from 1<sup>st</sup> April 2022 to 31<sup>st</sup> December 2023, the following Course Fees apply:*

*\*All the Fee for Service Students will be discounted 50% off all units' Fee from the Full Course Fee*

Course Name	Total Course Full Fee	Discounted 50% of Units Fee
CHC30121 Certificate III in Early Childhood Education and Care	\$3750	\$2050
CHC50121 Diploma in Early Childhood Education and Care	\$3350	\$1850
CHC33015 Certificate III in Individual Support	\$3400	\$1700

\*The above fees include \$200 Administration Fee , \$150 (CHC30121 & CHC50121 and \$200 (CHC33015) Material Fee

### The following Fees Apply to All Government Funded and Fee for Service Students

Administration Fee (Fee for Service ONLY)	\$200
Material Fee (Fee for Service ONLY) (CHC30121 & CHC50121)	\$150
Material Fee (Fee for Service ONLY) (CHC33015)	\$200
Course Extension Fee (per month)	\$100
Progress Letter (Record of Results to Date)	\$25
Recognition of Prior Learning (RPL) (per unit)	\$100
Replacement Testamur (Certificate, Cancellation, Transcript, Statement of Attainment)	\$50
ID Card Replacement Fee (All Funded and Fee For Service Students)	\$25

\* Material Fee includes digital readings and printed or online assessment workbook and Student initial ID card.



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Prior to commence the course, Fee for service student can have the option to either pay the tuition fee by instalment with \$500 every month till payment has been finalised. Student who demonstrates financial hardship, can negotiate on an individual basis with the CEO in writing by email to [lily.x@riseeducation.edu.au](mailto:lily.x@riseeducation.edu.au).

No Certificate can be issued prior to all the fees are paid off.

Rise Education and Training accepts the following payment method from student or employer:

Electronic Bank Transfer (EFT)

Cheque (Bank Cheque/Money Order)

Cash (Walk in to the office to pay)

Upon receiving payment from student, Rise Education and Training will be issued an invoice detailing:

\*The fee had been paid

\*The unit had been paid

\*The method paid through

\*The time period in which the payment is required to be made for fee for service student

### **Cooling off period for new enrolment**

A cooling off period is 14 days after the date of commencement. If student wishes to withdraw after 14 days of course commencement. No fee will be refunded. Contribution Fee will be based on pro rata to refund to employer or student.

### **Refunds**

Training date are to be arranged with trainer and an enrolment form must be signed as well as Administration Fee and Contribution Fee must be paid. If student wishes to withdraw or cancel their enrolment within the cooling off period (14 days), Administration Fee and Contribution Fee will be fully refunded.

If student wishes to withdraw or cancel their enrolment after 14 days of cooling off period, Administration Fee will not be refunded and Contribution Fee will be refunded based on pro rata any training not complete.

If a fee for service student wishes to withdraw or cancel their enrolment after 14 days of cooling off period, Administration Fee will not be refunded. Any units commenced – whether completed or not are non-refundable.



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To be eligible for refund, a student must submit a Fee Refund Application Form to [admin@riseeducation.edu.au](mailto:admin@riseeducation.edu.au) for refund within 3 months of course commencement, Rise Education and Training will not handle refund if request over 3 months period.

Should Rise Education and Training need to postpone a course for any reason, every effort will be made to reschedule the course within the following two months. If however, this is not possible or the rescheduled dates do not suit, student will be entitled to a full refund.

In the event that Rise Education and Training cancelling a learning program for reasons outside the control of the learner, the learner will be entitled to a full refund or credit of funds for a future learning program.

This policy does not remove the right of either party to take further action under Australia's Consumer Protection laws for unpaid and overdue fees. Student may contact the Department of Fair Trading.

Where Rise Education and Training collects student fees in advance, it will only accept payment of less \$1500 from each individual student prior commencement of the course. Following course commencement, Rise Education and Training may require payment of additional fee in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to the fee or other services yet to be delivered to the student does not exceed \$1500.

Variation to Enrolment Request Form can be downloaded from Rise Education and Training Website [www.riseeducation.edu.au](http://www.riseeducation.edu.au) and submitted to [info@riseeducation.edu.au](mailto:info@riseeducation.edu.au).



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### **Related Documents**

POLICY AND PROCEDURE Complaints & Appeals (Academic & Non-Academic)

POLICY AND PROCEDURE Student Withdrawal, Deferment, Extension and Refund

FORM Change of Enrolment Request

FORM Fees and Refunds Request

DOCUMENT Student Handbook

### **Responsible Officer**

The responsible officer for the implementation and training for this Policy and Procedure is the Chief Executive Officer.