

## Student Withdrawals, Deferments, Extensions and Refunds Policy and Procedure

**Date of Implementation** – 6 October 2022

**Authorisation** - Chief Executive Officer

### Policy

This policy and procedure sets out the circumstances under which students withdrawing from a course may claim for a full or part refund of any fees or charges incurred.

Rise Education and Training maintains a fair and reasonable refund policy to ensure that refunds are made available to students entitled to receive them. It is the policy of Rise Education and Training that all applicable refunds for tuition fees (fee for service costs) are paid to students who pay tuition fees directly to Rise Education and Training and who withdraw from any Rise Education and Training program or unit or defer. Where a third party has paid the student's fees and charges eg an employment agency, in the instance of withdrawal and cancellation from the course, the third party only will receive the partial refund, based on the balance of tuition remaining against the fees paid to date) – no refund will be provided to the student in any circumstances.

Rise Education and Training does not put in place financial nor administrative barriers for any student wishing to withdraw from their course, regardless of the student's funding arrangement.

Students are advised about their rights to withdraw and any refund arrangement through both the Student Handbook and on the website through publishing of this Student Withdrawals, Deferment, Extension and Refunds Policy & Procedure.

Course fees and charges are not transferable to another individual.

### Procedure

Any applicant and enrolled student wishing to be considered for a course refund must complete the *Variation to Enrolment Request Form* which will be forwarded to Rise Education and Training CEO for review.

An administration fee of \$200.00 is set to cover administration costs associated with course application and enrolment. Should a student provide a notice of cancellation in writing to Rise Education and Training prior to course commencement and/or within 14 days of course commencement start date, a full refund will be considered, based on the refundable items in the tax receipt information provided to the student.

In instances where Rise Education and Training ceases to offer a course, it will ensure that the impacted students will receive Statements of Attainments for all completed Units of Competency and be offered either credit transfer into a replacement course where appropriate and relevant or be offered a refund for the balance of their initial enrolled course. The refund will be issued within 1 month of the date of course cancellation. No *Variation to Enrolment Form* will be required.

Should a withdrawn student elect to enrol in an alternative course at Rise Education and Training, Rise Education and Training will only accept the student's application with clear written permission by the student and/or parent/guardian in the event of an under 18 years of age student.

A refund post enrolment will be considered on a case by case basis upon receipt of a written request and subject to the CEO's discretion. The individual circumstances, length of the course and time already spent training and costs incurred to date will be considered.

Students are allocated set enrolment timeframes for completing the enrolled course. If the student is having difficulties achieving the timeframes, the student can apply for an extension of study. Any applicant and enrolled student wishing to be considered for a course extension must complete the *Variation to Enrolment Request Form* which will be forwarded to Rise Education and Training CEO for review.

Students can apply for a maximum of 3 months extension. Rise Education and Training may apply an additional delivery and assessment fee of \$100 per month for the extension, which is set to cover administration and training costs associated with course individual support plans, additional tuition, training and assessing.

Rise Education and Training has the right to cancel an enrolment without notice, withdrawing the student, if after the extension period has expired, the student has not completed the qualification.

Where a student is suspended from their enrolled course, no fees will be refunded until Rise Education and Training and the student makes a decision to either continue (no fees will be refunded) or withdraw (partial refund based on the balance of tuition remaining against the fees paid to date).

Where Rise Education and Training makes a decision NOT to refund a student's full or partial fees and charges, the decision may be reviewed through Rise Education and Training *Complaints & Appeals Policy & Procedure*.



**RTO ID 91823**

### **Related Documents**

POLICY AND PROCEDURE Complaints & Appeals (Academic & Non-Academic)  
FORM Change of Enrolment Request Form  
DOCUMENT Student Handbook

### **Responsible Officer**

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