

Consumer Protection Policy and Procedure

Date of Implementation – 5 January 2026

Authorisation - Chief Executive Officer

Policy

Rise Education and Training uses a comprehensive and systematic strategy ensuring Students protection and that Rise Education and Training follows and adheres to all relevant legislative and regulatory requirements, item of which include, but not limited to:

Protection of Student's Personal Information

- All prospective and active Students personal information is handled and protected in accordance with the Australian Privacy Principles.
- Students are provided with information on how their information will be collected, used and stored prior to enrolment and complete a declaration in their Enrolment Form consenting to personal information being collected and used in line with the Privacy Policy.
- Upon enrolment, prospective Students provide Rise Education and Training with a Unique Student Identifier (USI).
- Students have a right to access and correct their personal information
- For more information, see Rise Education and Training Privacy Policy on our website.

Transparent and accessible complaints and appeals policy and processes

This policy and procedure covers both academic and non-academic complaints and appeals. An appeal or complaint may include, but is not limited to:

Complaints

- Course advice and enrolment
- Suspension and/or cancellation of enrolment by Rise Education and Training
- Course delivery including both online and face to face
- Marketing or other promotional activity
- Safety issues
- Access and equity issues
- Bullying or harassment
- Fees and charges

Appeals

- Training activities
- Assessment activities
- Assessment decisions after reassessment processes have exhausted

Academic matters include those matters that relate to Students progression, assessment, course content or awards in a VET course of study.

Nonacademic matters include those matters which do not relate to Students progression, assessment, course content or awards in a course and include complaints in relation to personal information that Rise Education and Training holds in relation to the Student.

For more information, see Rise Education and Training Complaints and Appeals Policy and Procedure.

Fee Protection

Prior to enrolment with Rise Education and Training, prospective Students are made aware of the following:

- Fee protection mechanisms
- Fees to be charged, by when and what frequency
- Fees, Charges and Refund Policy and Procedure
- How to apply for a Refund/Cancel a course
- Complaints and Appeals procedures

For more information, see Rise Education and Training Fees, Charges and Refund Policy and Procedure and Student Variation to Enrolment Policy and Procedure on our website.

Ethical and Accurate Marketing

Rise Education and Training ensures all prospective and current Students are provided with accurate, factual and accessible information about Rise Education and Training, its performance and services provided. All marketing and advertising processes are reviewed periodically and ensure adherence to the Rise Education and Training Marketing Collateral Policy and Procedure.

Rise Education and Training ensures all products as per the Scope of Registration are free of inducements and do not provide guarantee of a completion outcome, course completion that is consistent with the Volume of Learning requirements or employment guarantees for courses that are commenced.

Consumer Protection

Rise Education and Training maintains compliance with the national *Competition and Consumer Act 2010* and associated *Australian Consumer Law (ACL)* requirements as specified in the Act and enacted in various state legislation across Australia. The ACL protects clients and ensures fair trading in Australia. Under the ACL clients have the same protections, and businesses have the same obligations and responsibilities, across Australia.

Australian Consumer Law

Rise Education and Training has implemented this *Consumer Protection Policy and Procedure* and aligned a designated *Consumer Protection Officer*.

Consumer Protection Officer

Karen Powell

manager@riseeducation.edu.au

07 3108 4133

Guarantee

As a course services provider, Rise Education and Training supplies services and guarantees that these services will be:

- Provided with due care and skill;
- Fit for the specified purpose; and
- Provided within a reasonable time.

Rise Education and Training ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

Clients Rights and Obligations

Rise Education and Training clients have the right to:

- Expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable);
- Be informed about the collection of personal information and be able to review and correct that information; and
- Access Rise Education and Training Consumer Protection Policy and Procedure and Complaints and Appeals Policy and Procedure.

Clients' obligations include:

- Providing accurate information to Rise Education and Training; and
- Behaving in a responsible and ethical manner.

Cessation of Delivery

If Rise Education and Training, or a third party delivering training and assessment on Rise Education and Training's behalf, closes or ceases to deliver any part of the training product that a student is enrolled in, a number of options will be available to the student including:

- Refund of course fees paid; and/or
- Continued delivery of services with alternate Rise Education and Training services delivery personnel (where applicable); and/or
- Supported transfer of the student enrolment to an alternate RTO for completion of services delivery (where applicable).

Clients' obligations include:

- Providing accurate information to Rise Education and Training; and
- Behaving in a responsible and ethical manner.

Publicly Available

All Rise Education and Training consumer protection information and approaches are made available to all clients by being publicly published on the Rise Education and Training website and included within the relevant Student Handbook.

Cooling Off Period

Clients have 14 business days to change their mind and cancel the Course Payment Plan Agreement. During the cooling-off period (14 days) Rise Education and Training does not provide any services or accept any payment. For agreements negotiated by telephone, the cooling-off period begins on the first business day after the client receives the agreement document. For other agreements, the cooling-off period begins on the first business day after the agreement was made.

A client may terminate an agreement verbally or in writing. The termination date is when the client gives or sends the notice.

Course Payment Plan Agreement

Rise Education and Training Course Payment Plan Agreement is transparent – expressed in plain language, legible and clear - and clearly states:

- The client's cooling-off and termination rights;
- The full terms of the agreement;
- The total fees payable, including fees for all additional items;
- Rise Education and Training
 - Business address
 - Australian Business Number (ABN) or Australian Company Number (ACN); and
 - Email address, where they have these.

The Course Payment Plan Agreement front page is signed by the client and includes the date it was signed.

Provision of the Written Agreement

When a Rise Education and Training representative negotiates a consumer agreement:

- The representative informs the client of their termination rights before the agreement is made;
- The client is given a written copy of the agreement; and
- Both parties sign the agreement and any amendments.

Information about termination rights is provided to clients by Rise Education and Training in writing and is:

- Attached to the agreement;
- Transparent – expressed in plain language, legible and clear, and
- The most prominent text in the document, other than the text setting out Rise Education and Training name and logo.

If negotiated in person, the written copy of the agreement is provided to the client immediately after it is signed. If negotiated by telephone, the written copy is provided to the client:

- In person, by post, or electronically (if the client agrees); and
- Within five business days of the agreement occurring.

Consumer Protection Complaints

If an individual feels that Rise Education and Training or one of its third party representatives has breached its obligations in the undertaking of marketing and sales activities, they may raise a complaint. We encourage individuals to discuss the situation with their Rise Education and Training representative in the first instance, before making a complaint.

The complaints handling process is as follows:

- The individual should make the complaint including as much detail about the issue as possible, in writing to Rise Education and Training Complaints and Appeals Officer:

Karen Powell
manager@riseeducation.edu.au
07 3108 4133

- Rise Education and Training will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation.
- After considering this response, if the individual is still not satisfied, they may escalate their complaint directly to the Consumer Protection Agency in the relevant jurisdiction for investigation:

Jurisdiction	Contact Details
Australian Capital Territory	ACT Office of Regulatory Services 02 62073000 fair.trading@act.gov.au
New South Wales	NSW Office of Fair Trading 13 32 20 www.fairtrading.nsw.gov.au
Northern Territory	NT Consumer Affairs 1800 01 93 19 consumer@nt.gov.au
Queensland	QLD Office of Fair Trading 13 74 68 www.fairtrading.qld.gov.au/lodge-your-complaint
South Australia	SA Office of Business and Consumer Services 13 18 82 www.cbs.sa.gov.au
Tasmania	TAS Consumer Affairs & Fair Trading 1300 65 44 99 www.consumer.tas.gov.au/fair_trading
Victoria	Consumer Affairs Victoria 1300 55 81 81 www.consumer.vic.gov.au
Western Australia	WA Department of Commerce 1300 30 40 54 www.commerce.wa.gov.au

- Alternatively, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority

www.asqa.gov.au

Phone: 1300 701 801



RTO ID 91823

Publication

This policy is available through publication on the website, www.riseeducation.com.au and in summary within the Student Handbook.

Government Related Documents

Skills Assure Program Schedule 2 – School Based Apprenticeships and Traineeships (SATs)

Skills Assure Program Schedule 3 – Career Start

Skills Assure Program Schedule 4 – Career Boost

Skills Assure Program Schedule 5 – Continuing Students

Skills Assure Program Schedule 7 – Free Apprenticeships for Under 25s

Skills Assure Supplier Policy 2025-2028

Skills Assure Supplier Audit Evidence Requirements 2023-2025

Related Documents

SUPPORTING DOCUMENT Student Handbook

SUPPORTING DOCUMENT Course Fee Agreement

SUPPORTING DOCUMENT Complaints and Appeals Register

Associated Policies and Procedures

POLICY AND PROCEDURE Commitment to All Legislative and Regulatory Requirements

POLICY AND PROCEDURE Complaints and Appeals

POLICY AND PROCEDURE Access and Equity

POLICY AND PROCEDURE Fees, Charges and Refunds

POLICY AND PROCEDURE Marketing and Collateral

POLICY AND PROCEDURE Student Variation to Enrolment

Responsible Officer

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

Document History and Version Control

Version	Date Approved	Approved By	Brief Description
1.0	16 September 2019	CEO	New Policy
2.0	5 January 2026	CEO	Updated policy to include VET Investment Clauses