

## **Fees, Charges and Refund Policy & Procedure**

**Date of Implementation** – 5 January 2026

**Authorisation** - Chief Executive Officer

### **Policy**

This policy outlines Rise Education and Training policy on course fees, additional charges, payment plans and refund arrangements.

This information together with the current *Fees Incidental Fees and Charges Schedule* is published on the Rise Education and Training website to assist prospective students in making an informed decision about their study.

This policy should be read in conjunction with the terms and conditions outlined in the *Students Course Payment Plan Schedule* and *Confirmation of Enrolment Letter of Offer*.

All relevant pre-enrolment and course entry requirements are provided to prospective students on the website, in brochures, and other relevant documentation where every effort is made to ensure the information is factual, accurate, regularly updated and easily accessible.

This includes Rise Education and Training - Fees, Incidental Fees and Charges Schedule, Fees Charges and Refund Policy and Procedure and cancellations including Rise Education and Training guarantee to students in the event we cannot deliver the training outlined in the agreement with the student.

All course fees and charges are published in marketing collateral and on the website in accordance with regulatory requirements.

### **Course Fees**

Course Fees include:

- Delivery of training/assessment required to achieve the enrolled qualification, including learning tools.
- Student support from Trainers and Student Academic and Wellbeing Officer throughout enrolment.
- The first three (3) attempts at training in any unit of competency within the enrolled course or training, and separate costs may be charged for additional attempts of a unit of competency
- Issuance of one set of certification documents including the testamur (certificate) and a record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). An additional fee as set annually by Rise Education and Training, is required to be paid for the re-issuing of copies of the Certificate of Statement of Attainment.

**RTO ID 91823**

### **Payment Options**

Rise Education and Training provides students with the following options to pay their course fees:

1. Payment in full - if the total course fees are under \$1,500.
2. Over four (4) instalments (each instalment being less than \$1500)
3. Payment per school term - for courses delivered in secondary schools.
4. Fortnightly payment plan spread across the duration of the course and up to at least one (1) month prior to enrolment end date.
5. Monthly payment plan spread across the duration of the course and up to at least one (1) month prior to enrolment end date.

Accredited Short Courses are paid in full at time of enrolment. Options 2, 3, 4 and 5 are available only for enrolment into full course, AQF qualifications.

### **Fee Payment Methods**

Fee payments other than Direct Debit are accepted via:

- Bank Transfer

Please Note: Cash or personal cheques are not accepted

### **Non Refundable Administration Fee**

- The non-refundable course administration fee must be paid prior to commencement of study. This payment is made via your chosen payment method as outlined in your individual written agreement.
- The non-refundable course administration fee includes an administration fee and the first instalment of chosen payment plan or full payment.
- The administration fee covers the administrative service provided during the enrolment process and is therefore non-refundable once the enrolment process has begun.
- Refer to the *Fee Incidental Fees and Charges Schedule* published on Rise Education and Training website for current administration fee [www.riseeducation.com.au](http://www.riseeducation.com.au)
- A Confirmation of Enrolment and Letter of Offer is provided upon receipt of the Administration Fee and all required documentation

### **Student Prepaid Fee Protection**

- Rise Education and Training does not request that course fees be paid in full prior to course commencement\*.
- Rise Education and Training does not collect more than \$1,500 in fees (fees in advance) at any time, from any student.
- Rise Education and Training ensures payment plans and instalment payments do not include payment amounts greater than \$1500 at any time.

\* This does not include Accredited Short Courses. The full fee for these courses is payable at time of enrolment

### **Payment Plans and Fee Agreements**

Rise Education and Training offers flexible payment plans to minimise the impact of fees and charges. Fortnightly or monthly payment plans are via direct debit from student nominated bank account and are subject to a written *Course Payment Plan Agreement*.

Fee Agreements are developed individually based on choice of course and enrolment duration. Fee Agreements outline the scheduled payment amount and due dates as well as the *Terms and Conditions* to assist students to understand their financial obligations to Rise Education and Training and budget accordingly. Invoices to be paid within 14 days are issued for instalment payments and per term payments. Full payment is due prior to completion of study as reflected in the Course Payment Plan Agreement. *Course Payment Plan Agreements* will be adjusted to align with any variations made to *Student Training Plan*. Payment default may result in suspension of study or cancellation of enrolment

Rise Education and Training reserves the right to withhold release of Qualifications or Statements of Attainment until course fees have been paid in full. Study and payment options are only available for nationally recognised AQF qualifications. Accredited Short Courses are payable in full at time of enrolment.

### Incidental Fees and Charges

INCIDENTAL FEES AND CHARGES	
Administration Fee - <b>\$200.00</b> (Non-refundable)	Resource Fee - <b>\$150</b> (Non-refundable)
Recognition of Prior Learning (RPL) & Recognition of Current Competency (RCC) <b>Application Fee</b> - \$200	RPL/RCC <b>per Unit</b> of Competency - <b>\$200.00</b>
Deferment Fee - <b>\$100.00 per month</b> (up to 3 Months)	Extension of Study Fee - <b>\$100 per month</b> (up to 3 months)
Re Issuance of Certification (Award) - <b>\$50</b>	Student Progress Letter (Record of Results) - <b>\$25</b>
Queensland Working With Children Check (WWCC) Volunteer/Student - <b>FREE</b>	Queensland Working With Children Check (WWCC) Transfer from Volunteer/Student to Paid Employment <b>Cost to Student - \$104.50</b>
NDIS Working Screening Clearance Volunteer/Student - <b>FREE</b>	NDIS Working Screening Clearance Transfer from Volunteer/Student to Paid Employment <b>Cost to Student - \$156 (5 Years)</b>
Paid Employment Combined NDIS Worker Screening Clearance and QLD Working With Children Check (WWCC) <b>Cost to Student - \$171 (5 Years)</b>	Combined NDIS Working Screening Clearance (Volunteer/Student) and QLD Working With Children Check (WWCC) <b>Cost to Student - \$15 (5 Years)</b>
QLD Disability Working Screening Clearance Volunteer/Student - <b>FREE</b>	QLD Disability Working Screening Clearance Transfer from Volunteer/Student to Paid Employment <b>Cost to Student - \$107 (5 Years)</b>
Paid Employment Combined QLD Disability Working Screening Clearance and QLD Working With Children Check 9WWCC) <b>Cost to Student - \$122 (3 Years)</b>	Combined QLD Working Screening Clearance Volunteer/Student and QLD Working With Children Check (WWCC) <b>Cost to Student - \$15 (3 Years)</b>
COVID 19 Vaccination – <b>Cost to Student</b>	Influenza Vaccination – <b>Cost to Student</b>
National Police Check – Employment <b>Cost to Student - \$99</b>	National Police Check – Volunteer <b>Cost to Student - \$69</b>
NDIS Worker Orientation Module Quality Safety and You – Certificate (Non Accredited Course) - <b>FREE</b>	NDIS Worker Induction Module Certificate (Non Accredited Course) - <b>FREE</b>
NDIS Worker Supporting Effective Communication Module – Certificate (Non Accredited Course) - <b>FREE</b>	NDIS Worker Supporting Safe and Enjoyable Meals Module – Certificate (Non Accredited) Course) - <b>FREE</b>

### **Payment Variations/ Extension/Deferral/Cancellation**

Students may experience extenuating or compassionate circumstances that prevent them from meeting their payment obligations or impact their ability to study. This may include but is not limited to serious accident or illness, family or personal matters, changes in work circumstances or other reasons that are out of the ordinary.

- Students experiencing difficulty meeting scheduled fee payments, may apply to have their payment schedule adjusted or paused for a short period of time.

Students must submit a *Variation to Enrolment Form*, together with any supporting documentation, where applicable (e.g. medical certificate, letter from employer, bank statements, payslips). A response will be provided within 7 business days.

- Students who for reasons beyond their control need to withdraw from study or postpone their study may apply to have their enrolment extended or deferred or apply for a refund of unused course fees already paid. Students must submit an *Application for Refund Form*, together with any supporting documentation. A response will be provided within 14 business days.

### **Refunds**

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 and Procedure 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 fees 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 the Fees, Charges and Refund Policy and Procedure and Student Variation to Enrolment Policy and Procedure.

Course fees and charges are not transferable to another individual.

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

## RTO ID 91823

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 Refund Request Form 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.

Continuing Enrolment (CA) outcome on the day of withdrawal will not determine a refund of the unit of competency, as training has commenced, only Not Yet Start (NYS) outcome will be determined as a refund.

### REFUND DUE TO DEFAULT BY Rise Education and Training

Rise Education and Training is unable to commence the course for which payment has been made. Rise Education and Training may at its discretion cancel, vary or postpone the commencement date of a course.

Full refund of all fees paid minus the non-refundable administration fee or placement in an appropriate alternate course, as negotiated with the student. However, the student agrees that there shall be no entitlements to damages.

Rise Education and Training or a third-party representative is unable to complete the course services due to unforeseen circumstances or closure.

Pro rata refund of unit fees paid for units of competency not completed minus the non-refundable Administration Fee or placement in an appropriate alternate course, as negotiated with student. No refund is payable if alternative course placement is agreed upon.

### REFUND DUE TO STUDENT CANCELLATION

Student withdrawal prior to course commencement or within 14 days of course commencement.

Full refund of all course fees paid (minus the non-refundable Administration Fee) or placement in an appropriate alternate course, as negotiated with the student. No refund is paid for difference in course cost.

Student withdrawal within 14 days of start of study for the current Unit of Competency or Cluster of Units throughout the course delivery.

Full refund of course fees associated with that unit of competency – minus the non-refundable Administration Fee.

No refund is provided for training and assessment of units already completed prior to start of the new unit.

Student withdrawal after unit commencement and beyond the 14 days from start of study for a unit of competency / Cluster of Units	No refund is provided for training and assessment of units already completed prior to start of the new unit. Units determined as Continuing Enrolment (CA).
Student withdrawal after completion of any units of competency including where RPL/RCC and/or Credit Transfer has been granted.	No refund is provided. Statement of Attainment will be issued for all units of competency achieved.
Student on a payment plan withdraws and payment made to date exceeds associated costs for units already completed.	Pro Rata refund of fees paid for units Not Yet Started (NYS) in accordance with the above A total sum will be provided on a case-by-case basis with comparison of the course fees paid against the units of competency where services (training and/or assessing) have been delivered and other variables including but not limited to delivery schedule, student commencement of units not completed (Continuing Enrolment – CA)  Refund not provided for units of competency where evidence of student engagement is recorded (Continuing Enrolment – CA).
<b>REFUND for Accredited SHORT COURSES</b>	
Accredited Short Courses (HLTAID011, HLTAID009, CHCPRT025)	Rescheduling workshop attendance to an alternative date is possible when 24hrs notice is given.  No refund will be paid if a booking is cancelled within 24hrs notice without rescheduling to an alternative date.  No refund will be paid if student did not attend on the day of the scheduled workshop.  Where student has opted to complete pre-course online assessment but does not complete prior to workshop as required, student may be denied entry into the workshop and will need to reschedule to alternative workshop date.  Non- attendance at workshop or non-completion of pre-course assessment prior to workshop. No refund will be paid
<b>REFUND DUE TO COMPASSIONATE OR EXCEPTIONAL CIRCUMSTANCES</b>	
Student is forced to withdraw from study due to circumstances out of their control	Pro-rata refund if approved by CEO (or delegate) Supporting evidence is required Approval and Refund amount determined on a case-by-case basis

---

**REFUND DUE TO DEFAULT BY Rise Education and Training OR STUDENT CANCELLATION PRIOR TO ENROLMENT  
QUEENSLAND GOVERNMENT FUNDING – CAREER START STUDENT CO-CONTRIBUTION FEE**

---

Rise Education and Training is unable to commence the course for which payment has been made. Rise Education and Training may at its discretion cancel, vary or postpone the commencement date of a course.

Full refund of Co-Contribution Fee paid or placement in an appropriate alternate course, as negotiated with the student  
Refunds to employers/industry for any additional charges paid beyond the Co-Contribution Fee and the Government subsidy

Student withdrawal prior to enrolment

---

**REFUND DUE TO STUDENT WITHDRAWAL  
QUEENSLAND GOVERNMENT FUNDING – CAREER START STUDENT CO-CONTRIBUTION FEE**

---

Student withdrawal after completion of any units of competency including where RPL/RCC and/or Credit Transfer has been granted.

No refund is provided for training and assessment of units already completed prior to start of the new unit (Continuing Enrolment – CA).  
Refunds to employers/industry for any additional charges paid beyond the Co-Contribution Fee and the Government subsidy

---

### No Refund Provided

There is no refund provided on prepaid course fees, if:

1. Student withdraws from the course outside of the timelines listed above
2. Rise Education and Training is required to cancel the student's enrolment due to misconduct or similar breach of the training contract
3. The student does not commence or submit work within the agreed course timeframe, and/or they do not reply to contact from Rise Education and Training, then they will have their enrolment withdrawn without a fee refund.

**Note:** Rise Education and Training will ensure we have followed student support processes to assist the student in completing the course before terminating the course enrolment.

Students can request a course extension if they have a valid reason by submitting a *Variation to Enrolment Form*. Approval of the course extension request is at the sole discretion of the CEO or delegate. Fees may apply.

### Application for a Refund

Application for a refund of course fees in accordance with this Fees Charges and Refund Policy and Procedure must be made in writing, using the Rise Education and Training Application for Refund Form, stating reasons and relevant details.

The application form is to be submitted via email or in person to Reception.

**RTO ID 91823**

### **Approvals**

All refunds and payment variation approvals are at the discretion of Rise Education and Training CEO (or delegate) and will be considered on a case-by-case basis. Approvals will only be considered when an application form has been submitted

### **Payment Methods**

All approved refunds will be paid within 14 days to the person named on the *Student Payment Plan Schedule Agreement* or nominated on the *Application for Refund Form*.

Rise Education and Training will provide written notification of refund to the student with a statement detailing the calculation of the refund.

### **Cancellation of Pro Rata Refund**

Within the refund specification:

- a) Course fee = (total COURSE fee/number of calendar days in the course) x 7 (for weekly)
- b) Calculation of date unused paid fees have been paid up to
- c) Number of calendar days from notice of withdrawal / request for refund received to the end of the period to which the fees are paid x COURSE fee = Refund Amount

### **Failure to Make Payment**

All course fees must be paid prior to course completion.

A *Course Payment Plan Agreement* outlines the compounding consequences if payments are not made in line with the agreed payment terms and conditions. This can include suspension or cancelation of enrolment.

At a minimum, Rise Education and Training will withhold release of qualification or Statement of Attainment until payment has been received in full.

For significant debts, formal debt collection actions may also be undertaken. Any fees associated with this service will be added to the total outstanding amount for recovery.

Students experiencing financial difficulty are encouraged to contact Rise Education and Training as early as possible to discuss their options

### **Complaints and Appeals**

If a student is dissatisfied with a fee or refund decision, refer to the Rise Education and Training for *Complaints and Appeals Policy and Procedure*.



### **Australian Apprentice Training Support Payment**

The Australian Apprentice Training Support Payment (AATSP) provides up to a maximum of two years direct financial support to eligible Australian Apprentices commencing an Australian Apprenticeship in priority occupations experiencing national skills shortage.

AI full time apprentice may claim up to a maximum of \$5000 over a two year period and a part time apprentice up to \$2500. Eligible occupations appear on the [Australian Apprenticeships Priority List](#).

#### **Am I eligible?**

To be eligible for the AATSP, an apprentice must meet all primary eligibility criteria, and must:

- Have commenced or recommenced their Australian Apprenticeship on or after 1 July 2024; or
- Recommenced their Australian Apprenticeship with their original employer on or after 1 July 2024, where the period of cancellation or suspension was greater than six months; and
- Be undertaking a qualification at the Certificate III, Certificate IV, Diploma or Advanced Diploma level which is aligned to an occupation listed on the Priority List at the date of commencement or recommencement.

**In addition to the above requirements, the Australian Apprentice must not be in receipt of payments under the Key Apprenticeship Program.**

#### **Payment Rates, Effect Dates and Time Limits to Claim**

Up to a maximum of \$5000 (full time rate) and \$2500 (part time rate) paid in four instalments over a two year period. The apprentice must not be in receipt of the Key Apprenticeship Program payments for the same Australian Apprenticeship.

**RTO ID 91823**

### **Publication**

This policy is available through publication on the website, [www.riseeducation.com.au](http://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 Payment Plan Agreement

SUPPORTING DOCUMENT Fees Incidental Fee and Charges Schedule

SUPPORTING DOCUMENT Student Training Plan

SUPPORTING DOCUMENT Confirmation of Enrolment Letter

SUPPORTING DOCUMENT Variation to Enrolment Form

SUPPORTING DOCUMENT Refund Form

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 Variation to Enrolment

**RTO ID 91823**

### 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	16 September 2020	CEO	Annual Review
3.0	16 October 2021	CEO	Annual Review
4.0	19 November 2021	CEO	Minor amendments
5.0	19 April 2022	CEO	Annual Review
6.0	19 October 2022	CEO	Minor Amendments
7.0	5 January 2026	CEO	Updated policy to include VET Investment Clauses and Australian Apprentice Training Support Payment (AATSP)