

# REIT FEES AND REFUNDS POLICY

This document outlines the fees, charges and refund policy for students enrolled in training with the REIT.

## PROPERTY REPRESENTATIVES COURSE (PRC)

For the PR course, two fee structures exist, **Interactive Zoom Based** or **Online Distance Learning**.

### Interactive Zoom Based Fees.

Enrolments for the Property Representative’s Course close 10 business day before course commencement. The following costs apply:

Zoom Based Delivery \$950
---------------------------

### Zoom Based Refunds

Learners who withdraw from the Property Representative’s Course will be provided with a refund depended on the timeframe in which they withdraw. An administration fee will be charged depending on how many days prior to course commencement a student withdraws. All withdrawals from the PR course must be given in writing. **No refund** will be provided after the course commences, except where **expressly allowed** under Consumer Law. The department of Consumer, Building and Occupational services provide an overview of Consumer rights regarding this: <https://www.cbos.tas.gov.au/topics/products-services/refunds-repairs-returns/refunds>.

**Where the REIT cancels a course, a full refund will be provided.**

Days with withdrawn prior to commencement	Admin fee
More than 10 Days	No Admin fee, full refund.
Less than 10 days	\$200 Admin fee
5 working days prior to Course Commencement	No refund

### Distance Learning Fees

The following fees apply for students enrolling in distance learning.

Online delivery \$795
-----------------------

### Online Learner Refund

Except where **expressly allowed** under Consumer Law, **no refund** will be provided after purchase of an online learning registration. The department of Consumer, Building and Occupational services provide an

overview of Consumer rights regarding this: <https://www.cbos.tas.gov.au/topics/products-services/refunds-repairs-returns/refunds>

## Learner Transfers

At the REIT’s discretion, it may be necessary to change the format and content of training programs from time to time, with new versions of training programs put in place to supersede older versions.

Please be aware that learners are required to complete the version of the training program **into which they have enrolled**. While learners will always have access to the most recent revisions of the study material provided for their learning program, and the information provided within will always be up to date and reflective of current industry practices, learners will not be provided with a transfer into a new version of a training program if the version in which they have enrolled has been superseded.

The REIT can give no guarantee at any time as to when or if changes to our training programs will be implemented, however full support will be provided to all learners in a superseded program to ensure the material they are provided with is up to date and that full access and utility of all course materials will be provided until their registration expires.

## INDIVIDUAL UNIT/CLUSTER TRAINING, (INCLUDING CPD TRAINING)

### Individual unit/cluster fee

For learners who do not receive funding for training (i.e. Traineeships) the course fee listed in the course overview on the REIT Website applies for individual units/clusters. Class based enrolments for units/clusters must be received 10 days before.

### Class based individual unit/cluster refunds

Learners who withdraw from an individual unit/cluster classroom session will be provided with a refund depended on the timeframe in which they withdraw. An administration fee will be charged depending on how many days prior to course commencement a learner withdraws. All withdrawals from training must be given in writing. Except where expressly allowed under Consumer Law

<https://www.cbos.tas.gov.au/topics/products-services/refunds-repairs-returns/refunds> no refund will be provided after course commencement.

**Where the REIT cancels a course, a full refund will be provided.**

Days with withdrawn prior to commencement	Admin fee
More than 10 Days	No Admin fee, full refund.
Less than 10 days	\$60 Admin fee
5 working days prior to Course Commencement	No refund

### **Single unit/cluster online learner refund**

Except where expressly allowed under Consumer Law <https://www.cbos.tas.gov.au/topics/products-services/refunds-repairs-returns/refunds> no refund will be provided after purchase.

### **Non-REIT member course fee**

Non-REIT members are charged a higher rate than REIT members for CPD training. For non-members to receive the member price they need to become REIT members.

## **CERT III AND IV FUNDING STRUCTURES:**

Learners who undertake either Certificate III or IV qualifications may be eligible to receive varying levels of funding for their qualification: **User Choice** and/or **Employer Incentives** Employees may be able to access one or both of these programs.

### **User Choice**

User Choice funding is support to the REIT to provide training for students, students who qualify for User Choice funding are not charged for their training by the REIT. Eligibility for this funding is assessed by an **Australian Apprenticeship Centre** (AAC) to Qualify for User Choice funding an employee must meet several criteria.

### **Employer Incentives**

Employer incentives are provided to employers to support training of staff. Employers receive an incentive of \$4000 for new employees. Eligibility for this funding is assessed by an **Australian Apprenticeship Centre** (AAC) to qualify for Employer Incentives an employee must the following criteria.

### **Certificate III**

#### **Cost of Qualification:**

Where a learner has qualified for User Choice funding the cost of the Certificate III qualification is \$1000.

Where a learner cannot access funding the cost of the qualification is \$2000.

### **Certificate IV**

#### **Cost of Qualification:**

Where a learner has qualified for User Choice funding the cost of the Certificate IV qualification is \$1500.

Where a learner cannot access funding the cost of the qualification is \$4000.

## **CERT III AND IV FEES:**

Where a learner does not qualify for User Choice funding the following charges will apply:

**Certificate III:** \$1000 upon enrolment, then \$500 per month, commencing in the following month until the full fee has been paid.

**Certificate IV:** \$500 upon enrolment, then \$150 per month, commencing in the following month until the full fee has been paid.

Where a learner qualifies for employer incentives, these incentives will offset nearly all of these costs of the Certificate III and IV.

Optional free Zoom training sessions and some training sessions for certain clusters will be available (subject to numbers) to learners enrolled into the Certificate IV qualification. The first session is free, however if a learner wants to reattend after they have already participated in a class-based training session a fee will apply. To attend class-based training the advertised cluster fee will be applicable.

## **CERTIFICATE III, IV LEARNER REFUNDS**

### Trainees

Certificate III and Certificate IV Traineeship employer contributions are nonrefundable. All withdrawals from training must be given in writing.

### Fee for Service

Refunds will be calculated on a basis of fees paid, minus the cost of training provided and a \$500 administration fee. All withdrawals from training must be given in writing.

Minus the cost of training will be calculated as per the individual unit/cluster prices on the REIT website <https://reit.com.au/Training/Qualifications>

A 50% fee of the individual cluster price will be applicable when a learner has completed the 'course' component.

100% fee of the individual cluster price will be applicable when a learner completed the 'course' and the 'assignment' component.

Except where expressly allowed under Consumer Law <https://www.cbos.tas.gov.au/topics/products-services/refunds-repairs-returns/refunds> no refund will be provided if students enroll into the Property Representative Course as part of their Qualification enrolment.

## **DIPLOMA FEES:**

The Diploma consists of 12 Units. Total costs for the diploma is \$5000.

The following charges will apply:

**Diploma:** \$1000 upon enrolment, then \$500 per month, commencing in the following month until the full fee has been paid.

Optional free class-based and/or interactive Zoom training sessions will be available (subject to numbers) to learners enrolled into the full qualification. The first session is free, however if a learner wants to reattend after they have already participated in either a class based or Zoom training session a fee will apply. To attend class-based training the advertised cluster fee will be applicable, to attend a Zoom training session a fee of \$150 will be applicable.

In addition to this please see the information detailed under individual unit/cluster training - Class based individual unit/cluster refunds.

There is no fee to students who are granted a Skills Tasmania Diploma Job Trainer Fund position.

The contribution payment for any Skills Fund or Building a Skilled Workplace position is non-refundable and non-transferrable.

### **DIPLOMA REFUNDS – FEE FOR SERVICE**

Diploma refunds will be calculated on a basis of fees paid, minus the cost of training provided and a \$500 administration fee. All withdrawals from training must be given in writing.

Minus the cost of training will be calculated as per the individual unit/cluster prices on the REIT website <https://reit.com.au/Training/Qualifications>

A 50% fee of the individual cluster price will be applicable when a learner has completed the 'course' component.

100% fee of the individual cluster price will be applicable when a learner completed the 'course' and the 'assignment' component.

### **REFUNDS**

A learner has the right to obtain a refund for services not provided by the RTO in the event the:

Arrangements are terminated early

The RTO fails to provide the agreed service

### **ADDITIONAL TRAINING FEES**

#### **Recognition of Prior Learning (RPL)**

RPL is available for many units in the Certificate III, IV and Diploma. The Cost of training is reduced for units/clusters completed via RPL. Contact the Training Department for further information.

A learner who complete a cluster through RPL will be granted a 30% discount on the original advertised cluster price. When a learner is completing a qualification through a traineeship, a discount will not be applied as the training is funded through State Government.

Should the recommendation be made at the conclusion of the learners RPL application determine that they are required to complete the unit/cluster via training, that cost will be reverted to the full unit/cluster fee as advertised on the REIT Website.

Should a learner required gap training further fees will apply if the gap training is in excess of 1 hour per cluster. REIT will ensure that to the best of its capacity any addition fees will be keep to a minimum.

**Assessment Appeal Process Fees**

The fee for submission of a formal assessment appeal is \$30.00

**Reprint of Certificates & Statements of Attainment**

<b>Time since qualification was issued</b>	<b>Cost (\$)</b>
Less than 2 year	\$25
2-5 year	\$75
5+ years	\$125

**Learner request for additional training and assessment required via an office visit**

\$125 per hour plus travel costs at 74 cents per kilometer from the point from which the closest available assessor must travel. (Not applicable for trainees)

**Credit Transfer Fees**

There is no cost associated with requests for national recognition or Credit transfer when all required documentation is provided.

**Enrollee Substitution**

Where an employer is liable for payment of course fees for a participant not attending, the employer may, at his/her discretion, send a substitute employee to the training session.

**Tutoring**

Where a learner requires one on one tutoring, this can be arranged at a cost of \$88 per hour, or part thereof. All online learners are entitled to 1-hour free tutoring with a qualified REIT Assessor.

**Student class cancellation/no show**

Learners that confirm their attendance for classes need to notify the REIT no later than 5 working days prior to the session start date if they wish to cancel their class enrolment. A \$150 administration fee (per class) will be charged for late cancellations and no shows unless the appropriate notification has been given.

**Student zoom class cancellation/no show**

Learners that confirm their attendance for zoom classes need to notify the REIT no later than 5 working days prior to the session start date if they wish to cancel their zoom class enrolment. A \$50 administration fee (per zoom class) will be charged for late cancellations and no shows unless the appropriate notification has been given.

**UNAUTHORISED ATTENDEES AT ONLINE INTERACTIVE WEBINARS (INCLUDING ANY TRAINING BY VIDEO CONFERENCE)**

Where access is given or a student registers for live video conference or webinar training, access to the training sessions is to be utilised only by the registered user. Any links to video conferencing sessions are provided to **registered users only**, with links not to be provided and shared with anyone not registered for the training session (including work colleagues). In addition, learners are not permitted to share their own screens or allow other unregistered users to participate. If it appears that unregistered users are in attendance at training sessions due to links or access being shared, all parties involved will be removed from the training session with **no refund provided**.