



Fees, Refunds and Financial Management Policy & Procedure

Organisation: Australian Leading Institute of Technology (ALIT) **RTO Code:** 45156

Quality Area: 4 – Governance **Standard:** RTO Standards 2025 – Standards 3 & 5 / ESOS National Code Standards 3 & 5 **Document Owner:** CEO / Operations Manager **Review Cycle:** Annual

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1. Purpose

This policy establishes ALIT's obligations and procedures for the transparent management of fees, refunds, tuition protection, and financial hardship in accordance with the RTO Standards 2025, the ESOS Act 2000, and the Tuition Protection Service (TPS) framework.

2. Scope

Applies to all enrolled and prospective learners (domestic and international), all staff involved in fee collection, refund processing, or financial counselling, and ALIT's financial management practices.

3. Policy Statement

ALIT is committed to transparent, fair, and ethical financial management. All fees are clearly communicated before enrolment. Refunds are processed honestly and promptly. ALIT meets all Tuition Protection Service obligations and ensures learners are not financially disadvantaged by provider default or course closure.

4. Fee Transparency

4.1 Fee Schedule

- ALIT publishes a current Fee Schedule on its website and makes it available in print on request
- The Fee Schedule sets out: tuition fees per qualification/unit, material/resource fees, assessment re-sit fees, RPL fees, and any other charges
- Fees are confirmed in writing in the student agreement prior to enrolment
- ALIT will not charge fees not disclosed in the Fee Schedule or student agreement

4.2 Pre-Enrolment Fee Disclosure

Before enrolment, ALIT provides each learner with:

- Total fees payable for the full qualification
- Payment schedule and due dates
- Information on available government subsidies, concessions, or VET Student Loan eligibility (where applicable)
- Refund policy summary
- Details of Tuition Protection arrangements (international learners)

4.3 Fee Changes

- ALIT will provide a minimum of **20 business days** written notice before any fee increase takes effect for existing learners
- Fee changes do not apply retrospectively to learners already enrolled under an existing fee agreement

5. Payment Terms

- Fees are due as specified in the student agreement and Fee Schedule



- ALIT accepts payment by: bank transfer, credit/debit card, or BPAY (where available)
- For international learners, ALIT complies with ESOS Act restrictions on pre-course fee collection:
 - No more than **50% of the total tuition fee** for a single study period may be collected before the period commences
 - The remaining balance is due as per the agreed instalment schedule
- Learners in arrears will be contacted within 5 business days; a payment plan may be arranged with approval from the Operations Manager

6. Refund Policy

6.1 Domestic Learners

| Circumstances | Refund Entitlement |
|--|--|
| Written withdrawal received 10+ business days before course start | Full refund of tuition fees paid |
| Written withdrawal received less than 10 business days before course start | Refund of tuition fees paid less an administration fee (not to exceed \$200) |
| Withdrawal after course commencement | Pro-rata refund for units not yet commenced, less administration fee |
| Withdrawal due to serious illness or compassionate grounds (with evidence) | Full refund or credit transfer at ALIT's discretion |
| Course cancelled by ALIT | Full refund of all fees paid |

6.2 International Learners (CRICOS)

| Circumstances | Refund Entitlement |
|--|---|
| Visa refused before course commencement | Full refund less an administration fee not exceeding \$500 |
| Written withdrawal 28+ days before course start | Refund of pre-paid tuition less an administration fee not exceeding \$500 |
| Written withdrawal less than 28 days before course start | Minimum 70% of pre-paid tuition for the study period refunded |
| Withdrawal after course commencement | Pro-rata refund for weeks not commenced in the study period |
| Course cancelled by ALIT | Full refund of all pre-paid tuition fees |
| Default by ALIT (unable to deliver course) | Full refund or placement with another CRICOS provider — see Section 7 |

All international learner refunds are processed in accordance with ESOS Act requirements.

6.3 Refund Process

1. Learner submits a written refund request to the Operations Manager with supporting documentation
2. ALIT acknowledges receipt within 2 business days
3. Refund decision is communicated in writing within **10 business days**
4. Approved refunds are processed within **20 business days** of the decision
5. Refund calculations are documented and retained in the learner's file

7. Tuition Protection Service (TPS)

ALIT is registered with the Tuition Protection Service as required under the ESOS Act for all CRICOS-enrolled international learners.

7.1 Provider Default



In the event that ALIT is unable to deliver a course to an international learner (provider default), ALIT will:

1. Notify all affected students and the TPS immediately
2. Assist affected students to find a suitable alternative CRICOS provider
3. Offer a full refund of unspent pre-paid tuition where a suitable alternative cannot be found
4. Cooperate fully with TPS processes and DoHA requirements

7.2 Student Default

Where a learner withdraws or is cancelled and does not meet refund entitlement criteria, ALIT will provide a written statement of the unspent tuition amount and retain it in line with TPS reporting obligations.

8. Financial Hardship

- ALIT recognises that learners may experience unexpected financial hardship during their studies
- Learners experiencing financial difficulty are encouraged to contact the Operations Manager or Student Support Officer as early as possible
- ALIT may offer: a payment plan, deferral of fees, or referral to government financial assistance programs
- Financial hardship applications are assessed individually and documented; decisions are made within 10 business days

9. Roles and Responsibilities

| Role | Responsibility |
|-------------------------|---|
| CEO | Approve Fee Schedule; oversee TPS compliance; authorise exceptional refunds |
| Operations Manager | Manage fee collection; process refunds; maintain financial records |
| Student Support Officer | Refer learners with financial hardship; assist with refund applications |
| Compliance Officer | Monitor ESOS financial obligations; maintain TPS reporting records |
| Enrolment Staff | Disclose fees accurately at pre-enrolment; provide student agreement |

10. Related Documents

- Policy: Student Information Pre-Enrolment
- Policy: Enrolment and Admissions
- Policy: Records Management and Data Reporting
- Policy: Student Feedback, Complaints and Appeals
- Policy: Governance and Accountability

11. Review and Approval

| Version | Date | Approved By | Changes |
|---------|------------|-------------|---------------|
| 1.0 | April 2026 | CEO, ALIT | Initial issue |