



POLICY AND PROCEDURE

| Tuition Fees and Charges | | |
|---|---|-----------------------------|
| Version 1.0 | Issued on 01/07/2025 | Review by 01/07/2026 |
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| Approval and Endorsement | Principal Executive Officer - khalid.h@aiit.vic.edu.au | |
| Refer to the following Legislative Frameworks | | |
| National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 | Division 5 - Feedback, complaints and appeals (Standard 2.7 and Standard 2.8) | |
| National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 | Division 3 - Accountability (18. Prepaid fee protection measures 1, 2, 3, 4) | |
| National Code of Practice for Providers of Education and Training to Overseas Students 2018 | Standard 1, Standard 2, Standard 3, Standard 4, Standard 7, Standard 9, Standard 10 | |
| Other | Australian Consumer Law (ACL) Education Services for Overseas Students (TPS Levies) (Risk Rated Premium and Special Tuition Protection Components) Instrument 2018 Privacy Act 1988 Tuition Protection Service (TPS) Charter VET Student Loans Act 2016 | |
| Related Documents and/or Supporting Resources (Internal) | | |
| <p>Australian International Institute of Technology Orientation Presentation and Materials Australian International Institute of Technology Pre-Enrolment Fact Sheets Australian International Institute of Technology Program Guides Australian International Institute of Technology Student Handbook Australian International Institute of Technology Student Written Agreement Form: Application Form: Special Consideration (Financial Hardship) Form: Complaints and Appeals Lodgement Form: Letter of Offer (Conditional) Policy and Procedure: Complaints and Appeals Policy and Procedure: Credit Transfer Exemptions Policy and Procedure: Deferment, Suspension, Withdrawal or Cancellation of Enrolment Policy and Procedure: Education Agents Policy and Procedure: Marketing Information and Practices Policy and Procedure: Overseas Student Transfers Policy and Procedure: Privacy Policy and Procedure: Recognition of Prior Learning Policy and Procedure: Refund and Pre-Paid Fees Register (Complaints and Appeals) Register (Tuition Fees and Charges)</p> | | |
| Related Documents and/or Supporting Resources (External) | | |
| Tuition Protection Service (TPS) Charter | | |

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1. Purpose

Australian International Institute of Technology applies a range of course, tuition fees and charges for programs and courses in relation to market demand. Students are provided with detailed information about all course, tuition fees and charges in the “*Pre-Enrolment Fact Sheets*”, “*the Program Guide*”, “*the Corporate Website*”, “*the conditional Letter of Offer*”, “*the Student Agreement*”, the “*Student Handbook*” and during the *Student Orientation, Onboarding and Induction*” program.

2. Scope

This policy and procedure must be observed by all Australian International Institute of Technology potential and current students as a condition of their enrolment, Certificate of Enrolment (CoE) and signed student written agreement.

All course, tuition fees and charges the student will be or may be required to pay during the period of enrolment are specified and explained and are aligned to “*Australian Consumer Law (ACL)*”.

3. Definitions

Application Fee - refers to the administration and processing fee for enrolling a student. This is not refundable.

Course Fees - are listed in the most recent fees schedule, available from the Student Services Manager or via the Student Handbook

Financial Support Arrangement - means a VET student loan issued under the “*VET Student Loans Act 2016*”, a government-funded subsidy or any other government-funded financial support arrangement.

Prepaid Fee - means any fee relating to the delivery of services paid to an NVR registered training organisation by, or on behalf of an individual prior to the services to which the fee relates being delivered by the organisation.

Late Tuition Fee charges - will be charged if student is unable to pay the tuition fee on agreed date as per the payment plan provided along with the offer letter or otherwise agreed to pay on extension of payment granted.

Material Fees - refers to the fee for resources and material provided to the students for study.

OSHC Fee - refers to the fee for Overseas Student Health Cover (OSHC), medical insurance scheme for Overseas Students

Tuition Fees - refers to the cost of a qualification from a nationally endorsed Training Package or accredited course in which a student has enrolled.

Tuition Protection Service - The “TPS” is a placement and refund service to assist overseas students whose registered providers are unable to fully deliver their course of study. The TPS ensures overseas students can either:

- Complete their studies in another course or with another registered provider; or,
- Receive a refund of their unspent tuition fees.

4. General Guidelines

Students will be notified about the total tuition fees that they are required to pay prior to enrolment and admission into a course.

Total fees = “*Tuition fee + Materials Fee (Non-Tuition fee) + Enrolment Fee (Non-Tuition fee)*”.

A minimum deposit payment is required for each course as outlined in the “*Conditional Letter of Offer*”. This amount must be paid prior to course commencement and accompany the signed written agreement as acceptance.

Australian International Institute of Technology “**will not accept**” any tuition or material fees until the student has signed and accepted the “*Student Written Agreement*”.

Australian International Institute of Technology does not require, a prospective or current student to prepay fees in excess of a total of “**\$1,500.00 (AUD)**”.

Credit card payments may incur a surcharge from the student’s banking institute.

Payments utilising the point of sales (POS) terminal (EFTPOS) will be subjected to an additional “**02%**” surcharge

Payments utilising the external “*AfterPay*”, “*Zip Pay*”, or any other advanced payment or loan service will be subjected to an additional “**08%**” surcharge.

Payments for all fees must be in **Australian Dollars (AUD)** by cash, bank cheque, electronic funds transfer (EFT), credit card or debit card “**made payable to Australian International Institute of Technology only**”. (Note - bank cheques take up to “**five (5) working**” days to clear into our account).

Course fees must be paid in accordance with the Individual “*Student’s Individual Payment Plan*”, the student payment plan can be referenced from the Student Written Agreement or from the Wisenet Learner APP.

Payment Plans and Special Consideration for “*Financial Hardship*” are available to all students and individual circumstances will be taken into consideration during the enrolment process or as requested. For more information, please refer to Sub-section 9 of this policy and procedure for the terms and conditions for financial special consideration.

Recognition of Prior Learning (RPL) fee is charged per Unit of Competency and is explained in each “*Recognition of Prior learning (RPL) skill kit*”,

Australian International Institute of Technology “**will not issue**” any AQF Certification Documents, qualification, Certificates, Statement of Attainment (SoA), Record of Results (RoR), Official Letters or official documents until all tuition fees are paid in full.

Refunds will be granted according to the “*Refund and Pre-Paid fees policy and procedure*”.

Please refer to <https://aiit.vic.edu.au/pol-pro> for more information.

5. Course Fees, Tuition Fees and Charges

5.1 General Course Fees, Tuition Fees, and Charges

Australian International Institute of Technology will charge a range of Tuition and Non-Tuition fees and charges for its courses:

- Students will be charged the Tuition Fee as referenced in the conditional “*Conditional Letter of Offer*”, the “*Confirmation of Enrolment (CoE)*” and the “*Student Written Agreement*”.
- Prospective students will be provided with information relating to tuition fees, charges, and refunds prior to commencement of their course, providing the prospect the opportunity to make an informed decision. This information will be in the form of a conditional “*Letter of Offer*” and “*Student Written Agreement*”.
- Students will be charged for resource textbooks and other training materials including, if relevant, uniforms, knife kits, and personal protective equipment (Material fees) as per the payment plan as advised in the conditional “*Conditional Letter of Offer*” and “*Student Written Agreement*”
- Recognition of Prior Learning (RPL) fee is charged per Unit of Competency as advised in the conditional “*Letter of Offer*” and “*Student Written Agreement*”.
- Units of Competency that have been awarded credit transfer exemption outcomes **will not be charged**.
- Additional fees and charges may apply resulting from any variation to the original Course Duration
- Reenrolment and reissuance of “*Confirmation of Enrolments (CoEs)*” will be subjected to additional fees and administrative charges.
- Reassessment Fees are charged per Unit of Competency and require Faculty approval. Reassessment Fee calculations consider volume of learning and amount of training requirements and are further charged by the type of assessment(s) being facilitated (Knowledge Evidence, Performance Evidence, or Work Placement). Please refer to the Assessment Policy and Procedure for more information.
- Credit card payments may incur a surcharge from the student’s nominated banking institute.
- Payments utilising the point of sales (POS) terminal (EFTPOS) will be subjected to an additional surcharge (**02%**).
- Payments utilising the external “AfterPay”, “Zip Pay”, or other advanced payment service will be subjected to an additional surcharge (**08%**).

5.2 Late Payment of Tuition Fees and Other Financial Penalties

5.2.1 Late Payment Penalty Fees

- A Late Tuition Fee payment fee of “**\$35.00 (AUD) per week**” or “**02% of outstanding fees payable**” will be applied after the due date (Whichever is Higher).
- All students will be issued with a “**seven (7) day Student Initiated Default Warning**” notice before the late Tuition Payment penalty fee is implemented.

5.2.2 Bank Payment Dishonour Fees

- Student’s defaulting due to a “*Bank Payment Dishonour Fee*” will be charged an additional “**\$35.00 (AUD)**” per offence.

5.2.3 Other Penalties and Charges

Academic Penalties

- Knowledge Evidence (KE) Late Submissions (without Faculty approval) and/or Reassessment Process Fee will be charged “**\$150.00 (AUD)**” per assessment task submission.
- Performance Evidence (PE) Late Submissions (without Faculty approval) and/or Reassessment Process Fee will be charged “**\$250.00 (AUD)**” per assessment task submission.
- Performance Evidence (PE) Catch Up Classes Trade Challenge Test Ingredients and Utilities Fee will be charged “**\$350.00 (AUD)**” per unit of competency.

Non-Academic Penalties and Charges

- Student ID Card Reissuance (Lost Card) will be charged “**\$15.00 (AUD)**”.

- Testamur or Official AQF Documents Replacement or Reissuance will be charged “**\$50.00 (AUD)**”.

Finally, for the current detailed summary of all endorsed Tuition Fees and Charges please refer to “*Register (Tuition Fees and Charges)*” or <https://www.aiit.vic.edu.au/fee>.

6. Protecting Fees Being Pre- Paid in Advance

- Australian International Institute of Technology acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered.
- Australian International Institute of Technology will accept payment of “**no more than \$1,500.00 (AUD)**” from current or prospective students prior to the commencement of the course.
- Once the course commences, Australian International Institute of Technology will require payment of additional tuition fees in scheduled payments as per the Payment plan from the student but only such that, at any given time, the total amount required to be paid “**does not exceed \$1,500.00 (AUD)**”.
- Australian International Institute of Technology pays the “*Tuition Protection Service (TPS) Levy*”. Australian International Institute of Technology will inform students about the how to access the “*Tuition Protection Service (TPS)*” via Australian International Institute of Technology’s website.
- This information will also be provided to students prior to enrolment, via the “*Conditional Letter of Offer*” and the “*Student Written Agreement*”.
- In the case where Australian International Institute of Technology is not able to deliver the course to the students, the “*Tuition Protection Service (TPS)*” ensures that international students are able to either:
 - Complete their studies in another course or with another education provider or
 - Receive a refund of their unspent course fees.

7. Debt Collection

- The debt for tuition fees payable becomes immediately due when the student fails to honour instalment payments.
- Australian International Institute of Technology will make all reasonable efforts to contact the students via mail, email, or SMS.
- Failure to return contact will result in referring the matter to a solicitor or debt collector.
- In case the issue is referred to a debt collector or solicitor the student will be liable for all charges including financial charges.
- Non-payment of fees will result in the cancellation of the enrolment; the student will be issued with a Statement of Attainment (SoA) or a Record of Results (RoR), unofficial Transcript and/or in the units of competency completed.

8. Cooling Off Period

- The “*Australian Consumer Law (ACL)*” gives consumers who enter into an unsolicited contract, the right to cancel the contract within a cooling off period.
- The purpose of a **cooling off period** is to protect a student from being bound by an unsolicited contract that does not fit their needs, by giving them time to reassess and cancel the contract if necessary.
- The cooling off period for individuals is “**ten (10) working days**”.
- The cooling off period commences from the day after the “*Student Written Agreement*” is signed.
- The student can cancel the Student Written Agreement during the “**ten (10) working days**” by emailing a written cancellation request to Australian International Institute of Technology.

9. Financial Special Consideration and Payment Plans (Financial Hardship)

When applying for Financial Hardship and Financial Special Consideration, you need to provide supporting evidence to show why you can’t complete your tuition fee payments, as scheduled in your payment plan, due to exceptional circumstances beyond your control.

Circumstances are “*beyond your control*” if a situation occurs, which:

- Is not due to your action or inaction (either direct or indirect); and,
- You were not responsible for; and,
- Is unusual, uncommon or abnormal.

9.1 Eligibility

To be eligible for a “*Financial Special Consideration*” or a “*Revised Payment Plan*” you can apply through the financial special consideration process as long as you can provide verifiable and valid supporting documents to support your financial hardship and/or exceptional circumstances.

Exceptional circumstances will include, but are not limited to:

- Are beyond your control and current means; and,
- Did not make their full impact on you until the enrolment or course commencement date or after.

Circumstances that make it impossible for you to complete your financial tuition fee payments may include the following examples only:

- Medical circumstances - For example, your medical condition has changed to such an extent that you're unable to continue studying
- Family and/or personal circumstances - For example, death or severe medical problems within your immediate family or unforeseen immediate family financial difficulties
- Other special circumstances, such as a natural disaster or other emergency in Australia or your country of origin directly impacting you or your immediate family.

9.2 Applying for Financial Special Consideration

Applicants for “*Financial Special Consideration*” must submit a formal application, using the “*Financial Special Consideration Form*”, and provide supporting documents as evidence of their financial hardship to fee@ait.vic.edu.au.

Evidence and supporting documents required for Financial Special Consideration applications include:

- Completed Financial Consideration Application Form (Internal Document);
- Evidence of Financial Hardship including Bank Statement, Pay Slip, Account Summary;
- Statuary Declaration and/or a Statement of Purpose.

9.3 Providing falsified evidence or false and misleading information

When you apply for Financial Special Consideration, you must provide Finance information that's true, accurate and complete, without intending to mislead or gain advantage.

If you make a false statement or provide falsified supporting documents, Australian International Institute of Technology won't approve your application and we may take further action in alignment with the terms of reference of “*Australian Consumer Law (ACL)*” as highlighted in the Student Written Agreement.

9.4 Approval Process

All requests for Financial Special Consideration are approved by the Chief Executive Officer (CEO) or other delegated responsible person(s) as identified by the Chief Executive Officer (CEO).

Financial Special Consideration outcomes are reviewed without prejudice or biases with all decisions being evidence based only.

During an enrolment period (12 months) a student can apply for Financial Special Consideration on “**one (1) occasion only**”.

If an application is approved, you may receive one of the following revised payment options:

- Revised Payment Plan;
- Updated Payment Plan Schedule (Weekly, Fortnightly or Monthly);

- Revised Payment Due Date;
- Payment Extension.

If your application is rejected, you will be required to make your tuition fee payment as per your payment plan as scheduled in your “*Student Written Agreement*”.

Applicants can appeal a decision through the “*Stage 1 Complaints and Appeals process*”.

Refer to the “*Complaints and Appeals policy and procedure*” at <https://aiit.vic.edu.au/pol-pro> for more information.

All Financial Special Consideration applications outcomes are communicated, approved and rejected, to all applicants via an official email from fee@aiit.vic.edu.au once the review process and outcome has been determined.

Finally, the Financial Special Consideration review and approval process can take up to “**ten (10) working days**”.

9.5 Financial Special Consideration Student Initiated Default

Australian International Institute of Technology will make all reasonable efforts to contact the students via mail, email, or SMS should a student default and not make the revised tuition fee payment.

Failure to return contact will result in the issuance of an official warning and the potential referral of the matter to a solicitor or debt collector.

10. Responsibility

The Chief Executive Officer (CEO) is responsible for the effective implementation and management of this policy as well as provision of information on how to resolve complaints of breaches of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer (CEO) in person or by email to ceo@aiit.vic.edu.au.

11. References (Key)

| Source | Document Title | Version - Date |
|----------|---|-----------------------|
| External | Australian Competition and Consumer Commission (ACCC) https://www.accc.gov.au/consumers/contracts-agreements/entering-into-a-contract | (Accessed 01/07/2025) |
| | Australian Consumer Law (ACL) https://consumerlaw.gov.au/australian-consumer-law/legislation | (Accessed 01/07/2025) |
| | Commonwealth Ombudsman https://www.ombudsman.gov.au/ | (Accessed 01/07/2025) |
| | Education Services for Overseas Students Act 2000 https://www.legislation.gov.au/Details/C2017C00263 | 2000 |
| | Education Services for Overseas Students (ESOS) Regulations 2019 https://www.legislation.gov.au/Details/F2016C00681 | 2019 |
| | the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) | 2018 |
| | National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 https://www.legislation.gov.au/F2025L00354/asmade/text | (Accessed 01/07/2025) |
| | National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 https://www.legislation.gov.au/F2025L00355/asmade/text | (Accessed 01/07/2025) |
| | National Privacy Principles (NPP) https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles/ | PDF |
| | NCVER Glossary of VET https://www.voced.edu.au/vet-knowledge-bank-glossary-vet-terms | (Accessed 01/07/2025) |
| | Privacy Act 1988 https://www.legislation.gov.au/Details/C2014C00076 | 1988 |
| | Tuition Protection Service (TPS) https://tps.gov.au/Home | (Accessed 01/07/2025) |
| | Tuition Protection Service (TPS) - International Students https://www.education.gov.au/tps/international-students | (Accessed 01/07/2025) |

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