AITT Fees, Charges and Refund Procedure

AITT RTO 50834

The steps AITT staff follow to quote and collect fees within the upfront fee limit, set up payment plans, and receive, calculate, approve, pay and record a refund — giving effect to the AITT Fees, Charges and Refund Policy.

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Policy Title: AITT Fees, Charges and Refund Procedure

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1. Purpose

This procedure sets out the steps AITT staff follow to give effect to the AITT Fees, Charges and Refund Policy. It is written for staff.

The rules — what a student pays, the upfront fee limit, and what they are entitled to on withdrawal — are in the policy. This document is how those rules are carried out, by whom, and in what order.

2. Scope

This procedure applies to every enrolment, payment, withdrawal and refund handled by AITT or by a third party acting on AITT’s behalf, in any business unit and in any state.

3. Roles

Administration

Quotes fees, issues invoices, checks the upfront fee limit before accepting payment, sets up payment plans, receives withdrawal requests, calculates refunds and processes payment once approved.

Chief Executive Officer or authorised delegate

Approves every refund before payment, approves custom payment plans, and decides special circumstances requests.

Compliance

Monitors that the upfront fee limit is being observed, reviews refund records at the quarterly compliance review, and raises improvement actions where a pattern emerges.

4. Step 1 — Fee information before enrolment

Before a student enrols, Administration provides in writing:

- The total course fee, and any administration or resource charges that will apply
- The payment terms, including any payment plan and the deposit required

- The refund entitlements set out in the policy, or a link to the published policy
- Which items are not refundable

This information is provided on the enrolment form, the invoice and in the Student Handbook. A copy is retained on the student file — it is the evidence for Standard 2.1(2)(c)(iii).

5. Step 2 — Taking payment and checking the upfront limit

Before accepting any payment from a private student, Administration confirms that the payment will not take the amount AITT holds for training not yet delivered above $1,500.

The check is made at every payment, not only at enrolment:

- Add the proposed payment to any amount already held for undelivered training
- If the total exceeds $1,500, reduce the payment to the amount that brings the total to $1,500 and place the balance on a payment plan
- Record the check against the payment in the student management system

Where an enrolment requires a purchase order, the enrolment is not confirmed until the purchase order number is received.

This step does not apply to corporate and business-to-business arrangements, which are governed by the written agreement.

6. Step 3 — Setting up a payment plan

Where a private student requests a payment plan, Administration:

- Determines the deposit. The deposit is ordinarily $500. A lower deposit may be set where the student is enrolled in a government-funded program or holds a current concession card — sight the evidence and record what was sighted
- Collects the deposit, subject to the upfront fee limit check in Step 2
- Agrees one of the three standard plans — three, six or twelve monthly payments
- Sets the schedule so the amount held for training not yet delivered never exceeds $1,500 at any point
- Establishes the direct debit and confirms the deposit, the schedule and the total payable to the student in writing

Anything outside the three standard plans is a custom plan. This includes a different number of payments, a different frequency, and a deposit below the amount set for the student’s circumstances. A custom plan requires the written approval of the Chief Executive Officer before it is established, and the approval is retained on the student file.

A request to change an existing payment plan must be made in writing. Administration provides an outcome within five business days, and a change that takes the arrangement outside a standard plan is treated as a custom plan and referred to the CEO.

7. Managing the enrolment period

This runs alongside the steps below rather than after them.

Administration records the enrolment end date on every enrolment and confirms it to the student in writing before enrolment, together with the course fee and the refund terms.

At least thirty (30) days before the enrolment end date, Administration writes to the student to say the enrolment period is approaching its end, what remains outstanding, and how to request an extension. The reminder is recorded against the enrolment.

Where a student requests an extension in writing before the end date, Administration:

- Records the request and the date received
- Confirms with the trainer what remains outstanding and whether the requested time is reasonable
- Obtains a decision and responds to the student in writing within five (5) business days
- Where the extension is granted, updates the enrolment end date in the student management system and confirms the new date to the student
- Charges nothing for the extension

A request made after the end date has passed is referred to the Chief Executive Officer. AITT is under no obligation to grant it.

8. Step 4 — Receiving a withdrawal or refund request

A withdrawal or refund request must be made in writing. Where a student notifies verbally, Administration records it in writing on the same day, sends the record to the student and asks them to confirm it is accurate.

On the day the request is received, Administration:

- Records the request in the student management system with the date received
- Confirms receipt to the student in writing within five (5) working days
- Issues the Withdrawal Notification Form and Refund Application Form where these have not already been completed
- Checks whether the student has raised a complaint or appeal, and if so links the two matters

9. Step 5 — Establishing the facts

Before calculating anything, Administration establishes and records:

- The date enrolment was confirmed in writing, and whether the request falls within ten business days of it — this determines which refund band applies
- The course start date — the first scheduled day of training, or for self-paced delivery the date access to materials was given
- Whether training has commenced, measured against the course start date — this determines how much has been delivered and therefore the size of a pro-rata refund
- The enrolment end date, and whether the enrolment period has already ended — if it has, no refund is payable other than under special circumstances
- Whether an extension was requested, and if so when and with what outcome
- Which units of competency the student has submitted any assessment for, taken from the submission records in the student management system rather than from recollection
- Which units of competency AITT has delivered the scheduled training for, taken from the training and assessment strategy, the timetable and the attendance records. A unit counts as delivered whether or not the student attended
- Total fees paid to date, and what they were paid for
- Whether any learning materials were issued, and whether they have been returned in resaleable condition
- Whether the enrolment is private, government-funded, corporate or under a third-party arrangement
- Whether the student has raised special circumstances, and what evidence has been provided

10. Step 6 — Calculating the refund

Apply the refund schedule in the policy to the facts established in Step 5. Where more than one row could apply, apply the row most favourable to the student.

Within the cooling-off period

Refund all fees paid. Deduct only the value of any learning materials issued and not returned in resaleable condition. No administration fee applies.

After the cooling-off period, before the enrolment period ends — the pro-rata calculation

Divide the total course fee by the number of units of competency in the course to give a unit value. Multiply the unit value by the number of refundable units. Deduct an administration fee of 20% of the course fee, capped at $500. Deduct the value of any materials issued and not returned in resaleable condition, and any non-recoverable third-party cost already incurred.

Which units are refundable

A unit is refundable only where both of the following are true:

- The student has submitted no assessment evidence for that unit

- AITT has not delivered the scheduled training for that unit

If either has occurred, the unit is not refundable. Whichever happened first is the point at which the unit stopped being refundable, and neither completion nor a competency outcome is relevant.

In practice, submission is the deciding test for self-paced and online enrolments, and delivery is the deciding test for classroom or on-site enrolments. Check both in every case rather than assuming which applies.

Where the student withdraws after the cooling-off period and neither has occurred, the pro-rata step returns the full course fee and only the administration fee and any deductions above are taken. That outcome is intended.

After the enrolment period has ended

No refund is payable. Record the enrolment end date and the date the request was received. Refer the matter to the Chief Executive Officer only where the student has raised special circumstances, or where there is any suggestion that AITT did not make the training, assessment or support available as agreed.

Government-funded, corporate and third-party enrolments

Apply the funding contract or written agreement first. Apply the standard schedule only where that document is silent.

Record the calculation in full — the inputs, the method and the result — so the basis of the decision can be shown later. A refund decision that cannot be reconstructed is an audit finding.

11. Step 7 — Approval

Every refund is approved by the Chief Executive Officer or an authorised delegate before payment is made. Administration submits the request, the established facts and the calculation.

Special circumstances requests are decided by the Chief Executive Officer, who records the decision and the reasons, including where a refund is granted outside the standard schedule.

The assessment is completed within ten (10) working days of a complete request being received.

12. Step 8 — Payment

Once approved, Administration pays the refund within twenty (20) working days.

Where a refund may be paid — security control

A refund may only be paid to one of the following:

- The original payment method used to pay the fees — for example refunded to the same card, or to the bank account the direct debit was drawn from
- A bank account held in the student's own name

Before releasing any payment to a bank account, Administration verifies that the account name matches the student's name as recorded on the enrolment, and records the BSB, account number and account name checked against the refund file.

AITT does not pay a refund to a third party. A request to pay a refund to another person's account, to an account in a different name, or to a new account provided by email without verification, is refused and referred to the Chief Executive Officer. This applies even where the student asks for it in writing, because a request of that kind is a common form of payment redirection fraud.

Where the fees were paid by an employer, a funding body or another organisation, the refund is returned to that payer and not to the student, in accordance with the applicable agreement.

Where the original payment method is no longer available — a closed card or account — Administration obtains evidence of the student's identity and of the account in their name before paying, and records what was sighted.

Administration writes to the student confirming the amount refunded, how it was calculated, and any amount not refunded with the reason.

13. Step 9 — Certification and enrolment records

Regardless of the refund outcome, Administration:

- Issues a Statement of Attainment for every unit of competency the student completed
- Updates the enrolment status in the student management system
- Ensures the withdrawal is reflected in AVETMISS and state reporting
- Cancels any remaining direct debit under a payment plan

14. Step 10 — Where the student disputes the outcome

Administration advises the student in writing that they may make a complaint or lodge an appeal under the AITT Student Complaints and Appeals Policy at no cost, including review by an independent third party, and provides the link.

The matter is then managed under that policy and recorded in the Complaints and Appeals Register. The refund decision stands until the complaint or appeal is determined.

15. Records

The following records are created and retained under this procedure, in accordance with the AITT Records Management Policy:

- Written fee information provided before enrolment
- The upfront fee limit check recorded against each payment
- The enrolment end date, the 30-day reminder, and any extension request, decision and revised end date
- Payment plan agreement and any approved variation
- Withdrawal Notification Form and Refund Application Form
- The established facts and the refund calculation
- The approval and the reasons, including for a special circumstances decision
- The account verification performed before payment, including the account name checked
- Confirmation of payment to the student

16. Monitoring and Reporting

Compliance reviews refund records at each quarterly compliance review and reports on:

- Refund requests received, approved, declined and outstanding
- Any request not assessed within ten working days or paid within twenty, and the reason
- Any instance where the $1,500 upfront limit was exceeded, which is treated as a compliance breach and recorded in the Risk Register
- Any request to redirect a refund to a third party, which is reported to the CEO whether or not it was acted on
- Whether the 30-day enrolment period reminder was sent for every enrolment reaching its end date, since a refusal to refund after expiry depends on the student having been told
- Extension requests received, granted and refused
- Patterns in the reasons students give for withdrawing, which are referred to the Quality Improvement Register

17. Related Documents

- AITT Fees, Charges and Refund Policy
- AITT Student Complaints and Appeals Policy and Procedure
- AITT Refund Application Form, AITT Withdrawal Notification Form and AITT Direct Debit Agreement
- AITT Student Commencement Process Policy
- AITT Resulting and Issuance of Certification Policy and Procedure
- AITT Records Management Policy

18. Monitoring and Review

This procedure is reviewed with the AITT Fees, Charges and Refund Policy, and earlier where monitoring shows the timeframes are not being met or the upfront fee limit is not being observed.

19. Document History

Version	Approved	Change
7	December 2025	Titled a procedure but containing a second set of refund rules, payment plan terms and charges, some of which conflicted with the Cancellation Policy.
8.0	September 2026	Rewritten as an actual procedure. All rules moved up into the AITT Fees, Charges and Refund Policy. This document now sets out the steps, the roles, the timeframes and the records, including the upfront fee limit check at every payment, the deposit and standard payment plan options with CEO approval for anything else, management of the enrolment period and free written extensions, the pro-rata refund calculation method now keyed to submission or delivery rather than completion, and a payment security control restricting refunds to the original payment method or an account in the student's own name.

20. Approval

Policy Title	**AITT Fees, Charges and Refund Procedure**
Policy Owner	CEO – Hanif Kuthubutheen
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Approved By	CEO – Australian Institute of Technology Transfer (AITT)

Signature

Hanif Kuthubutheen

Chief Executive Officer

AITT