



Australian Institute of
Technology Transfer



AITT Fees, Charges and Refund Policy

AITT RTO [50834](#)

AITT's fees, charges and refund arrangements — what students pay, the limit on fees taken in advance, what a student is entitled to when they withdraw, and how corporate, government-funded and third-party arrangements differ.
Consolidates and replaces the AITT Cancellation Policy.

September 2026

V8.0

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Policy Title: AITT Fees, Charges and Refund Policy**Policy Owner: Chief Executive Officer****Policy Version: 8.0****Approval Date: September 2026****Review Date: December 2027****1. Purpose**

This policy sets out AITT's fees, charges and refund arrangements so that students and clients know, before they enrol, what they will pay, what they will get back if they withdraw, and how a refund is worked out.

It consolidates and replaces the AITT Cancellation Policy, which set out different refund terms for the same circumstances. Where any earlier AITT document states a refund entitlement inconsistent with this policy, this policy prevails.

2. Scope

This policy applies to:

- Private and self-funded students paying their own fees
- Students undertaking training under government-funded programs
- Students undertaking employer-funded, corporate or business-to-business training
- Training delivered directly by AITT or through approved third-party or auspice arrangements

It applies across all three business units and in every state in which AITT operates.

3. Definitions**Course start date**

The first scheduled day of training. For self-paced, online or blended delivery, the date on which the student is given access to the learning materials.

Commencement

Training has commenced when the course start date has passed. Confirming an enrolment, issuing an invoice or accepting payment does not of itself constitute commencement. Commencement determines how much training AITT has delivered, and therefore the size of a pro-rata refund; it does not determine which refund band applies.

Confirmation of enrolment

The date AITT confirms in writing that a student's enrolment has been accepted. This is the date from which the refund bands in this policy are measured.

Private student

A student paying their own fees, whether in full or under a payment plan. Does not include a student whose fees are paid under a corporate, employer or government-funded arrangement.

Corporate or business-to-business arrangement

Training purchased by an employer, business, school or other organisation under a written agreement with AITT, rather than by an individual student.

Enrolment period

The period during which a student is enrolled and entitled to access training, assessment and support for their course, ending on the enrolment end date. The enrolment end date is confirmed in writing before enrolment and recorded on the student's enrolment.

Submitted

A student has submitted in a unit of competency when they have lodged any assessment evidence for that unit with AITT, by any means and whether or not it is complete, and whether or not it is later judged competent.

Delivered

AITT has delivered a unit of competency when the scheduled training for that unit has been provided — for example the scheduled class or session has been held, whether or not the student attended. Making learning materials available online does not of itself constitute delivery of a unit.

Upfront fees

Any amount paid to AITT for training and assessment that has not yet been delivered.

4. Policy Statement

AITT ensures that:

- All fees, charges and refund conditions are clearly communicated in writing before enrolment
- Students are informed of eligibility criteria, standard fees, concession fees and any additional charges
- Refund entitlement is based on the training AITT has actually delivered, not on the date an enrolment was confirmed
- Refund conditions are fair, transparent and not misleading
- Fees and refunds are administered consistently and in accordance with regulatory and contractual requirements

5. The Upfront Fee Limit

AITT will never accept more than \$1,500 in upfront fees from a private student.

Where the total course fee exceeds \$1,500, the balance is collected after training has commenced, under a payment plan. At no time will the amount AITT holds from a private student for training and assessment not yet delivered exceed \$1,500.

This limit applies continuously throughout the enrolment, not only at the point of enrolment. It does not apply to corporate and business-to-business arrangements, which are governed by the written agreement between AITT and the purchasing organisation.

This is AITT's prepaid fee protection measure for the purposes of the Compliance Requirements made under the Standards for RTOs 2025.

6. Fees and Charges

Course fees are published before enrolment and confirmed in writing on the enrolment form and invoice. In addition to course fees, administration and resource charges may apply. These may include, but are not limited to:

- Administration charges
- Enrolment fees
- Booking fees
- Essential learning resources and textbooks
- Photocopying
- Re-issuing of receipts
- Change of enrolment
- Additional copies or re-issue of a qualification or Statement of Attainment

All such charges are disclosed in writing before enrolment, in accordance with the Australian Consumer Law and Standard 2.1 of the Standards for RTOs 2025.

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

AITT may withhold issuance of a qualification, certificate or Statement of Attainment until all agreed fees have been paid.

7. Payment Plans

Payment plans are available to private students. A minimum deposit applies, and no deposit or payment may take the amount held for undelivered training above the \$1,500 upfront limit.

Deposit

The minimum 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. The deposit applying to an enrolment is confirmed in writing before the payment plan starts.

Standard plans

AITT offers three standard payment plans:

- Three (3) monthly payments
- Six (6) monthly payments
- Twelve (12) monthly payments

Custom plans

Any arrangement outside the three standard plans — including a different number of payments, a different frequency, or a deposit below the amount set for the student's circumstances — is a custom plan and requires the written approval of the Chief Executive Officer.

All payment plans are interest free and administered by direct debit. Requests to change a payment plan must be made in writing, and an outcome is provided within five business days.

8. Course Deferment or Cancellation by AITT

AITT reserves the right to defer or cancel a course, change course start dates, change units of competency within a course, and amend course programs.

Where AITT exercises that right:

- Where AITT cancels a course before it commences, all monies paid are refunded in full within ten (10) working days
- Where a course start date is deferred and the new date is not acceptable to the student, all monies paid are refunded in full within ten (10) working days of the student notifying AITT
- Where AITT cancels a course after training has commenced, fees paid for training not yet delivered are refunded, and a Statement of Attainment is issued for all units completed

No administration fee is deducted where AITT cancels or defers a course.

9. Refund Entitlements — Private and Self-Funded Students

Refund entitlement is measured from the date enrolment is confirmed. Where training has already commenced, the amount refunded is worked out pro-rata against the units of competency AITT has actually delivered. The following applies where a private or self-funded student withdraws:

When the student withdraws	Refund entitlement
Within ten (10) business days of confirmation of enrolment — the cooling-off period	Full refund of all fees paid, less the value of any learning materials issued and not returned in resaleable condition. No administration fee applies.
After ten (10) business days from confirmation of enrolment, and before the enrolment period has ended	A pro-rata refund of fees paid for units of competency that AITT has not delivered and in which the student has not submitted any assessment, less an administration fee of 20% of the course fee, capped at a maximum of \$500. No refund applies for a unit the student has submitted in, or that AITT has delivered. A Statement of Attainment is issued for all units completed.

After the enrolment period has ended	No refund. Fees are not refundable once the enrolment period has ended, whether or not the student engaged with the course, because AITT has made the training, assessment and support available for the whole of that period.
Special circumstances	Where a student is unable to continue because of serious illness, injury, bereavement or other circumstances beyond their control, and provides supporting evidence, a full or partial refund may be granted at the discretion of the Chief Executive Officer regardless of the rows above, including after the enrolment period has ended.

Where a student is entitled to a refund under more than one row, the row most favourable to the student applies.

Where a student withdraws after the cooling-off period but before training has commenced, AITT has delivered nothing and the student has submitted nothing, so the pro-rata calculation returns the full course fee and only the administration fee is deducted.

A unit stops being refundable at whichever of these happens first:

- The student submits any assessment evidence for that unit, because AITT then incurs the cost of assessing it
- AITT delivers the scheduled training for that unit, because AITT has then provided and paid for that training whether or not the student attended or submitted

Completion is not the test, and neither is a competency outcome. A student who has been enrolled for some time but has neither submitted anything nor had any training delivered remains entitled to a pro-rata refund for every unit, provided the enrolment period has not ended.

For self-paced and online delivery, the practical test is usually submission, because units are not delivered on a schedule. For classroom or on-site delivery, the practical test is usually delivery, because the training is provided on set dates.

A Statement of Attainment is issued for every unit of competency completed, whether or not a refund is payable.

10. Enrolment Period and Extensions

Every enrolment has an end date. The enrolment end date is confirmed to the student in writing before enrolment, is recorded on the enrolment, and is the date on which the student's entitlement to training, assessment and support ends.

AITT will remind a student in writing that their enrolment period is approaching its end date, at least thirty (30) days before that date, and will set out how to request an extension.

Requesting an extension

A student may request an extension of their enrolment period by writing to AITT before the enrolment end date. The request should state why more time is needed and how much time is sought.

AITT decides the request and responds in writing within five (5) business days. Where an extension is granted, AITT confirms the new enrolment end date.

AITT does not charge a fee for an extension.

A request made after the enrolment end date has passed may still be considered at the discretion of the Chief Executive Officer, but AITT is under no obligation to grant it.

Effect on refunds

No refund is payable once the enrolment period has ended. This applies whether or not the student engaged with the course, because AITT has made the training, assessment and support available for the whole of that period, and it applies in place of the pro-rata entitlement above.

Two things survive the end of the enrolment period. A student may still be granted a refund under Special Circumstances at the discretion of the Chief Executive Officer. And where AITT has failed to make the training, assessment or support available as agreed, the student's rights under the Australian Consumer Law are unaffected by the enrolment period having ended.

11. Government-Funded Training

Refunds for government-funded training are administered in accordance with the applicable funding contract and government requirements, which prevail over the schedule above.

Where a student contribution fee is payable and the funding contract is silent on refunds of that fee, the private and self-funded schedule above applies to the student contribution.

No refund is payable to a student for fees paid directly to AITT by a funding body.

12. Corporate and Business-to-Business Arrangements

Where training is purchased by an employer, business, school or other organisation under a written agreement with AITT, the fee, payment and refund terms set out in that agreement apply and prevail over the schedule above.

The \$1,500 upfront fee limit does not apply to corporate and business-to-business arrangements.

Where a written agreement does not address refunds, the private and self-funded schedule above applies.

An individual student enrolled under a corporate or business-to-business arrangement retains every right they hold under the Standards for RTOs 2025, including access to training and support services, the right to make a complaint

or lodge an appeal, and the right to receive certification for units completed. Nothing in a commercial agreement limits those rights.

13. Third-Party and Auspice Arrangements

Where training is delivered under a third-party or auspice arrangement, refund conditions are governed by the relevant agreement. Students are advised of the applicable terms before enrolment, and AITT remains responsible for ensuring those terms are disclosed and applied fairly.

14. Non-Refundable Items

The following are not refundable, and are disclosed to students in writing before enrolment:

- Learning materials that have been issued and are not returned in resaleable condition
- Third-party costs already incurred by AITT and not recoverable, such as licensing, regulatory or background check fees
- The fee for re-issuing a testamur or Statement of Attainment, which is a service charge rather than a course fee

15. Applying for a Refund

A student who wishes to withdraw, or to request a refund, must notify AITT in writing. The steps AITT follows — how a request is received, how entitlement is calculated, who approves it, and the timeframes that apply — are set out in the AITT Fees, Charges and Refund Procedure.

Refunds are assessed within ten (10) working days of a complete request being received, and paid within twenty (20) working days of approval. Refunds are returned to the original payer unless AITT has verified and approved an alternative in writing.

16. Consumer Rights

Nothing in this policy limits or excludes any right a student has under the Australian Consumer Law, including the consumer guarantees that services will be provided with due care and skill and be fit for purpose.

Where AITT fails to deliver training and assessment to the standard required, a student's remedy under the Australian Consumer Law applies regardless of the refund schedule in this policy.

17. Complaints and Disputes

A student who is dissatisfied with a fee, charge or refund decision may make a complaint or lodge an appeal under the AITT Student Complaints and Appeals Policy, at no cost, including access to review by an independent third party.

18. Records

AITT retains records of fees charged, payments received, refund applications, calculations, approvals and payments in accordance with the AITT Records Management Policy. Refund decisions and their reasons are recorded so the basis of each decision can be demonstrated.

19. Related Documents

- AITT Fees, Charges and Refund Procedure
- AITT Student Complaints and Appeals Policy and Procedure
- AITT Student Handbook
- AITT Student Commencement Process Policy
- AITT Resulting and Issuance of Certification Policy and Procedure
- AITT Records Management Policy
- AITT Training Product Transition Policy
- AITT Refund Application Form and AITT Withdrawal Notification Form

20. Legislative and Regulatory Framework

- Standards for RTOs 2025 — Standard 2.1 (information for students) and Standard 2.7 (complaints)
- Compliance Standards for NVR Registered Training Organisations — prepaid fee protection measures
- Competition and Consumer Act 2010, including the Australian Consumer Law
- National Vocational Education and Training Regulator Act 2011
- Applicable state and Commonwealth funding agreements in force from time to time

21. Monitoring and Review

AITT monitors compliance with this policy through review of fee collection and refund records, internal audits and compliance monitoring, and review of complaints and disputes relating to fees and refunds.

This policy is reviewed at least annually, in response to changes to regulatory, funding or contractual requirements, and following any audit finding or identified risk.

22. Document History

Version	Approved	Change
7	December 2025	Fees, Charges and Refund Policy v7, operating alongside a separate Cancellation Policy v2 and a Fees, Charges and Refund Procedure v7 that contained a second, conflicting set of refund rules.
8.0	September 2026	Consolidated. The AITT Cancellation Policy is retired and its content folded in. The refund schedule is simplified to two bands measured from confirmation of enrolment, plus special circumstances, with the amount refunded worked out pro-rata against units of competency actually delivered. The previous \$150 administration fee is removed; a single administration fee of 20% capped at \$500 applies outside the cooling-off period. A single upfront fee limit of \$1,500 for private students replaces the previous \$1,000 and \$1,500 figures. Payment plans updated to three, six or twelve monthly payments with a deposit that may be reduced for funded and concession students. A unit becomes non-refundable at whichever happens first — the student submits any assessment for it, or AITT delivers the scheduled training for it — rather than when the unit is completed. A new Enrolment Period and Extensions section provides that no refund is payable once the enrolment period has ended, with a free written extension process, a reminder to the student at least 30 days before the end date, and carve-outs for special circumstances and for failure by AITT to deliver. New sections added for corporate and business-to-business arrangements, non-refundable items, consumer rights and special circumstances. Operational rules previously held in the Procedure are now in this policy; the Procedure becomes a procedure.

23. Approval

Policy Title **AITT Fees, Charges and Refund Policy**

Policy Owner CEO – Hanif Kuthubutheen

Policy Version 8.0

Approval Date September 2026

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Approved By CEO – Australian Institute of Technology Transfer (AITT)

Signature 

Hanif Kuthubutheen

Chief Executive Officer

AITT