



Fees, Charges and Refunds Policy and Procedure

Australian Institute of Digital Technology Pty Ltd

Version 2.0 | Effective 1 June 2026

RTO
45801

CRICOS
03983J

ABN
70 643 935 586

Level 1, 377 Lonsdale Street, Melbourne VIC 3000
support@aidt.edu.au | 0411 441 061 | www.aidt.edu.au



POLICY 8

Fees, Charges and Refunds Policy and Procedure

Document Number	AIDT-POL-008	Version	2.0
Effective Date	1 June 2026	Next Review Date	June 2027
Policy Owner	CEO / Finance Manager	Approved By	CEO
Applicable Legislation & Standards	ESOS Act 2000 (ss.17, 29, 46A); Education Services for Overseas Students (Calculation of Refund) Instrument 2024 (F2024L01231); National Code 2018 (Standard 7); Tuition Protection Service (TPS) Provider Obligations; Competition and Consumer Act 2010 (Cth) Schedule 2 (Australian Consumer Law)		

1. Purpose

This policy establishes AIDT's approach to fee transparency, fee collection, fee protection, and the calculation and payment of refunds. It is designed to ensure that students at all times have complete and accurate information about their financial obligations to AIDT, that fees are collected only within the limits prescribed by the ESOS Act, and that refunds are calculated using the prescribed methodology and paid promptly. Fee-related complaints are one of the most common categories of complaint received by the Overseas Students Ombudsman, and the quality and transparency of AIDT's fee and refund processes are a direct indicator of the fairness with which AIDT treats its students.

AIDT's fee obligations are not merely contractual — they are regulatory. The ESOS Act sets minimum refund entitlements that AIDT cannot contractually reduce. The Education Services for Overseas Students (Calculation of Refund) Instrument 2024 prescribes the calculation methodology for default-scenario refunds. The Written Student Agreement must set out all fees with precision before any payment is accepted. These requirements exist to protect students who are far from home, may not be familiar with Australian consumer protections, and who have often made significant financial sacrifices to study in Australia.

2. Fee Transparency and the Written Student Agreement

AIDT publishes current fee schedules for all qualifications on its website at www.aidt.edu.au. These schedules are reviewed and updated at least annually. Where fees are increased from one year to the next, enrolled students are notified in writing at least 28 days before the increase takes effect. Fee increases do not apply retrospectively to the current study period for any student whose Written Student Agreement pre-dates the increase.

The Written Student Agreement is the legally binding fee document between AIDT and the student. It must be issued before any course fees are accepted and must include: the total tuition fee for the full course; the payment schedule with specific due dates and amounts for each instalment; all non-tuition fees that may apply and the circumstances under which each applies; a plain-language explanation of the refund policy including the default calculation methodology; information about the Tuition Protection Service; and information about how to appeal a fee decision. AIDT retains



a signed copy of the Written Student Agreement on every student's file for a minimum of 7 years.

3. Fee Payment Limits (ESOS Act s.17)

Section 17 of the ESOS Act imposes mandatory limits on the advance collection of fees from international students. These limits protect students from having their fees collected so far in advance that they are fully exposed in the event of a provider default, before the TPS's protections can operate effectively. AIDT's fee collection practices are as follows:

- **Courses exceeding 24 weeks:** AIDT does not collect more than 50% of the total course tuition fees before the course commences. Fees for subsequent study periods are invoiced no more than 2 weeks before the start of each period.
- **Courses of 24 weeks or less:** AIDT may collect the full tuition fee before commencement. The specific payment arrangement is documented in the Written Student Agreement.
- **Voluntary prepayment:** Students who voluntarily choose to prepay more than 50% of total course fees may do so. This election must be clearly documented in the Written Student Agreement and must not be induced or required by AIDT.

4. Non-Tuition Fees Schedule

The following non-tuition fees apply at AIDT. All fees are published on AIDT's website and are included in the Written Student Agreement before enrolment is confirmed. The amount for each fee type is specific to the course and is confirmed in the Letter of Offer. No non-tuition fee is charged without prior disclosure in writing.

Enrolment / Registration Fee	Payable on acceptance of the Written Student Agreement. Non-refundable once enrolment is confirmed, except where a visa is refused before course commencement (see refund table) or where AIDT defaults on delivery. Covers administrative processing and pre-commencement support.
Material and Resource Fees	Covers printed learning materials, digital resources, and — for trade qualifications — workshop consumables including timber, fasteners, sandpaper, coatings, and PPE items. Specified in the Letter of Offer per course.
Re-assessment Fee (3rd attempt and beyond)	Where a student requires a third or subsequent attempt on a task after exhausting their two included attempts, an additional fee applies covering assessor time. The amount is specified in the Written Student Agreement and must be paid before the additional attempt is scheduled.
Late Payment Fee	\$50.00 per invoice applied 8 business days after the invoice due date (following the 7-day grace period). This is a cost-recovery fee and does not replace the obligation to pay the principal amount.
RPL Application Fee	Covers assessor time for portfolio review, structured interview, and any practical assessment. Non-refundable

	once the assessment process has commenced. Amount specified in course documentation.
Re-issue of Certification Documents	Applies to replacement qualification certificates, statements of attainment, or academic transcripts (lost, damaged, or name-change requests). Current fee published at www.aidt.edu.au/forms-and-policies .
Credit Transfer Assessment	No charge. AIDT assesses all credit transfer applications free of charge.

5. Tuition Protection Service (TPS)

AIDT is a registered provider member of the Tuition Protection Service (TPS), the government-administered scheme that protects international students' tuition fees in the event that a CRICOS provider is unable to fully deliver a student's enrolled course. AIDT's TPS membership means that if AIDT ever experienced a default — whether through loss of registration, insolvency, or any other cause — affected students would be assisted by the TPS to either: complete their studies through placement in an equivalent course at a comparable CRICOS-registered provider at no additional cost; or receive a refund of their unspent tuition fees calculated in accordance with the ESOS Act refund formula.

AIDT maintains robust financial management practices to ensure it retains the capacity to refund all held tuition fees at any time. AIDT's annual financial statements are reviewed by the CEO and, where required by the TPS, submitted to confirm provider financial viability. Students are informed of their TPS protections in the Written Student Agreement and at orientation. Further information: www.tps.gov.au.

6. Late Payment — Consequences and Procedure

AIDT recognises that students sometimes face unexpected financial difficulties. The payment escalation process below is not a punitive mechanism — it is a structured framework designed to give students every reasonable opportunity to resolve a payment issue before more serious consequences are triggered. Students who are experiencing financial difficulty are strongly encouraged to contact accounts@aidt.edu.au before their fee due date to discuss options. Proactive communication significantly improves AIDT's ability to find a workable solution.

Due date	Invoice due. No penalty applies. Automated payment reminder sent.
Days 1–7 (grace period)	7-day grace period. No late fee charged during this period. Second payment reminder issued on Day 5.
Day 8 (grace period expired)	\$50.00 late payment fee added to account. Formal Late Payment Notice issued to student's registered email.
Day 15	Student Support Officer contacts student by phone and email. Discussion of outstanding payment and available options (payment plan, hardship consideration).
Day 22 (no resolution)	Final Notice issued. Matter referred to CEO for decision on next steps.



Day 29 or beyond	CEO may authorise: referral to a registered debt collection agency (which may affect the student's Australian credit record); consideration of enrolment cancellation following the procedural requirements of AIDT-POL-007; and/or PRISMS reporting where non-payment constitutes a CoE management issue.
-------------------------	--

7. Refund Policy

AIDT's refund policy is governed by the ESOS Act 2000 and the Education Services for Overseas Students (Calculation of Refund) Instrument 2024. These instruments set minimum refund entitlements that AIDT cannot reduce by contract or policy. All refunds are calculated and paid in Australian Dollars. Refunds are paid to the person or organisation that paid the fees (which may be a student, an education agent, or a family sponsor) unless the student provides written instructions to the contrary.

The following table sets out AIDT's refund entitlements for each scenario. Where a scenario is not explicitly listed, the Finance Manager applies the Refund Calculator methodology and documents the basis for the calculation. Any refund calculation that cannot be resolved by reference to this table is referred to the CEO, who may seek legal advice before making a determination.

Visa refused BEFORE course commencement	5% of the tuition fees received before the default day; or \$500. The enrolment/registration fee is not refunded. This is a statutory formula and cannot be varied by AIDT.
Visa refused AFTER commencement	Refund = Weekly Tuition Fee × weeks remaining in the period for which fees were paid as at the default day. The default day is the date of visa refusal.
Student withdraws at least 60 days or more business days before commencement	5% of the tuition fees received before the default day; or \$500. Non-tuition fees are not refunded.
Student withdraws less than 28 days of commencement.	No refund of tuition fees, and any other non-tuition fees.
Student withdraws after commencement (student default)	No refund of fees paid for the period from commencement to the default day. Fees paid for the period after the default day are refunded using the Refund Calculator.
AIDT fails to deliver the course (provider default — pre-commencement)	Full refund of all tuition fees and non-tuition fees paid. TPS manages placement or refund. Processed within 4 weeks.
AIDT fails to deliver the course (provider default — post commencement)	Refund of unused portion calculated by Refund Calculator. TPS manages placement or refund.
AIDT cancels the student's enrolment (AIDT-initiated)	Refund of unused fees calculated by Refund Calculator from the effective cancellation date. Enrolment/registration fee not refunded.



Overpayment	Full refund of the overpaid amount within 4 weeks of discovery.
--------------------	---

Refund Calculator — Formula and Worked Example

Refund Amount = Weekly Tuition Fee × Number of Weeks in the Default Period

Weekly Tuition Fee = Total Course Tuition Fee ÷ Total Course Duration in Weeks

Default Day (student default) = Date AIDT receives the student's written notice of withdrawal.

Default Day (provider default) = Date AIDT ceases to be able to deliver the course.

Default Period = Number of weeks from the Default Day to the last day of the study period for which fees were paid.

Worked Example: Total tuition fee = \$15,600. Course = 52 weeks. Weekly tuition fee = \$300.00.

Student pays fees for Weeks 1–26 (\$7,800). Student submits Withdrawal Form at end of Week 18.

Default Day = start of Week 19. Weeks in the paid period remaining after Default Day = 26 – 18 = 8 weeks.

Refund = \$300.00 × 8 = \$2,400.00.

Source: Education Services for Overseas Students (Calculation of Refund) Instrument 2024 (F2024L01231).

8. Refund Application Procedure

1	Student submits a completed Refund Application Form (AIDT-FORM-060) to accounts@aidt.edu.au within 10 business days of the event giving rise to the refund. The form must include: student name and ID; qualification; the specific grounds for the claim; the amount claimed; supporting documentation (visa refusal letter, withdrawal form, medical certificate); and bank account details for the refund payment.
2	AIDT acknowledges receipt within 2 business days.
3	Finance Manager reviews the application, applies the relevant refund rule or calculation, and prepares a documented Refund Assessment Form. The Assessment Form records: the applicable scenario; the calculation methodology; the figures used; and the refund amount determined.
4	CEO reviews and approves the Refund Assessment Form. Any deviation from the standard calculation requires written CEO approval with documented reasons.
5	AIDT communicates the refund decision to the student in writing within 10 business days of receiving the complete application. The decision states: the approved refund amount; the basis for calculation; any deductions applied and



	their legal basis; and — where the claim is wholly or partially declined — the right to appeal under AIDT-POL-009 within 20 working days.
6	Approved refunds are paid within 4 weeks of AIDT receiving the complete written claim.
7	All refund records are filed on the student's file and retained for a minimum of 7 years.

9. Related Documents

AIDT-POL-001	Admissions and Enrolment Policy
AIDT-POL-006	Student Visa Compliance Policy
AIDT-POL-007	Course Variation Policy
AIDT-POL-009	Complaints and Appeals Policy
AIDT-FORM-060	Refund Application Form
AIDT-FORM-061	Refund Assessment Form
ESOS Act 2000	www.legislation.gov.au
Education Services for Overseas Students (Calculation of Refund) Instrument 2024	Federal Register F2024L01231
Tuition Protection Service	www.tps.gov.au