

TUITION FEE REFUND

Policy & Procedure

Table of Contents

1. SCOPE	3
2. DEFINITIONS	3
3. POLICY and PROCEDURE	3
4. RELATED DOCUMENTS	4
5. RELEVANT LEGISLATION	4
6. POSITIONS RESPONSIBLE.....	4
7. APPROVAL INFORMATION.....	4

1. SCOPE

This policy occurs when the student does not commence or continue in the course through some action of the student.

The following AFTT Terms and Conditions are in accordance with the Standards for RTOs and VSL legislation, ACT and rules.

Upon receiving a student's *Application for Deferment and Cancellation of Studies* form (available at Reception) this policy may be enacted on their behalf.

2. DEFINITIONS

All definitions are located in the *VET Glossary*.

3. POLICY and PROCEDURE

Circumstances include, but are not limited to:

- i. The international student application for a visa is not granted, or
- ii. The student does not commence the course on the agreed start date, or
- iii. The student withdraws or cancels their enrolment in the course, or
- iv. The student fails to pay fees due to AFTT in order to undertake or continue in the course, or
- v. The student breaches a condition of the student visa, or
- vi. The student's enrolment is cancelled by AFTT due to serious misbehaviour by the student.

The amount of any refund is determined as follows:

CIRCUMSTANCE	OUTCOME
a. Student withdraws, defers, or cancels enrolment in unit of study on or before the census date.	The student will not incur a Vet Student Loan debt (VETSL debt) and any fees paid for the unit of study will be fully refunded.
b. Student withdraws, defers, or cancels enrolment in unit of study after the census date.	The student will incur a VET Student Loan debt (VETSL debt) and any fees paid for the unit of study will not be refunded.
c. AFTT has temporarily suspended the enrolment of a student on the grounds of misbehaviour by the student.	Refunds will be calculated in accordance with the circumstances outlined in a) and b) above.

Refund Policy: Provider Default. This occurs in the unlikely event that:

- i. The course does not begin on the agreed commencement date and the student does not agree to an alternate date or course, or
- ii. The course ceases to be provided at any time after it commences but before it is completed, or
- iii. The course is not provided in full to the student because of a government directive or sanction imposed on AFTT.

In the unlikely event of provider default, AFTT will offer the student either:

- i. A refund of the unused portion of any pre-paid tuition fees, or
- ii. The option of an alternative place in another course.

In the unlikely event that AFTT fails to meet these obligations, there are other mechanisms to protect students and their fees. Please refer to AFTT's Student Handbook - Tuition Assurance available on AFTT's website or upon request.

4. RELATED DOCUMENTS

All related AFTT Fee Policies are located on the AFTT website, www.aftt.edu.au

- 4.1 AFTT Glossary
- 4.2 Fee Schedule
- 4.3 Domestic Students Application to Defer-Cancel Studies
- 4.4 International Students Application to Defer-Cancel Studies
- 4.5 Fees taken in advance Policy and Procedure
- 4.6 Late Fee Payments Policy
- 4.7 International Student Fee Refund Policy and Procedure
- 4.8 Tuition Fee Refund and Removal of VSL Debt Policy and Procedure
- 4.9 Tuition Fee Refund and Re-Accrediting VET STUDENT LOAN Debt - Special Consideration Policy and Procedure
- 4.10 Complaints and Appeals Policy and Procedure

5. RELEVANT LEGISLATION

- 5.1 Standards for Registered Training Organisations (RTOs) 2025
- 5.2 Standards for Registered Training Organisations (RTOs) 2015
- 5.3 ESOS National Code 2018
- 5.4 National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- 5.5 Education Services for Overseas Students (ESOS) Act 2000 (Cth)
- 5.6 VET Student Loan (VSL) Legislation
- 5.7 VSL Act 2016
- 5.8 VET Student Loan rules 2016

6. POSITIONS RESPONSIBLE

- 6.1 Head of Student Services and Admin
- 6.2 Student Admissions
- 6.3 Administration
- 6.4 Campus Manager
- 6.5 Director of Finance and Operations
- 6.6 Chief Executive Officer

7. APPROVAL INFORMATION

Approval Authority	Quality Education and Risk Committee (QERC)
Health Check approval authority	AFTT CEO
Review date	01/12/2026

Version	Approved by	Approval date	Effective date	Modifications	Status
3.0	QERC	02/02/2022	03/02/2022	New template	Superseded
4.0	QERC	30/06/2025	01/07/2025	Std's for RTO's 2025	Current