AUSTRALIAN INSTITUTE OF TRAINING SOLUTIONS

Fees and Charges Policy

Relevant Standards	Linked Documents
Outcome Standards 2025 Compliance Standards 2025	• Refunds and Cancellations Policy and Procedure • Credit Transfer Policy • Schedule of Fees • Fee Waiver Application

1. Purpose

This policy ensures that all students enrolling in a course with the Australian Institute of Training Solutions (AITS) are aware of all fees and charges associated with their training before they enrol, and sets out how AITS collects, manages and protects student fees in line with the Outcome Standards for RTOs 2025.

2. Scope

This policy applies to all fees and charges paid to AITS, before or after the commencement of training, by students or by employers or other third parties on a student's behalf.

3. Definitions

Term	Definition
Course	A program of training leading to a qualification, statement of attainment or unit of competency.
Fees	All course fees, charges and other amounts payable as set out in the *Schedule of Fees*.
Pre-paid Fees	Fees paid in advance, before training commences.
Concession	A reduced course fee available to eligible students (see section 7).

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Outcome Standards for Registered Training Organisations 2025
- Compliance Standards for NVR Registered Training Organisations 2025
- Australian Consumer Law (Competition and Consumer Act 2010, Schedule 2)
- Privacy Act 1988 (Cth) – for the management of personal and financial information

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5. Course Fees and Information Before Enrolment

5.1 Schedule of Fees

AITS sets out its course fees and other charges in the *Schedule of Fees*. The schedule is reviewed and approved annually by the CEO and published on the AITS website and in course information.

5.2 Course fees

Course fees vary depending on the course or qualification a student chooses to enrol in. Course fees will be worked out upon enrolment. Fees are usually charged and invoiced upon commencement of a unit/module.

5.3 Information provided before enrolment

Before enrolment, AITS gives every prospective student complete information about:

- the total course fee and what it includes;
- any additional fees the student may incur (for example, rebooking, reassessment or replacement certificate fees);
- payment options, due dates and any concessions available;
- AITS' *Refunds and Cancellations Policy and Procedure*; and
- the student's right to use the *Complaints and Appeals Policy and Procedure* if they disagree with a fee decision.

The fees agreed with a student at enrolment will not change for that enrolment.

5.4 Pre-paid fees

AITS will not collect more than $1,500 in pre-paid fees from any learner.

6. Enrolment and Payment Options

Enrolment in a unit/module or course of study is not complete until fees and charges are paid, deferred payment arrangements have been made, or fees and charges have been waived. On enrolment, students will take up one of the following payment options:

1. pay the full amount of fees and charges;
2. present a signed authority from an employer to invoice that employer for the student's fees and charges;
3. pay fees by instalment under an agreed payment plan (see section 10); or
4. apply on the grounds of severe financial hardship for fees and charges to be waived (see section 9).

Students who fail to take up one of the above options will not be enrolled.

7. Concessions

The following students are entitled to the concession rate on course fees:

1. persons and dependants of persons holding:
    a) a Pensioner Concession Card;
    b) a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs; or
    c) a Health Care Card;
2. persons and dependants of persons in receipt of AUSTUDY or ABSTUDY;
3. persons and dependants of persons in receipt of Youth Allowance;

4. persons who are inmates of a custodial institution; and
5. secondary school-aged persons who are at least 15 years old.

Proof of eligibility for a concession must be provided before the unit commences. If the concession is valid for the full enrolment period, all eligible units commenced within that period attract the concession rate. If the concession is valid for only part of the enrolment period, only eligible units commenced before the concession expires attract the concession rate.

8. Credit Transfer and RPL

Students are not charged for credit transfers. The transfer of credit provides the student with an exemption from units they have already completed. It is not an assessment of knowledge or skills – it is an assessment of the credentials of the formal accredited learning presented against the destination course, to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes or standards in a course (see the *Credit Transfer Policy*).

Recognition of prior learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system in respect of a specific unit. RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency outcomes.

The fees for RPL depend on the timeframe of the training/assessment, the level of qualification and the number of units, and are worked out on a case-by-case basis. For RPL students, the balance of their training costs must be paid in full before the RPL process is completed. Resource books are not included in RPL costs but can be purchased on request.

9. Financial Hardship

AITS will waive all fees and charges for students it assesses as being in severe financial hardship. Whether a student is in severe financial hardship is determined on a case-by-case basis by AITS. This includes an evidence-based assessment of the student's capacity to pay the fees for the enrolment period, generally based on the individual's income, outgoings and financial status.

Students are required to complete a Fee Waiver Application and submit it to AITS with a statutory declaration. AITS will also require additional evidence to determine the outcome of each application, such as copies of payslips, bills or contracts.

Severe financial hardship fee waivers will only be granted where individuals can show that they are unable to afford the full training fees. These circumstances may include, but are not limited to:

- receiving low wages;
- homelessness;
- reduced capacity to work; and
- unexpected medical expenses or health issues.

Students enrolling in fee-for-service courses are not entitled to apply for fees to be waived due to financial hardship.

10. Payment Plans

AITS offers flexible payment options and payment plans to help students pay for qualifications. Students who need a payment plan should discuss this with an AITS representative on enrolment. Payment plans are arranged with AITS management on request.

11. Late Payment and Outstanding Fees

- A student with outstanding fees owing to AITS will have their results and AQF certification documents withheld until the fees are paid in full, except where Commonwealth or State legislation provides otherwise.
- AITS will send the student at least two written reminders before taking further action, and will consider the student's circumstances, including whether a payment plan or hardship waiver is appropriate.
- If fees remain unpaid, AITS may cancel the student's enrolment. The student will be told in writing beforehand and may use the *Complaints and Appeals Policy and Procedure* within 20 working days. The enrolment is maintained while any appeal is under way.

12. Refunds

Refunds are managed under the AITS *Refunds and Cancellations Policy and Procedure*, which is provided to all students before enrolment and is published on the AITS website.

13. Monitoring and Recordkeeping

AITS keeps accurate records of all fee transactions, receipts, concessions, waivers and payment plans for at least seven (7) years. Fee management is reviewed each year as part of AITS' internal audit and self-assurance processes, and any issues are recorded in the Continuous Improvement Register.

This policy is reviewed annually by the Senior Management Committee, or earlier if legislation or the Standards change.

14. Responsibilities

Role / Position	Key Responsibilities
Chief Executive Officer (CEO)	Approves the Schedule of Fees, concessions, hardship waivers and policy changes, and ensures compliance with the 2025 Standards and the Australian Consumer Law.
Student Services / Administration Staff	Give students fee information before enrolment, confirm payment options and concession eligibility, and arrange payment plans.
Finance / Accounts	Issue invoices and receipts, record payments, follow up outstanding fees and keep financial records.
Compliance Manager	Checks fee information and records during internal audits and reports issues for continuous improvement.