



Fees and Refunds Policy and Procedure

1. Purpose

This policy is to provide clear guidance on the course fees and refund procedures at the Royal Brisbane Institute of Technology (RBIT). It ensures transparency and compliance with [SRTO clauses 5.3 and 7.3](#), as well as [Standard 2.1.7 and 3.4](#) of the National Code 2018.

2. Policy

A copy of this policy is provided to the student (or parent(s)/legal guardian (if the student is under 18) at a reasonable time prior to a Letter of Offer (LoO) being signed as well as comprising part of student's Letter of Offer (LoO).

2.1 FEE PAYMENTS Policy

1. Fees cannot be accepted from potential students unless they have signed a Letter of Offer and Student Agreement with RBIT

2. Prior to a new Confirmation of Enrolment (CoE) is being created, students must arrange for Overseas Student Health Cover either through RBIT or independently and pay the non-refundable fees, which include the enrolment fee and course/teaching material fee in full.

3. Initial payment:

- International students, can pay up to 50% of total course fees (for all courses of a duration of more than 25 weeks) or more than 50% if the student chooses to pay more, inclusive of training material fee and non-refundable fees before RBIT issue a Confirmation of Enrolment (CoE)
- If the course duration is 25 weeks or less the student needs to pay 100% of the total course fees for courses inclusive of non-refundable fees and training material fee
- Domestic Students can pay up to \$1,500 in prepaid course fees, inclusive of training material fees and non-refundable fees after the Letter of Offer has been signed

4. RPL student's full payment of all fees must be made after the student signs the Letter of Offer with RBIT

5. Students will be required to pay the remaining tuition fees two weeks before second term commencement or according to your signed Letter of Offer. The student 'Letter of offer' will state all payments and due dates for each study period (semester).

6. All payments must be paid directly into RBIT account:

- ACCOUNT NAME: Royal Brisbane International College Trust
- Account Number.: 10961588
- BSB: 064000
- SWIFT CODE: CTBAU2S
- BANK ADDRESS: Commonwealth Bank Australia, 240 Queen Street Brisbane QLD 4000 Australia

7. The Student's name and Student number to be stated in the payment record; a copy of the T/T document must be provided for payment evidence. A credit card authorisation payment form has to be completed if it is payment from overseas and forward it to RBIT for processing before payment.

- Email address: info@rbit.qld.edu.au

8. A late payment fee of AUD \$30 per week is payable on accounts which remain unpaid after the due date in Letter of Offer.

9. Students can request for payment plan, please contact the Administration Officer for more information

10. The student 'Letter of Offer' will state all payments and due dates for each study period

11. Tuition fees are not transferable to another Student



12. RBIT will not issue a Testamur, Records of Results, Statement of Attainment, or Certificate of Completion until all Tuition Fees for the course are paid in full.

13. Administration fee(s) may be incurred if the students change their enrolment.

2.2 Refund Policy

General refund conditions

This policy outlines refunds applicable to course fees paid to RBIT

1. This policy outlines refunds applicable to course fees paid to RBIT. Any service fees paid directly to a third party by a student (or parent(s)/legal guardian (if the student is under 18) are not within the scope of this refund policy.

2. Fees cannot be accepted from potential students unless they have signed a Letter of Offer with RBIT.

3. All refunds reimbursed to students will incur a \$275 cancellation fee for each course cancelled which will be withheld from the refund amount.

4. No refunds will be given after the studies have commenced.

5. Payment of Course Fees and Refunds

- Fees are payable according to the RBIT's Letter of Offer (LoO)
- An itemised list of Tuition fees is provided in the RBIT's Letter of Offer (LoO)
- All fees will be paid/refunded in Australian dollars.
- Refunds will only be paid to the enrolled student as per the application form. There will be no refunds to third parties unless RBIT receive written advice from the enrolled student
- RBIT will seek to contact students who have not claimed a refund after 30 days of cessation at the students last known contact address.

6. All notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to RBIT

2.3 Refund of Tuition Fees

1. If your visa application has been denied, a refund of fees will be made less the non-refundable fees plus International Money Transfer fee of \$30 (where applicable) and 5% of course fees up to max \$500.
2. If the course is fully booked or cancelled, a full refund of all fees will be made. Refunds due to provider default will be paid within 20 working days.
3. If a student enrolls in a course that RBIT cancels before a student has completed all the course requirements, any fees payable for the uncompleted portion of the course will be fully refunded. Alternatively, RBIT may arrange for another course, or part of the course, to be provided at RBIT's expense. If the student agrees to accept this arrangement, RBIT is no longer liable to refund any tuition fees
4. If a student obtains permanent resident status after enrolling in a course, the student will continue to pay international students fees for that study period in which the permanent resident status was granted.
5. If there is a genuine reason ([compassionate or compelling circumstances](#)) for wishing to withdraw from the program at any time, careful consideration will be given to ensure that there is fair and reasonable treatment of both the student and the RBIT.
6. Cancellation penalty and a fee apply even if a course has not commenced. Cancellation penalties are as outlined in the table below



Notice timeframe	Refund (% of Tuition)	Cancellation (% of Tuition)	Total
121 days or more, prior to course commencement	100%	0%*	100%*
71-120 days, prior to course commencement	90%	10%	100%
28-70 days, prior to course commencement	70%	30%	100%
28 days or less, prior to course commencement	0%	100%	100%

2.4 Ineligibility of Fee Refund

- Applications for fee refunds in the following circumstances will not normally be approved:
 - If false or misleading information or documents are provided prior to or at the time of enrolment.
- If a student's visa is terminated because of non-compliance with student visa conditions.
 - Failure to maintain satisfactory course progress (visa condition 8202).
 - Failure to maintain satisfactory attendance (visa condition 8202).
 - For more details on the Satisfactory Course progress and Attendance, students to refer to the [Course Progress, Attendance and Completion Policy](#)
- Failure to pay course fees.
- Any behaviour identified as resulting in enrolment cancellation arising from student's misbehavior and breaching of student's Code of Conduct. For details please refer to Student handbook

2.5 Payment of Refunds

- Refunds due to cancellation of studies will be processed and paid within 20 working days ([the provider obligation period](#)) 4 weeks from receipt of the refund authorisation form signed by the student that they agree to the refund calculation.
- OSHC refund will not be refunded until the OSHC provider is transferred to RBIT trust account.
- Refund will only be made to the Student or the parent account (where below 18 years). A written request need to be provided by the student/ parent if refund is to be made to another account.

2.6 APPEALS

All refunds are subject to the RBIT's [Complaints and Appeals Policy](#). Any appeals against the Refund Decision must be lodged in writing on the 'Student General Request Form' to info@rbit.qld.edu.au within 20 working days of the disputed decision.

2.7 PROVIDER DEFAULT

- In the unlikely event that RBIT does not meet its obligations under provider default, International students on an Australian student visa are protected under an Australian Commonwealth Government Tuition Protection Service (TPS).
- For more information, please refer to the TPS website at this link <https://www.education.gov.au/tps>

Note: Nothing in the above policy removes the rights of the student to take further action under Australia's Consumer Protection Laws or to pursue other legal remedies as necessary.

2.8 Student Default

- If the course starts on the Agreed Starting Day, but the student does not start the course on that



day (and has not previously withdrawn);

- The student withdraws from the course, either before or after the agreed starting day ;
- RBIT refuses to provide, or continue providing the course to the student because of the following events:
 - The student failed to pay an amount he or she was liable to pay to RBIT, directly or indirectly, in order to undertake the course
 - If the balance of fees as outlined on your Letter of Offer is not received on the due date RBIT reserves the right to suspend or cancel any and all associated CoEs immediately, resulting in a late payment fee and CoE reissue fee
 - The student breached a condition of his or her student visa;
 - Misbehaviour by the student.
- Under the legislation, in terms of the student default notification and reporting obligations under the ESOS Framework including the ESOS Act (as amended), the student default is not confirmed until any internal or external complaints and appeals process is completed.

3. Procedure

1. To apply for a refund, students must complete the Student General Request Form and submit it to the Administration Officer.
2. Students need to provide reasons for the refund application and include relevant supporting documents.
3. Refund applications will not be processed if the signature and account details on the application form do not match the student's signature and information provided during admission to RBIT.
4. The Accounts department and Principal Executive Officer (PEO) are responsible for reviewing and deciding on refund applications for international students.
5. The Accounts department will verify if there is any outstanding fees owed to RBIT
6. Any refund owed to the student under this policy will be reduced by any outstanding debts or amounts payable to RBIT.
7. Students wishing to appeal the decision on the refund of tuition fees may first write to the PEO. Please refer to RBIT Complain and Appeal policy in the website.

4.0 Record-Keeping

- RBIT is responsible for maintaining precise and current records of any refunds application, supporting evidence and appeal related documents
- These records will be securely stored for a minimum of two years after the student's enrollment is completed or ceased.