



Fees and Refunds Policy and Procedure

1. Purpose

This process provides clear guidance on tuition fees, payments, and refunds at the Royal Brisbane Institute of Technology (RBIT). It ensures transparency and compliance with:

- **SRTO 2025 Standard 2.1 Outcome Standards**
- **National Code 2018 Standards 3**

A copy of this process is provided to all students (or parent(s)/legal guardian if under 18) prior to signing the **Letter of Offer (LoO)** and forms part of the LoO documentation.

2. Policy

2.1 Fee Payments

1. Fees cannot be accepted unless the student has signed a **Letter of Offer and Student Agreement** with RBIT.
2. Before issuing a **Confirmation of Enrolment (CoE)** for international students, students must have:
 - Arranged **Overseas Student Health Cover (OSHC)**
 - Paid non-refundable fees in full, including enrolment and course/material fees.
3. **Initial Payment:**

STUDENT TYPE	COURSE DURATION	PAYMENT REQUIREMENT
International	>25 weeks	Up to 50% of total course fees, including training material fee and non-refundable fees (students may pay more if they choose)
International	≤25 weeks	100% of total course fees, inclusive of non-refundable and training material fees
Domestic	Any	Up to \$1,500 prepaid fees including training material and non-refundable fees (after LoO signed)
RPL Students	Any	Full payment required after signing LoO

4. Remaining tuition fees must be paid **2 weeks prior to the second term commencement** or as stated in the LoO.
5. All payments must be made directly into the RBIT account:
 - **Account Name:** Royal Brisbane International College Trust
 - **Account Number:** 10961588
 - **BSB:** 064000



- **SWIFT:** CTBAAU2S
 - **Bank:** Commonwealth Bank Australia, 240 Queen Street Brisbane QLD 4000 Australia
6. The **student name and ID** must be included in the payment reference. Overseas payments require a **Credit Card Authorisation Form**.
 7. **Late Payment Fee:** AUD \$30 per week for overdue accounts.
 8. Payment plans may be requested through the Administration Officer.
 9. Tuition fees are **non-transferable** to another student.
 10. **Certificates and Statements** will only be issued once all tuition fees are fully paid.
 11. **Administrative fees** may apply for changes to enrolment.

2.2 Refund Policy

Scope: Refunds apply only to course fees paid to RBIT. Service fees paid to third parties (e.g., OSHC directly) are not covered.

General Rules:

1. A **\$275 cancellation fee** applies per course cancelled and will be deducted from refunds.
2. **No refunds** once the course has commenced unless specified under provider or [compassionate or compelling circumstances](#).
3. Refunds are processed in **Australian dollars** and paid only to the student (or parent if under 18), unless written instruction is received.
4. 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.

2.3 Refund Scenarios

SCENARIO	REFUND DETAILS
Visa Denial	Refund of fees less non-refundable fees, \$30 Intl Transfer fee (if applicable), and 5% of course fees (max \$500)
Course Full / Cancelled	Full refund within 20 working days
Provider Default	Refund for uncompleted portion of course within 20 working days or alternative course offered
Permanent Residency	Student continues paying international fees until the study period ends
Compassionate/Compelling Circumstances	Assessed case by case; fair treatment ensured
Cancellation before course start	Cancellation penalty applies as per table below*

*Refund schedule table



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 for Refund

Refunds **normally will not be approved** if the student:

- Provides false/misleading information during enrolment
- Visa is terminated due to non-compliance
- Fails to meet [Course Progress, Attendance and Completion Policy](#) requirements (Visa condition 8202)
- Fails to pay fees
- Misbehaves resulting in enrolment cancellation (see Student Handbook)

2.5 Payment of Refunds

- Refunds are processed **within 20 working days** after receipt of a completed **Student General Request Form**.
- OSHC refunds are processed only once funds are transferred to the RBIT trust account.
- Refunds are paid to the student or parent (if under 18) unless written authorisation is provided.

2.6 Appeals

- All refund decisions are subject to **RBIT Complaints and Appeals Policy**.
- Appeals must be lodged **in writing** within 20 working days of the decision using the **Student General Request Form**.

2.7 Provider Default

- International students are protected under the **Tuition Protection Service (TPS)** if RBIT cannot deliver the course.
- Further information: [TPS Website](#)

2.8 Student Default



Student default occurs when a student:

- Fails to start or withdraws after the agreed start date
- Fails to pay fees as per LoO
- Breaches visa conditions
- Misbehaves

Note: Default is only confirmed after internal/external complaints and appeals are concluded. Reporting obligations under the **ESOS Framework** apply.

3. Procedure

1. **Apply for Refund:** Complete **Student General Request Form** with reasons and supporting documents.
2. **Review:** Accounts Department and PEO review the reasons and checks if there are exceptions
3. **Verification:** Accounts Department and PEO confirm if there are any outstanding fees.
4. **Deduction:** Refunds are reduced by debts or fees owed to RBIT.
5. **Appeals:** Students may appeal the decision in writing via the [Complaints and Appeals Policy](#).

4. Record-Keeping

RBIT maintains accurate and secure records of:

- Refund applications
- Supporting documents
- Appeal outcomes

Records are stored **for at least two years** after the student's enrolment has ceased or completed.