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Related National Code Standards	2.1.7, 3.4

1. PURPOSE

The Australian University of Theology (AUT) has developed this policy in accordance with the ESOS Act 2000 and the National Code 2018. This Policy specifies the conditions and processes for the management and refund of tuition and non-tuition fees for overseas students, ensuring compliance with applicable legislative and regulatory requirements.

2. DEFINITIONS

Definitions for any words in **Bold** in this document can be found in the [Policy Glossary](#). The first instance of each defined term has been outlined in bold.

3. SCOPE

This Policy applies to all **overseas students** enrolled in courses and **units of study** offered by the Australian University of Theology (AUT) through its **affiliated colleges** and governs the refund of all tuition and non-tuition fees, including circumstances arising from both student default and provider default.

4. POLICY APPLICATION

4.1 Overseas Student Agreement

4.1.1 In accordance with Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, a written agreement must be entered into between the overseas student and the Australian University of Theology before the payment of any tuition fees or non-tuition fees to the affiliated college.

4.1.2 The written agreement will clearly specify:

- The course in which the student is enrolled
- Tuition fees payable
- All non-tuition fees payable
- Payment terms and due dates
- Refund conditions
- Student obligations under the ESOS Act 2000 and National Code 2018

4.1.3 An affiliated college may charge a non-refundable Application Fee, up to the amount specified by the Australian University of Theology and published on its website. The Application Fee is a non-tuition fee payable in accordance with the Written Agreement and is charged to cover the administrative costs associated with processing and assessing an application for admission. The Application Fee is not refundable where a student withdraws from the course, does not commence studies, has their student visa application refused, or otherwise chooses not to proceed with enrolment.

4.1.4 A copy of this policy must be given to all intending and enrolling overseas students before any course fees are paid. This policy is available on the AUT website (<https://aut.edu.au/>).

4.2. Overseas Student: Tuition and Non-Tuition fees

4.2.1 In addition to tuition fees, overseas students may be required to pay non-tuition fees. These fees will be clearly itemised in the student's written agreement prior to enrolment.

4.2.2 Non-tuition fees may include (but are not limited to):

- Application Fee (non-refundable)
- Academic transcript fees (for additional copies or for copies issued prior to course completion)
- Testamur/Degree certificate re-issue fee
- Overseas Student Health Cover (OSHC), where arranged through the provider

4.2.3 A full schedule of current tuition and non-tuition fees is available on the [University website](#)

4.2.4 Tuition fees for AUT courses are subject to annual review, and the annual tuition fee for a calendar year of study may change from 1 January each year. Thus, tuition fees for units studied will be at the rate applicable at the time of study.

4.2.5 Overseas students are required to pay their tuition fees up-front in full for the first half-year of full-time study (48cps), unless other arrangements have been agreed to in writing by the Registrar of the affiliated college at which the student proposes to enrol. The amount of the fees due at their enrolling college will take account of any subsidy provided by the college.

4.2.6 In the event that the information supplied by an applicant which was the basis for an offer of admission to a course is found to be false or misleading, the University shall withdraw the offer and reserves the right to withhold 10% of the tuition fees paid for the first half-year (or \$1000 whichever is the lesser amount) and to refund the balance.

4.2.7 Overseas students are obliged to make up-front payments of tuition and other fees normally no later than the first day in each enrolled study period of teaching of units in their course. Tuition fees will be charged according to the unit load for the next study period.

4.3 Refunds if the student defaults

4.3.1 A student may withdraw from a course any time after acceptance and from a unit at any time during the course of study. However, students and colleges need to be aware of the consequences of such an action in relation to the National Code 2018.

4.3.2 After enrolment, all students will be subject to the provisions of the Unit Enrolment and Results Policy as it relates to withdrawing from units and the consequences according to the time in a study period that the action occurs. The Unit Enrolment and Results Policy is available on the University's website: <https://aut.edu.au/>.

4.3.3 In accordance with Section 47 of the ESOS Act 2000, a student is deemed to have defaulted in the circumstances outlined below. Refunds arising from student default are set out in the following section.



a. The student does not start the course on the agreed starting day (and has not previously withdrawn)

If a student does not start the course on the agreed starting day (and has not previously withdrawn), the student will be deemed to have defaulted on their course. Any pre-paid tuition fees are to be refunded, but any applicable application fees paid by the student will not be refunded.

b. The student withdraws from the course (either before or after the agreed starting date)

After enrolment, all students will be subject to the provisions of the Unit Enrolment and Results Policy as it relates to withdrawing from units and courses and the consequences according to the time in a study period that the action occurs. The Unit Enrolment and Results Policy is available on the University's website: www.aut.edu.au

c. The registered provider of the course refuses to provide, or continue providing the course to the student because of one or more of the following events:

- The student failed to pay an amount he or she was liable to pay, directly or indirectly, in order to undertake the course
- The student breached a condition of his or her student visa;
- Misbehaviour of the student

If the refusal of a course occurred on or before the census date of a unit, the provider will refund unused tuition fees for that unit. If the refusal of a course occurred after the census date of a unit, no refund of tuition fees is applicable for that unit. Units which have not yet begun will be refunded in full if prepaid.

4.3.4 The provider will notify, in writing the Secretary and the Tuition Protection Service (TPS) Director of the default within 5 business days of the default occurring.

4.4 Refunds if the provider defaults

4.4.1 This section applies where the Australian University of Theology (AUT), as the registered provider, defaults in the delivery of a course to an overseas student. Obligations relating to provider default are established under the ESOS Act 2000 and the National Code 2018 and are not limited by the terms of any written agreement between the provider and the student.

4.4.2 Refunds in the event of provider default are managed in accordance with the Tuition Protection Service (TPS). The TPS assists overseas students whose education providers are unable to fully deliver their course. The TPS ensures that students are able to either complete their studies in another course or receive a refund of their unspent tuition fees. For more information about the Tuition Protection Service, please visit <https://tps.gov.au>.

4.4.3 Where the provider defaults:

- a. If either of the following occurs:
 - (i) The provider fails to start to provide the course to the student on the agreed starting day
 - (ii) The course ceases to be provided to the student at any time after it starts but before it completes
- b. If the student has not withdrawn before the default day.

4.4.4 The provider will notify, in writing, the Secretary and the TPS Director of the default within 3 business days of the default occurring. The provider will also notify the student, in writing, of the default.

4.4.5 The provider will discharge the following obligation within 14 days after the default day:



- a. Provide a refund of the unspent tuition fees to all affected students calculated in accordance with the law.
- b. Alternatively, arrange for the student to be offered a place in an alternative course at the provider's expense (student will be required to accept the offer in writing prior to implementation).

4.5 Other information concerning the refund of tuition fees

- 4.5.1 When the student is granted Australian permanent residency on or prior to the census date for a teaching period and provides evidence of their enrolment at the College as a domestic student, refund of pre-paid fees minus the fee applicable to domestic students for the same course and units is applicable.
- 4.5.2 The Registrar of the affiliated college at which a student is enrolled must pay the refund or respond to the request for a refund within four (4) weeks of receipt of the written claim from a student. Refunds will normally be made in the same currency as the fees were originally paid and will be made in the student's home country except in documented special circumstances.
- 4.5.3 As it is the student only who enters into the written agreement with the Australian University of Theology, and no third party is normally involved, the refund will normally be paid to the student. If the student wishes the refund to be paid to someone else (eg. in the event that the tuition fees were paid by another person), the student must provide a letter of authority signed by the student and the receiving party, including account details of the receiving party, enabling the college to pay the other party. The letter should be attached to the request for refund.
- 4.5.4 A notice of withdrawal due to special circumstances may be accepted as grounds for a total refund of fees, subject to the provision of acceptable documentary evidence in support of the application for a refund. Special circumstances include, but are not limited to:
 - inability to obtain a student visa
 - illness or disability
 - death of the student or a close family member (parent, sibling, spouse or child)
 - political, civil or natural event which prevents commencement or continuation of studies.
- 4.5.5 Students wishing to withdraw from a unit must complete and submit the AUT Tuition Fee Refund / Compassionate Withdrawal (CW) Application Form - <https://aut.edu.au/tuition-fee-refund-cw-application/>. Students intending to withdraw from a course are required to first consult with the Registrar of their affiliated college and subsequently submit a formal written request for withdrawal in accordance with the University's approved procedures.
- 4.5.6 This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. Moreover, the dispute resolution procedures of the AUT do not circumscribe the student's right to pursue other legal remedies, such as action under Australia's consumer protection laws.

5. Related documents and references

[Higher Education Standards Framework \(Threshold Standards\) 2021](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(ESOS Act 2000\)](#)

Tuition Protection Service, <https://www.education.gov.au/tps>



6. VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
1	Registrar	September 2021	September 2021	New Policy
2	Vice-Chancellor	June 2025	June 2025	New policy format, minor editorial updates to implement university status.
3	Registrar	February 2026	February 2026	Policy review; updates to enhance clarity with compliance requirements of the National Code 2018; explicit non-tuition fees; clarification of the TPS; minor editorial changes
4	Registrar	June 2026	June 2026	Further clarification added regarding the unit and course withdrawal process, along with minor editorial amendments.

Any hard copy of this electronic document may not be current as the University regularly reviews its policies. The latest version can be found online at aut.edu.au/documents