



AUSTRALIAN INSTITUTE *of* LANGUAGE

Fees, Charges and Refund Policy

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Policy Overview

This Fees, Charges and Refund Policy outline Australian Institute of Language's (AIL) approach to disclosing, collecting, and refunding student fees. This policy aligns with the Standards for RTOs 2025 for domestic students and the ESOS Act 2000 and National Code 2018 for international students, including Tuition Protection Service (TPS) obligations.

The policy ensures that all prospective and current students receive clear and accurate information about tuition and non-tuition fees, payment terms, refund conditions, and their rights and obligations in the event of provider or student default.

This policy applies to all students undertaking nationally recognised training and ELICOS programs delivered by AIL as a CRICOS-registered RTO (RTO: 41424 | CRICOS: 03776E).

AIL will provide the following fee information, to each student:

- All tuition and non-tuition fees, including payment terms and conditions, are provided in writing to students prior to enrolment or prior to any payment being required;
- Payment terms, including the timing and amount of fees to be paid and any non-refundable upfront/administration fee;
- The nature of the guarantee given by AIL to complete the training and / or assessment once the student has commenced study in their chosen qualification or course;
- The refund policy.

Fee for Service

All qualifications and courses offered by AIL are provided on a Fee for Service (FFS) basis.

Fees are payable in accordance with the payment plan arranged prior to commencement of the course. Payment may be made via AIL's approved online payment system, bank transfer, or cash.

No enrolment will be processed until the upfront course fees have been paid, or until an approved payment plan has been confirmed in writing.

Students are not officially enrolled until they have:

1. Paid the required upfront course fees, and/or
2. Received written confirmation of a payment plan, or
3. Been formally exempted from upfront payment.

For domestic students (Fee-for-Service):

- Fees must be paid according to the agreed payment plan and schedule in the Letter of Offer.
- Failure to pay on time may result in suspension of enrolment.

For international students (CRICOS):

- Fees must be paid in accordance with the ESOS Act 2000 and National Code 2018.
- Tuition Protection Service (TPS) arrangements apply in cases of provider default.

Payment by Instalments

Where a student enrolls in a course under a payment plan, the initial upfront course fees are due upon acceptance of the Letter of Offer, and the remaining balance is to be paid according to the agreed instalment schedule.

The amount and frequency of instalments depend on the total course fees, course duration and delivery pattern. Instalments must reflect the value of training delivered during the corresponding study period. At no time will a student be required to make upfront payments exceeding the limit permitted under Compliance Standard 18 for domestic students, or the ESOS Act requirements for international students.

If a student experiences financial hardship, AIL will make every reasonable effort to negotiate an alternative payment arrangement that fairly reflects the student's individual circumstances.

All discussions and agreements between AIL and students remain strictly confidential.

Students must finalise their payment plan with AIL within two weeks of receiving the offer or formal notice of acceptance. Failure to do so may delay enrolment activation.

Tuition Fees and Material Fees – 2025

Courses	Tuition Fee	Material Fee
English for Academic Purposes (109423E)	AUD \$240.00/week	AUD \$15.00/week
General English (109422F)	AUD \$240.00/week	AUD \$15.00/week
IELTS Preparation (1094254D)	AUD \$240.00/week	AUD \$15.00/week
High School Preparation (119396J)	AUD \$500.00/week	AUD \$200.00/level
Primary School Preparation (119397H)	AUD \$600.00/week	AUD \$200.00/level
Diploma of Interpreting (PSP50922)	AUD \$9,800.00	AUD \$300.00
Advanced Diploma of Translating (PSP60822)	AUD \$9,800.00	AUD \$300.00

The material fee includes all textbooks, workbooks, access to digital platforms, and internal examination/assessments practice resources. The material fee does not include external services, such as the AEAS test. Material fees are non-tuition fees.

Boarding Service Fees – 2025

Boarding (provided by MILC)	AUD \$ 780.00/week
- Modern accommodation (shared) 3 meals/day, 7 days/week - Access to two modern, well-equipped common areas (indoor and outdoor) including TV, Pool Table, Table Tennis, Sporting Equipment, Couches, Board Games - Professional, qualified & caring staff - Safe and nurturing environment - Bilingual support (Mandarin and English) - Secure, unlimited internet access - Self-serviced laundry service - Pastoral Care service Please refer to MILC for more information	

Important note: Boarding services are provided directly by Melbourne Intercultural Learning Centre (MILC) and are not managed or operated by AIL. All boarding fees are payable directly to MILC, and any refund, cancellation, or service change requests must be made in accordance with MILC's own policies and terms.

AIL does not collect or hold any boarding fees on behalf of MILC.

After-school care/activities Fees – 2025

After-school care/activities (under 18 programs)		
Weekdays 3.15pm – 5.30pm	- Monday: Welcome BBQ & Ice-Breaker Games / Australian Culture Workshop - Tuesday: Incursions / Guest Speaker / Creative Arts / Cultural Immersion Activities - Wednesday: Academic Extension / Study Skills / Project-based Learning - Thursday: Excursions / Site Visits - Friday: Games / Films / Social Clubs / Sports & Physical Activities	AUD \$280.00+GST/week (10 weeks or more) AUD \$350.00+GST/week (less than 10 weeks)
Saturdays	Excursions	Fees vary depending on the activities

Other Charges – 2025

Item	Fee	Note
Enrolment fee	AUD \$250.00	Non-refundable.
Deferment or Change of CoE	AUD \$100.00	Non-refundable. This fee covers administrative processing of the new eCOE, updates to PRISMS, and related internal documentation.
CAAW issuing Fee	AUD \$165.00	Non-refundable. This fee applies when AIL first issues a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter for under-18 students along with the CoE through PRISMS.
CAAW Amendment Fee	AUD \$150.00	Non-refundable. <i>This fee applies when a student requests a change to their existing CAAW arrangements (e.g. changing homestay, switching to parent care), and AIL is required to update the CAAW details in PRISMS.</i>
Welfare Fee	AUD \$50.00/week	Applicable to students under 18 who are staying in AIL-approved homestay or non-MILC accommodation under a CAAW arrangement. This fee covers AIL's weekly welfare monitoring and support services. Not applicable to students residing at MILC.
Homestay provider assessment fee	AUD \$800.00	This fee applies when a student requests to live with a non-AIL or non-MILC homestay provider (Option C – Other accommodation arrangement) under a CAAW arrangement.
Re-assessment Fee	AUD \$350.00/unit	Fee applies for each unit (VET programs only) where reassessment is required.
Unit Repeat Fee	AUD \$500.00/unit	Applies when a student needs to repeat a failed unit (VET programs only).
Private coaching	AUD \$120.00/hour	Extended one-on-one coaching/training for particular subjects
AEAS Preparation Course	AUD \$4,450.00	AEAS Official Test Preparation Course (30 hours)
AEAS Testing	AUD \$585.00/test	Required for all HSP students
Credit Transfer	Nil	No charge for eligible applications.
RPL Fees	AUD \$500.00/unit	For students applying for Recognition of Prior Learning (RPL).
Testamur/Certificate Re-issue Fee	AUD \$50/copy	Fee for each copy of certificate or statement reissued.
Student ID	AUD \$15.00	Free for students enrolling in any course no less than 10 weeks
Replacement Student ID	AUD \$15.00	Replacement cost if student ID is lost or damaged.
Uniforms	AUD \$300.00	Only for HSP and PSP students, including 2 shirts and 1 blazer
OSHC	-	Please contact Admin for more information
Airport Transfer Fee	From AUD \$200.00	Please contact Admin for more information
Additional boarding services	-	Please refer to MILC for further information

REFUND POLICY

AIL reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary.

If a course is cancelled or postponed by more than four (4) weeks, and a student is unable or unwilling to enrol in a similar course at AIL, all fees will be refunded in accordance with this policy, the Standards for RTOs 2025, and (for CRICOS students) the ESOS Act 2000 and National Code 2018.

Refunds are subject to the following conditions:

- All fees are not transferable to another person.
- Refunds are calculated based on the net amount of tuition fees actually received by AIL, excluding any bank or intermediary charges deducted by financial institutions at the time of payment.
- Refunds for international students due to visa refusal or withdrawal will be managed in accordance with the ESOS Act 2000 and TPS requirements.

Non-Tuition Fees and Boarding Services

Boarding Services (MILC):

Boarding service fees provided by MILC are governed by MILC's own refund policy and are not managed by AIL. Any refund requests relating to accommodation, meals, or boarding services must be made directly to MILC in accordance with their published terms and conditions.

Non-Tuition Fees (AIL):

Non-tuition fees are generally non-refundable once the relevant service, resource, or administrative process has been provided or arranged.

The following apply:

- Fees specifically marked as non-refundable in this policy will not be refunded once the relevant service or process has been provided, except where required under the ESOS Act or the ESOS (Calculation of Refund) Specification 2024.
- Ongoing or service-based fees may be refunded on a pro-rata basis for the unspent portion if the student withdraws before the service period ends.
- One-off or consumable fees such as Student ID, Replacement ID, Uniforms, etc are non-refundable once the item or resource has been provided or arranged.
- All refunds of non-tuition fees are calculated fairly and approved by the Compliance Manager.

Requests for Refund of Tuition Fees

- All refund requests must be submitted in writing to admin@ail.edu.au using the official Refund Application Form.
- The request must clearly state the reason and be accompanied by supporting documentation (e.g. visa refusal notice, withdrawal form, medical certificate).
- Refund applications will be assessed within 10 working days, and approved refunds will be processed within 28 calendar days of receiving complete documentation.

Payment of Refund

- Refunds will be made to the original payer to the same account from which the payment was received.
- Refunds are made in Australian dollars (AUD), regardless of the student's current location, unless authorised otherwise in writing.
- Refunds for provider default are processed within 14 days; all other refunds are made within 28 days.
- Refunds are not transferable to another person or student account.

Visa Refusal (International Students Only)

Refunds for visa refusal are governed by the ESOS Act 2000, the ESOS (Calculation of Refund) Specification 2024, and Tuition Protection Service (TPS) requirements.

• Visa refusal before course commencement:

If a student's visa application is refused before the course start date, AIL will refund all course fees received (including both tuition and non-tuition fees), minus the lesser of 5% of the total course fees received or AUD \$500, to cover administrative costs.

• Visa refusal after course commencement:

If a student's visa is refused after the course has commenced, AIL will refund the unused portion of tuition fees calculated from the date the visa refusal notice was issued.

Non-tuition fees are not required to be refunded once the relevant service or resource has been provided or arranged.

Otherwise, AIL will apply the pro-rata refund rule for the unspent portion of the service.

- All refund requests must include a copy of the official visa-refusal letter issued by the Department of Home Affairs.
- Refunds will be made to the original payer within 28 calendar days of receiving a complete application.

Student Default

- A student is not eligible for a refund in the event of a student default. Situations of student default include the following:
- The student breaches a condition of his or her student visa;
- The student breaches a condition of their enrolment or Student Agreement.
- The student fails to commence the course on the agreed start date or attend classes.

- The student withdraws from the course after commencement.
- The student engages in serious misconduct.

Refunds for student default are calculated and managed in accordance with the Australian Consumer Law (for domestic students) and, for CRICOS students, sections 47D and 47E of the ESOS Act 2000.

Withdrawal timeframe	Refund entitlement
More than 28 days before initial course commencement	Full refund of tuition fees paid
28 days or less before initial course commencement	50% refund of tuition fees paid
After commencement of course	No refund

Defaults by AIL

- Situations of AIL in default include the following:
- The course does not start on the agreed commencement date;
- The course ceases to be provided before completion; or
- The course is not provided to the student due to a sanction imposed by a regulatory authority.

In the unlikely event of provider default, AIL will refund all unspent tuition fees to the student within 14 calendar days, or assist the student to enrol in a suitable alternative course at no extra cost.

For CRICOS students, refunds will be managed under the Tuition Protection Service (TPS) framework

Withdrawal from Course of Study

- Withdrawal must be made in writing and signed by the student.
- The refund entitlement is calculated based on the withdrawal date and is shown in the table above.
- AIL encourages students to discuss any withdrawal intention with the Student Administration team before submitting a formal request.

DEFERRAL / SUSPENSION / CANCELLATION OF ENROLMENT

Deferral or Suspension (Student Request)

Students may request to defer or temporarily suspend their enrolment due to compassionate or compelling circumstances, including:

- Serious illness or injury (supported by medical evidence);
- Bereavement of an immediate family member;
- Major political upheaval, natural disaster, or critical incident;
- Involvement in a significant personal event (e.g. accident or family emergency); or
- Implementation of an academic intervention plan for unsatisfactory course progress.

Requests must be submitted in writing with supporting evidence. Approval is at the discretion of AIL.

Cancellation (AIL Decision)

AIL may cancel a student's enrolment in cases of:

- Completion or transfer to another provider;
- Non-payment of tuition fees or repeated late payment;
- Misconduct or breach of Student Agreement;
- Unsatisfactory attendance or course progress (per National Code Standard 8);
- Failure to hold a valid student visa; or
- Inability to continue course delivery.

Before cancellation, AIL will issue written notice and allow the student the opportunity to access the complaints and appeals process.

Extended Medical Leave

AIL recognises that students may experience illness or injury supported by medical certificates. However, repeated or extended medical leave beyond eight (8) consecutive weeks may not be considered a continuing *compassionate or compelling circumstance* unless supported by detailed medical evidence indicating an expected recovery date and fitness to study.

Where a student's cumulative medical absence exceeds this period and they are unable to resume studies, AIL may cancel the student's CoE on the grounds of "student ceased studies – unable to continue due to illness" and advise the student to reapply when fit to study.

Fee changes

Course fees may change from time to time. Once a student has accepted an offer and enrolled, their tuition and non-tuition fees will remain fixed for the duration of the course as stated in their Letter of Offer.

If a student extends their enrolment or transfers to another course, additional tuition fees may apply at the current published rate.