



Pre-payment Protection Policy

1. Purpose

To ensure protection of prepaid student fees and compliance with ESOS Act 2000, National Code 2018, and Standards for RTOs 2025.

2. Scope

This policy applies to:

- Prepaid fees collected from students
- International students studying on a student visa
- Domestic students paying fees in advance

This policy does not apply to third-party payments (e.g., employers).

3. Definitions

- **ALACC:** Australasian Lawrance Aged Care College Pty Ltd.
- **TPS:** Tuition Protection Service, an Australian Government initiative.
- **Student:** Any enrolled learner

4. PROCEDURES

4.1 Fee Structure and Payment Schedule

Fees are outlined in:

- Letter of Offer
- Enrolment Agreement
- Website



4.2 Pre-Payments

- ALACC requires all students to pre-pay some or all course fees prior to commencement.
- **Domestic students: max \$1,500 in advance (unless agreed payment plan)**
- **International students: max 50% upfront unless voluntarily exceeded**

4.3 Withdrawal from a Course and Refunds

3.1 If you withdraw, eligibility for a refund depends on the timing and circumstances of the withdrawal.

Refer to ALACC's **Refund Policy** (available on the ALACC website) for detailed refund conditions.

3.2 If ALACC cannot deliver the agreed course:

- ALACC will offer you a suitable alternative course, or
- Reschedule the course delivery, or
- Extend your CoE (Confirmation of Enrolment) where applicable for international students.

If the alternative course or arrangement is not suitable to you, TPS processes will apply.

4.4 Tuition Protection Service (TPS)

4.1 If ALACC cannot deliver your course and you are:

- An **international student**; or

4.2 TPS provides eligible students with the opportunity to:

- Complete their studies in an equivalent course with another provider, or
- Receive a refund of unspent pre-paid tuition fees (international students)

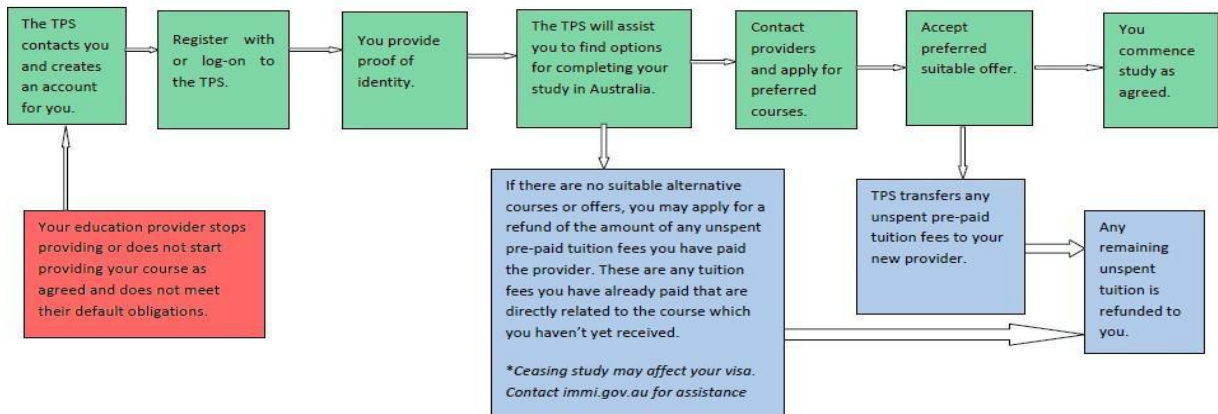
4.3 ALACC staff will support you through the TPS process where required. You may also access information independently via [TPS Website](#).

4.4 The following diagram below sets out how the TPS works. The diagram is a guide only. For the most up-to-date, accurate information you should visit

www.tps.gov.au or access the [TPS brochure at Are you an international student studying in Australia on a student visa?](#)



The TPS overview – how does it work for international students?



Important:

Ceasing study may impact your visa status.

Always seek advice from the Department of Home Affairs via www.immi.homeaffairs.gov.au

6 Legislation

- ESOS Act 2000
- National Code 2018
- Standards for RTOs 2025
- TPS framework

7 RECORD KEEPING

ALACC maintains records of:

- Payments
- Refunds
- Correspondence

8 NON-COMPLIANCE

Students who believe ALACC has breached this policy may access the **Complaints and Appeals Policy** to seek resolution.



9 Document Control

Policy:	Pre-payment Protection Policy
Policy owner:	CEO / Director of Studies
Reviewed by:	Compliance Team
Approval authority:	Dr Janet Lawrence, D.Ed., FACN CEO/Director of Studies
Last Review date:	April 2026
Version:	2026.1
Next review:	April 2027
Summary of changes:	This policy has been revised to improve clarity, remove references to government-funded programs and VET Student Loans, and ensure alignment with current regulatory standards.