POLICY AND PROCEDURE

Name: STUDENT FEES POLICY
Policy No: PP3109
Approved by: ACER Academic Board
Last reviewed: August 2016
Responsible Division/Department: Professional Resources Division/ACER Institute

1. Purpose
To set the principles and processes for charging, collecting and refunding fees for Students enrolled in ACER Higher Education Courses.

2. Scope
This policy applies to all Staff Members and Students.

3. Definitions
See Glossary of Terms

4. Legislation and related Documents
Equal Opportunity Act 1995 (Vic)
Freedom of Information Act 1982 (Vic)
Higher Education Standards Framework (Threshold Standards) 2015
Tuition Assurance Scheme (TAS)
ACER Student Policies
ACER Student Fees Statement
ACER Tuition Fees Statement.

5. Policy Principles and Procedures
5.1 Fee charges
i. ACER will set fees for each Course and Unit of study in line with those charged for the same level of study by similar higher education providers.
ii. Tuition fees for each Unit will be publically available on the ACER website.
iii. ACER will review its tuition fees annually.
iv. ACER will guarantee that tuition fees will hold for the normal length of time to complete the Course (of initial enrolment) on a part-time basis.
v. If a Student transfers to a new Course the prevailing tuition fees will apply.
vi. ACER does not charge the Federal Government’s Student Services and Amenities Fee.
vii. A Student Fees Statement is available online.
viii. Fees associated with graduation are listed as an Appendix to PP3115 Student Awards and Graduation Policy.

5.2 Payment of fees
   i. Students will be invoiced prior to the start of each Unit of the Course for which they are enrolled. The invoice will indicate the amount due and the date by which payment must be made.
   ii. Students are required to pay the tuition fee for each Unit prior to the commencement date of the Unit.
   iii. Students experiencing difficulties with tuition payments may seek special payment arrangements from The Director. Requests for such arrangements must be made in writing and be supported by relevant documentation. The outcome of such a request will be made in writing to the applicant and will not be granted automatically.
   iv. Non-payment of fees by the due date will result in cancellation of the Student’s enrolment. A Student whose enrolment is cancelled will retain her/his liability and will not be permitted to re-enrol in a subsequent Unit or Course until such time as the debt is either paid in full or agreement has been reached between the Student and The Director.
   v. Students indebted to ACER will not be able to access their results, will not be issued with academic transcripts or any other official documents, and will not be permitted to graduate.

5.3 Fee refunds
   i. A Student may withdraw from a Course or Unit without penalty and receive a full refund, provided such withdrawal is made before the Course or Unit commencement date.
   ii. A Student who withdraws from a Course or Unit after commencement date and before the Census Date the tuition fee less a 10% administration fee will be refunded
   iii. A student who withdraws from a Course or Unit after the Census Date the tuition fee less 50% will be refunded.
   iv. A Student who withdraws from a Course or Unit after the Census Date but without obtaining an Approved Leave of Absence will have their enrolment lapsed and will forfeit all tuition fees.
   v. If a Student withdraws after completing the delivery of the Course or Unit but prior to submitting the Assessment Task requirements no fees will be refunded.
   vi. Tuition fees may be refunded where the Student has been required to withdraw because of exceptional circumstances – for example, serious continuing illness or disability, death of the Student or immediate family member (parent, sibling, spouse or child). Requests in this category must be made in writing to The Director, and be accompanied by documentary evidence detailing the circumstances leading to the request.
   vii. If ACER withdraws the offer of a place normally 100% of fees will be refunded
   viii. If a Course does not commence on the agreed start date up to 100% of fees may be refunded.
6. **Dispute Resolution**

Should a dispute arise in relation to the interpretation or application of this Policy or its Procedures a Grievance may be notified and managed in accordance with the ACER PP3111 Student Grievance Resolution Policy.

7. **Awareness of Policy**

The Director will take reasonable steps to disseminate and explain this policy to Staff Members and Students.

The policy will be available online at:

[https://courses.acer.edu.au/students/policies](https://courses.acer.edu.au/students/policies)

8. **Version Control**

Authorised by: ACER Academic Board  
Maintained by: Director, ACER Institute  
Written: March 2013  
Review: November 2018  
Version: 4

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<td>C. Kemp</td>
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<td>12/11/2015</td>
<td>G. Appleby</td>
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