1. Purpose
To set processes for charging, collecting and refunding fees of Students of ACER Higher Education Courses.

2. Scope
This policy applies to Students.

3. Definitions
See Glossary of Terms.

4. Legislation and related documents
Higher Education Support Act 2003
Higher Education Provider Guidelines 2012
ACER Tuition Assurance Statement
Australian Qualifications Framework (AQF) 2nd edn. (Jan 2013)
Disability Discrimination Act – Education Standards 2005
Higher Education Standards Framework (Threshold Standards) 2015
TEQSA Information Sheet: eLearning and compliance with the Threshold Standards
TEQSA Guidance Note: Course Design
ACER Student Policies

5. Policy principles and procedures
Under the provisions of the Higher Education Support Act 2003 and the Higher Education Provider Guidelines 2012, ACER is required to provide a tuition fee
assurance arrangement for Australian citizens or holders of an Australian permanent humanitarian visa who are enrolled in the Higher Education Courses it offers.

In the event that ACER ceases to offer a Higher Education Course, affected Students will be notified in writing, of ACER’s decision.

Affected Students will be offered a full refund of tuition fees.

Where Students wish to complete the Course, rather than receive a full refund, ACER will support those Students, to the best of its ability, to enrol in a similar course of study with another provider offering full credit transfer for successfully completed Units. In the result that a similar Course cannot be identified, Students will receive a full refund.

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 who may be affected by it.

   The policy will be available online at [http://courses.acer.edu.au/students/policies](http://courses.acer.edu.au/students/policies)

8. **Version control**

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<td>P. Taylor-Guy</td>
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