



POLICY

Name:	STUDENT FEES POLICY
Policy No:	PP3109
Approved by:	ACER Academic Board
Last reviewed:	May 2019
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 Support Act 2003 (updated January 2018)
Tuition Assurance Scheme (TAS)
[Higher Education Standards Framework \(Threshold Standards\) 2015](#)
[TEQSA Guidance Note: Course Design](#)
[ACER Student policies](#)

5. Principles

5.1 Fees and charges

- i. Students are financially liable for all Units in which they are enrolled on the Census Date for that Unit.
- ii. The Census Date for each Unit shall be the Friday of the fourth week after the

commencement of a standard-length period of teaching, or for non-standard teaching periods:

- Two weeks or less: the day before the first day of teaching;
 - More than two weeks but less than six weeks in length: Friday of the second week of teaching.
- iii. A Student who withdraws from a Unit prior to the Census Date will not be liable for a Higher Education Loan Program (Fee-HELP) debt for that Unit.
 - iv. 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.
 - v. Tuition fees and Census Dates for each Unit will be publicly available on the ACER website.
 - vi. ACER will review its tuition fees annually.
 - vii. ACER will guarantee that tuition fees (of initial enrolment) will hold for the normal length of time to complete the Course on a part-time basis of up to two (2) years.
 - viii. If a Student transfers to a new Course the prevailing tuition fees for the Units within that Course will apply.
 - ix. ACER does not charge the Federal Government's Student Services and Amenities Fee.
 - x. A Student Fees Statement is available online.
 - xi. 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 (the deposit) and the Census Date, which is the date by which payment must be made in full.
- ii. Students are required to pay the full tuition fee for each Unit by the Census Date of date of the Unit.

For students who have government support, the Census Date is:

 - the last day you can make up-front fee payments;
 - the last day you can apply for FEE-HELP loans; and
 - when you become liable for FEE-HELP debts.
- iii. Students who do not have government support and who are experiencing difficulties with tuition payments may seek special payment arrangements from The Director. Requests for such arrangements must be made in writing (by email) and be supported

by relevant documentation. The outcome of such a request will be made in writing (by email) to the applicant and will not be granted automatically.

- iv. 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.
- v. ACER will not change any financial due dates unless we have made a proven error.

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 Unit after commencement date and before the Census Date the tuition deposit amount, less a 10% administration fee, will be refunded.
- iii. A Student who withdraws from a Unit after the Census Date but without obtaining an Approved Leave of Absence will have their enrolment lapsed and will forfeit all Tuition Fees that have been paid for that Unit.
- iv. If a Student withdraws after completing the delivery of the Unit but prior to submitting the Assessment Task requirements no fees will be refunded.
- v. 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. If you have opted to defer your fees, you can apply to have your Fee-HELP debt removed. If the application is approved, your Fee-HELP debt for the relevant unit of study will be removed and any amounts you have paid up-front will be refunded.
- vi. If ACER withdraws the offer of a place 100% of fees already paid will be refunded.
- vii. If a Course or Unit does not commence on the agreed start date 100% of fees already paid will be refunded.

6. Cancellation of Enrolment

ACER may cancel a student's enrolment in a Unit when a Student has not:

- If eligible for Fee-HELP, undertaken the appropriate steps by the census date for the Unit, in accordance with the Higher Education Support Act 2003, to defer payment of tuition fees through the government's Fee-HELP assistance; or

- Paid their fee liability for the Unit in full by the Payment Due Date.

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.

7. 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.

8. 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: www.acer.org/professional-learning/postgraduate/students/policies

9. Version Control

Authorised by	ACER Academic Board
Maintained by:	Director, ACER Institute
Written:	March 2013
Next Review:	December 2020
Version:	6

Version control	Date effective	Approved by	Amendment
1.	23/1/2013	E. Hartnell-Young	Logo, Page Numbers.
2.	13/03/2013	C. Kemp	Last Review date updated, Version Control details included, formatting.
3.	12/11/2015	G. Appleby	Definitions, Purpose, Scope, Payment of fees Awareness of Policy, Version Control details, formatting.

4.	17/8/2016	P. Taylor-Guy	Remove table of Definitions and add link. Update Legislation and Related Documents. Update Version Control Checked against Threshold Standards 2015. Added to 5.1 Added to 5.2 Added to 5.3 Minor edits.
5	12/7/2018	P. Taylor-Guy	Amended to comply with the Higher Education Support Act 2003, and consider the FEE_HELP Guidelines 2017 and requirements for the provision of FEE-HELP. Census Dates clarified. Formatting. Version control. Policy links.
6	13/05/2019	P. Taylor-Guy	Quality check. Formatting. Changed wording in section 6 from subject to Unit. Updated to version 6 and changed review date to Dec 2020.