



POLICY AND PROCEDURE

Name:	TUITION ASSURANCE POLICY
Policy No:	PP3124
Approved by:	ACER Academic Board
Last reviewed:	July 2018
Responsible Division/Department	Professional Resources Division/ACER Institute

1. Purpose

To outline the policies, processes and protections that Students can expect in the event that a Course or Unit of study ceases to be offered by the ACER Institute.

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

- i. Under the provisions of the *Higher Education Support Act 2003* and the Higher Education Provider Guidelines 2012, ACER is required to provide tuition fee assurance arrangements for Australian citizens or holders of an Australian

permanent humanitarian visa who are enrolled in the Higher Education Courses or Units it offers. In the event that ACER ceases to offer a Higher Education Course or Unit, affected Students will be notified in writing, of ACER's decision, within two days, and within seven business days ACER will hold a meeting with those Students.

- ii. Affected Students will be offered a full refund of tuition fees.
- iii. 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, as evidenced by a Statement of Attainment. The new Course must lead to the same or comparable Award qualification as the original Course.
- iv. In the result that a similar Course cannot be identified, Students will receive a full refund.
- v. A Student who accepts the replacement Course will not be required to pay the second provider for the replacement components of the replacement Course. However, the fees payable for the remainder of the replacement Course may be different from the fees payable for the original ACER Course.
- vi. Also see the ACER Tuition Fee Assurance Statement.

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 is available online at:

<https://www.acer.org/professional-learning/postgraduate/students/policies>

8. Version control

Authorised by: ACER Academic Board

Maintained by: Director ACER Institute

Written: August 2014

Review: July 2019

Version: 4

Version Control	Date effective	Amendments by	Amendment
1.	14/08/2014	E. Hartnell-Young	New Policy
2.	12/11/2015	G. Appleby	Definitions, Purpose, Scope, Awareness of Policy, Version Control details. formatting.
3	17/8/2016	P. Taylor-Guy	Remove table of Definitions and add link. Update Legislation and Related Documents. Update Version Control
4	10/7/2018	P. Taylor-Guy	Aligned with FEE_HELP documents Corrected purpose Amendments to section 5 Minor edits