

Policy 6: Fees, Charges and Refunds Policy and Procedure

Purpose

This policy and procedure is to ensure ACU College operates a fair and equitable process for the collection and management of fees and refunds.

Scope

This policy and procedure applies to all students enrolled with ACU College.

Definitions

1. **Tuition fee** means the cost that is required to run the course.
2. **Course fee** is the total cost of the course which in most cases includes but not limited to the tuition fee, services and amenities fees, enrolment fee, administration fee, equipment and resources fee.
3. **Student services and amenities fee** is the cost of providing such services as student cards, counselling, welfare services, technical support in the nursing and exercise science labs, learning support, library, network access, access to databases and e-learning materials and IT support.
4. **Equipment and resources fee** means items such as uniform for clinical placement, dressing packs, materials used in nursing labs, practical experience placement book and other learning materials given out in class.
5. **Enrolment fee** is the fee payable when an application is made to ACU College for an enrolment to a course or qualification. This fee is normally non-refundable.
6. **Prepaid fee** is the fee collected in advance before the relevant services have been provided
7. **Full fee-paying student** means a student enrolled in a VET course of study for which ACU College does not receive any funding from a State, Territory or the Commonwealth in relation to the VET student's enrolment in that VET course of study.
8. **Subsidised student (funded fee student)** means a student enrolled in a VET course for whom ACU College receives funding from a state or territory (the "subsidising state or territory") in relation to the VET student's enrolment in that VET course of study.
9. **Concession fee** means a 20% tuition fee for eligible VET students in any certificate IV or below courses
10. **Vet Student Loans (VSL)** is an Australian Government loan program that helps eligible students enrolled in approved courses at approved course providers pay their tuition fees.
11. **Census day** means the day after which a VET student incurs a debt for the VET units of study in which they are enrolled.
12. **Commonwealth Assistance Notice (CAN)** is a notice issued by ACU College that includes important information about students' enrolment, any HELP debt students have incurred or student contribution amounts they have paid, and any loan fee they may have incurred.
13. **VET student loans fee notice** is a notice issued by ACU College to all eligible VSL students with important details about the course, units of study, pay period, statement about withdrawal and census days.
14. **VET Student Loans Statement of Covered Fees** is a statement issued by ACU College to the student as to whether or not the enrolment is accepted on the basis that some or all of the tuition fees for the course will be covered by a VET student loan.
15. **Commonwealth Higher Education Student Support Number (CHESSN)** is a unique identification number for students studying in a Commonwealth supported place or accessing a HELP loan.
16. **Equivalent Full-time Student Load (EFTSL)** is the measure of the study load based on the student undertaking a course on a full time basis over an academic year.

Policy

1. General

- 1.1 All fees and charges are subject to change.
- 1.2 All fees and charges are displayed on the website and in any offer letter sent to prospective applicants.
- 1.3 Current and prospective students must check our website for current fees and charges.

- 1.4 ACU College reserves the right to amend the fees and charges at any time to ensure compliance with applicable State and Federal laws.
- 1.5 Existing students will be notified of any fee changes within 10 business days on the website or email/face to face or through notices on the notice board and all relevant documents will be updated accordingly.
- 1.6 All fees due must be paid in accordance with the agreed terms and conditions. If a student fails to pay the fees within the stipulated time and ACU College has made considerable efforts in reminding the students to pay the fees, ACU College will cancel the enrolment and not issue a Statement of Attainment (SOA) until all fees are paid.

2. Collection and management of fees and charges

- 2.1 Tuition fees are payable at the start of the course.
- 2.2 All payments must be made only via the secure online payment system on our website or via the payment app which can be downloaded from app stores on mobile devices. Other payment methods may be available on request.
- 2.3 A \$50.00 late fee will apply for all late payments.
- 2.4 For RPL, the minimum fee is \$150.00/unit to cover the basic administrative cost, however, where extra work is required by ACU College to validate an applicant's prior learning, ACU College reserves the right to apply additional charges.
- 2.5 ACU College will not release the Certificates/Transcripts/Statement of Attainment until all fees are paid in full.

3. Payment plans

- 3.1 Students may, at the discretion of management, organise to pay their course fees in instalments.
- 3.2 All payment plans must be requested in writing 10 business days prior to the commencement of the course. Late applications will not be accepted.
- 3.3 The instalment dates are fixed and all payments must be made on or before the due date.
- 3.4 Payments not paid by the due date will attract a \$50 late fee which will be added to the instalment.
- 3.5 Payment plans are only available where course fees exceed \$1000.
- 3.6 A \$70 administration fee for payment plans will apply.
- 3.7 Any student who has an outstanding debt from a previous enrolment will NOT be granted a payment plan.
- 3.8 All payment plan decisions are at the discretion of the Director of ACU College.

4. Concession fees

- 4.1 All eligible participants at AQF Certificate IV or below level will be charged a concessional fee of 20% of the tuition fee that would be charged to a subsidised student.
- 4.2 At the time of enrolment or prior to the commencement of training, the eligible applicants must produce a certified copy or original of any one of the following documents:
 - a. Health Care Card issued by the Commonwealth;
 - b. Pensioner Concession Card; or
 - c. Veteran's Gold Card; or
 - d. An alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines.
- 4.3 The concessions provided for in clause 4.2 (a) and (b) also apply to a dependant spouse or dependent child of a card holder.
- 4.4 Under the Indigenous Completions Initiative, for enrolments in a course at any level ACU College will charge the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent.
- 4.5 All concession evidence documents must be produced at the time of enrolment or prior to the commencement of training.
- 4.6 The students, who cannot produce the concession evidence documents on enrolment day or prior to the commencement of training, may pay the concession fee and produce documents not later than five (5) working days after the commencement of training. Failing to produce the documents by this time will result in students being invoiced for non-concessional fee and will be required to pay the difference.

5. Tuition fee waivers and exemptions

5.1 ACU College will not charge a tuition fee for enrolment by an individual who is from:

- a. Judy Lazarus Transition Centre
- b. Young people on community based orders

5.2 At the time of enrolment or prior to the commencement of training the eligible applicants must produce a certified copy of the relevant documents as evidence for their fee waiver and exemption claims.

6. Tuition fees for VET Student Loans

6.1 VET Student Loans is a loan from the Commonwealth Government that needs to be repaid when the threshold income is reached. More information is available on our website and on www.studyassist.gov.au. VET student loan debt will remain a personal debt until it is repaid to the Commonwealth.

6.2 VSL students will not be charged the total course tuition fees in one up-front hit. The tuition fees will be reasonably apportioned across fee/study periods and each fee period will contain at least one census day.

6.3 The student may be required to communicate the student's agreement for the Secretary to continue to use a VET student loan to pay tuition fees for the course.

7. Census days, withdrawals, Variations and Notices

7.1 Census days are determined to be minimum 20% of the way between the VET unit of study commencement date and completion date with a minimum 3 census days for the course.

7.2 Census days and VET tuition fees are published on our website before the course commencement date and is accessible to any current or prospective student.

7.3 It is the responsibility of eligible VSL students to put in their withdrawal request in writing/email before the Census day. Any request past the Census day will incur the loan.

7.4 ACU College may vary a published VET tuition fee and/or a published census day for a VET unit of study if the variation occurs prior to the published census day if:

- a. it does not disadvantage an enrolled student or a person seeking to enrol and
- b. the variation is necessary to correct VET tuition fee and/or the census day due to administrative error or circumstances that did not apply at the time the VET tuition fee or census day was determined.

7.5 All varied VET tuition fee and/or the census day will be published on our website as soon as practicable.

7.6 Provision of 'VET Student Loan Statement of Covered Fees'

7.6.1 ACU College provides electronically 'VET Student Loan Statement of Covered Fees' to each eligible VSL students stating the amount of tuition fee covered and not covered by the VET student Loan.

7.6.2 This statement is given to the students after the enrolment in the course and before the first census day.

7.6.3 ACU College may give this statement along with the VET student loan fee notice for the first fee period of the course or it may be incorporated within the VET Student Loan Fee Notice.

7.7 Provision of 'VET Student Loan Fee Notice'

7.7.1 ACU College provides electronically 'VET Student Loan Fee Notice' to each eligible VSL Student at least 14 days before the first census day in the fee period but not more than 42 days before the beginning of the pay period.

7.7.2 The notice may include but not limited to the details of the course, fee/study period, student details including student identification number, VSL for each fee period, amount of debt accrued for each fee period and statements about withdrawals.

7.8 Provision of 'Commonwealth Assistance Notice' (CAN)

7.8.1 ACU College provides electronically 'Commonwealth Assistance Notice (CAN)' to each eligible VSL Student within the period starting on the census day for the part of the course and ending 28 days after the census day.

- 7.8.2 The notice may include but not limited to the details of the course, fee/study period, student details including student identification number, VSL for each fee period, amount of debt accrued for each fee period and statements about withdrawals.

8. Accounts and records

- 8.1 All accounts and records are maintained and managed by the ACU College accounts team in conjunction with the ACU College finance department and as per relevant regulatory requirements
- 8.2 All records in relation to fee-for-service income, VSL income, income from government subsidy and refunds are maintained in separate records for easy identification
- 8.3 ACU College keeps records, including evidence, to support any claim for a contribution towards revenue foregone as a result of granting concessions or waivers/exemptions.

9. Refunds for VET Student Loans

- 9.1 The Refund policy for ACU College will be fair and reasonable to all students.
- 9.2 If a student withdraws before the census day for a VET unit of study/fee period:
- ACU College will refund/re-credit 100% of the tuition fee paid upfront for that unit of study
 - Student will not incur VSL debt.
- 9.3 If the student withdraws after the census day for a VET unit of study:
- No refund will be provided and/or
 - The student will incur the VSL debt.
- 9.4 Refunds may take up to 21 business days. Students do not need to apply for refund.

10. VSL review and re-credit or remission

- 10.1 In special circumstances students may be eligible for a re-credit of their VSL balance if they withdraw from their VET unit of study after the census day or if they have not completed the requirements for the VET unit of study.
- 10.2 The application for re-credit must be made in writing within 12 months of the last day of the unit of study/last date of withdrawal for a special consideration with relevant evidence documents as determined by ACU College.
- 10.3 Special circumstance may include but not limited to:
- Conditions beyond a person's control
 - Conditions that make it impractical for the person to complete the requirements of the unit
 - Conditions that worsen on or after the census day of the VET unit of study
- 10.4 Students cannot apply for a re-credit or a remission if they have successfully completed the VET unit of study.
- 10.5 A student who receives a fail grade is considered not to have successfully completed the requirements of the VET unit of study.
- 10.6 The decision for re-credit or remission is at the discretion of the Director of ACU College
- 10.7 The application for re-credit will be considered within 10 business days and the outcome along with reasons for the decision will be communicated to the student via email.
- 10.8 VSL re-credit decisions are reviewable. If a student is not satisfied with decision he/she may apply in writing within 28 days to the Director of ACU College via email to ACUCollege.Melbourne@acu.edu.au/
ACUCollege.Brisbane@acu.edu.au or in person on their campus using the appropriate form (ST07 Appeal form) to have the decision reviewed.

11. Other charges and fees

- 11.1 ACU College may also charge additional fees to cover the cost of the resources used to facilitate the services.
- 11.2 Additional charges and fees schedules are reviewed periodically to consider the current cost of the resources.
- 11.3 Following table provides an indication of the additional fees and charges. **New fee charges effective from 2nd January 2018**

Services	Charges
Charges for Fourth attempt	
1. LEO – Assessments	\$100.00 per unit
2. Exams	\$100.00 per unit
3. Simulation Lab Assessments	\$100.00 per day
Other Charges	
4. CAT (Compulsory Attendance Task) for low attendance and assessments	\$100.00per unit
5. Reopening of online quiz/WHS module/Certificate or Clinical Placement document drop boxes after the due date (for further 1 attempts)	\$30.00 per unit
6. Re-enrolment (repeat class and assessments) will be charged for each re-enrolled unit. (Please refer to student handbook for nominal hours)	\$10.00 per nominal hour/the full fee paying hourly rate (Capped at maximum \$2000.00 per unit)
7. Third attempt for placement -Available after special consideration from the Placement Coordinators	\$66.00 per day
8. Placement Cancellation fee per day missed	\$66.00 per day
9. To organise a compensatory placement if the student is deemed not yet competent on a placement of their own fault or for any unauthorised absence.	\$66.00 per day
10. Nursing kit (optional)	\$40.00 - \$70.00
11. Second uniform shirt (optional)	\$38.00 - \$60.00
12. For certain courses students may need to do First Aid/CPR unit externally or as a standalone unit at ACU College	Up to \$160.00
13. Refund request admin fee for longer courses	\$50.00
14. Refund request admin fee for short courses	\$20.00
15. Re-booking fee for short courses	\$15.00

12. Other refunds

- 12.1 The fees paid to ACU College by credit cards must be cleared at the time of the application for refund by the student.
- 12.2 Refunds are applied to tuition fees only.
- 12.3 Refunds will be made to students after deducting any fee owing to ACU College.
- 12.4 The refund will be paid to the same person or body from whom the payment was received on behalf of the student, unless the student/payee gives written directions to pay another party.
- 12.5 ACU College may, at its discretion, refund the student some or all tuition fees where it determines that there are special circumstances.

- 12.6 Applications for refunds under special circumstances must be submitted in writing. The decision to approve or disapprove refund request applications is at the discretion of the Director of ACU College.
- 12.7 For Government subsidised (funded) students the refund only applies to the portion of fee paid by the student.
- 12.8 Refunds can take up to 28 business days.
- 12.9 The following fees are non-refundable unless the refund conditions (clause 14 of this policy) specify any special conditions:
- Nursing entrance test fee
 - Enrolment fee for all courses
 - Services and amenities fee
 - Cost of text books, equipment and other resources cost

13. If ACU College is unable to provide the services that have been paid for, students will be:

- 13.1 placed into an equivalent course without having to pay any additional fees for the portion of the course they have paid in advance, or
- 13.2 Refunded for all fees paid in advance over \$1500 or the full fee paid for short courses.
- 13.3 More information about Tuition Assurance cover through ASTAS is available in **Policy 7 VET Tuition Assurance Policy and Procedure**

14. Refund conditions

Refund for longer courses (2 months and above duration)		
Situation	Refund of tuition fee	Refund of enrolment fee
1. ACU College withdraws/does not deliver the program, for which the student has paid, due to insufficient numbers.	100%	100%
2. The course does not begin on the agreed commencement date.	100%	100%
3. The offer is withdrawn by ACU College.	100%	100%
4. If the student has paid the fees before the enrolment/commencement of the course and he/she does not meet the required skills to complete the course successfully.	100%	100%
5. The course ceases to be provided, at any time, after it commences, but before it is completed.	100% by ACPET	No
6. The course is not provided in full to the student because a sanction has been imposed on ACU College.	100% by ACPET	No
7. The student withdraws from the course 5 weeks (35 days) prior to the course commencement.	100%	No
8. The student withdraws within 30 days of the offer made by ACU College for in higher education. The request must be in writing with a copy of the offer	100%	100%
9. The student withdraws from the course less than 5 weeks prior to the course commencement.	70%	No
10. The student withdraws from the course after course commencement, special considerations may be given at the discretion of the Director and Finance Officer.	No	No

Refund for longer courses (2 months and above duration)		
Situation	Refund of tuition fee	Refund of enrolment fee
11. Incidental fees such as services and amenities fee, cost of text books, equipment and resources fee.	Any unspent amount	N/A

Refund for short courses (½ a day to 2 months' duration)	
Situation	Refund of fees
12. The course ceases to be delivered, at any time, after it commences but before it is completed.	100%
13. The course is cancelled and the participant does not attend an alternative course offered by ACU College.	100%
14. The participant withdraws from a course at least one (1) week prior to the course commencement.	70%
15. The participant withdraws from a course less than 1 week prior but not on the day of the course.	50%
16. The participant withdraws from a course on the day or after course commencement.	No refunds available but can transfer to another available course.

Procedures

Payment Plans

1. Student requests a payment plan 10 business days prior to the course commence date.
2. Student emails/posts/hands in the request along with required documents.
3. Finance Coordinator receives the request and organises a meeting with the student to discuss the situation. Request for short courses are accommodated at the discretion of the Course Coordinator.
4. Finance Coordinator records the applicant's details and payment plan and communicates the payment schedule and the payment methods to the applicant.
5. Finance Coordinator files the application and approval plan in the relevant file.

Refunds

1. Student fills in ST04 Refund/Re-credit request form within 10 business days of their decision to discontinue their course.
2. If ACU College cancels the course due to various reasons, the students will be provided 10 business days from the scheduled course commencement date to submit a refund request form.
3. Student emails/posts/hands in the form along with required documents.
4. Finance Coordinator/Course Coordinator receives the form, checks all the relevant systems for any payment due and completes the ACU College refund form and sends it to the ACU College Finance Department within 10 business days.
5. Finance Coordinator communicates the decision to the applicant.
6. The requested amount after deducting any amount owing to ACU College will be credited to the applicant.
7. Finance coordinator files the application form in the relevant file.

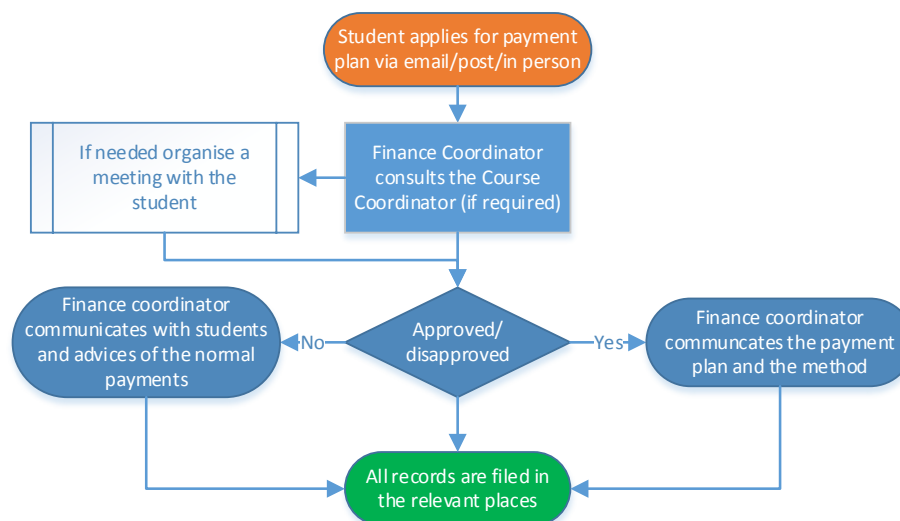
VSL re-credit/remission and review

1. Students apply in writing using the ST04 Refund/re-credit request form along with relevant documentary evidence.
2. Finance Coordinator receives the form and discusses the application with Director. If needed organises a meeting with the student and the Director.
3. Director approves/disapproves the re-credit/remission based on the special circumstances within 10 business days.
4. Finance Coordinator communicates the decision to the student with reasons behind the decision.
5. If the students is not happy with the decision, they may apply in writing, using the Appeal form, to the Director within 28 days of receiving the communication from the Finance Coordinator for a review of the decision. The application should also include the reasons why they are applying for a remission.
6. The Director may review the decision or nominate another person to review.
7. Within 45 days of the application the reviewer may confirm the decision or vary the decision or set the decision aside and substitute a new decision.
8. Reviewer will notify the decision in writing to the student with date and reasons.
9. If the student is not happy with reviewer's decision, he/she may directed to apply to Administrative Appeals Tribunal (AAT) at their own cost.
10. All appeals will be registered in a VSL re-credit/remission register.

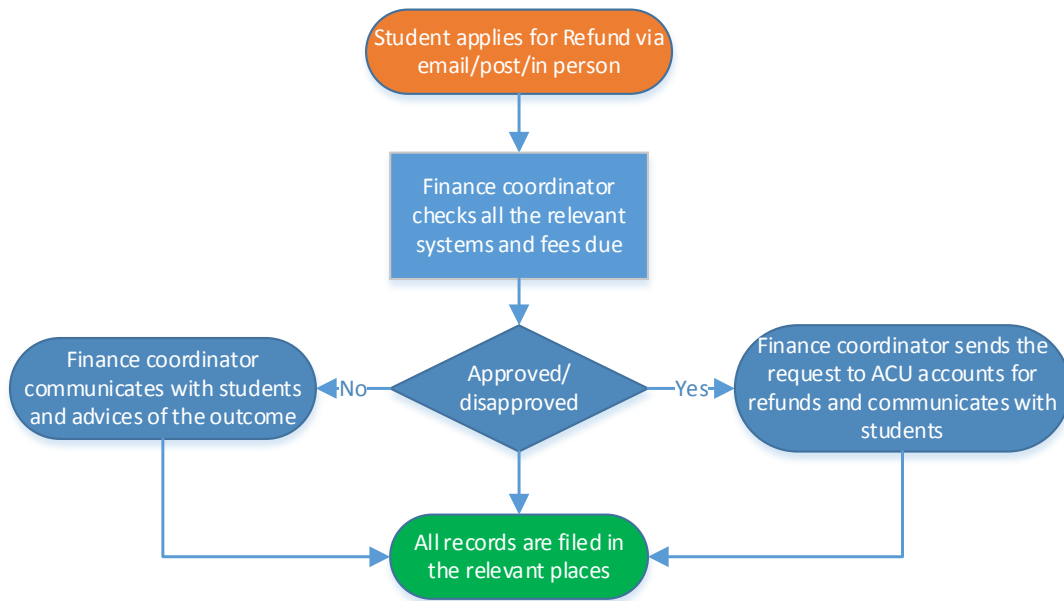
Processes

Payment Plan Process

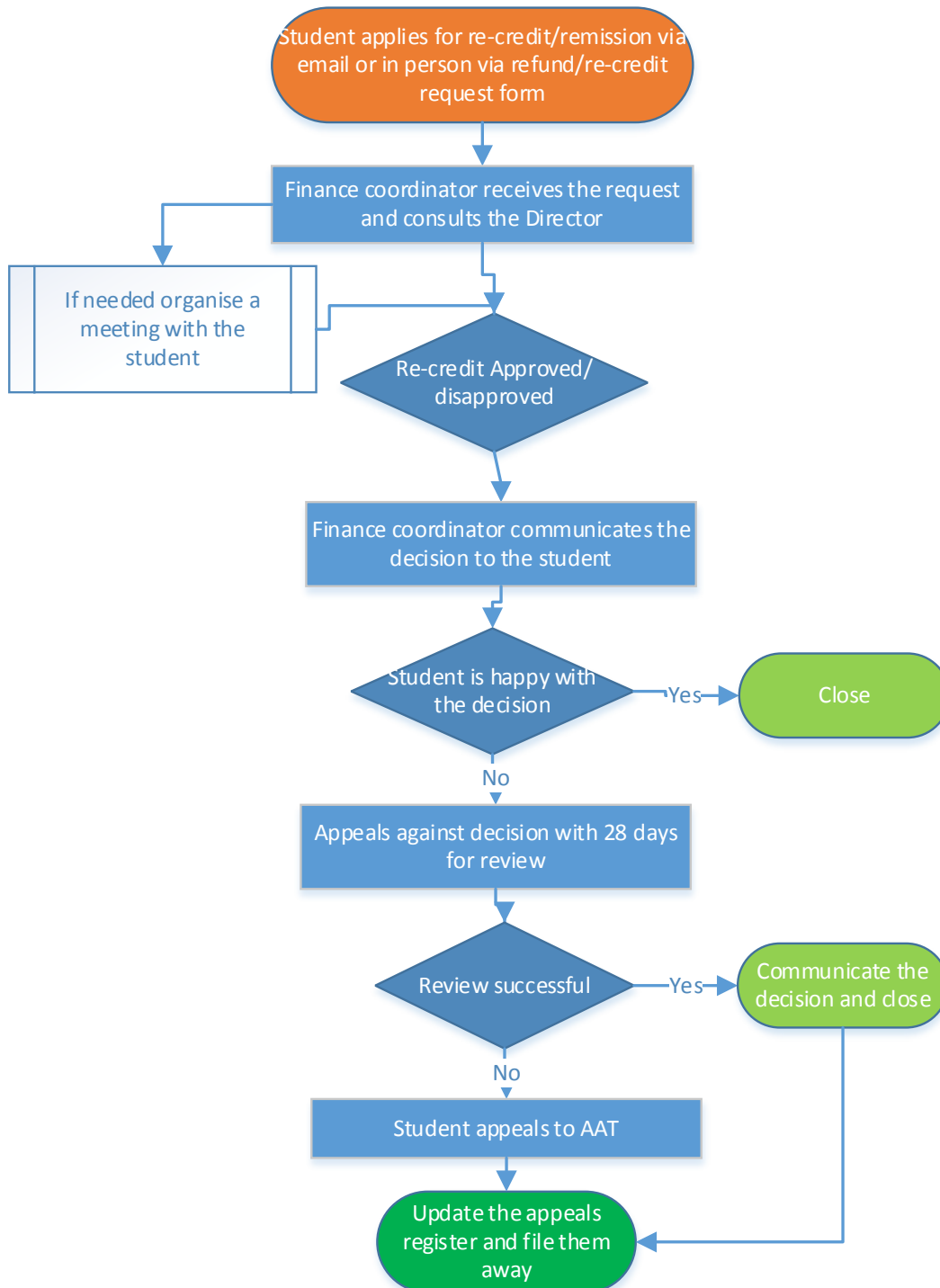
Leve to change flow chart for payment plan process and refund process, VSL re-credit/remission and review.



Refund Process



VSL re-credit/remission and review



Version History	Detail of update
Version 1.10	Rebranded to ACU College
Version 1.11	Updated refund conditions for short courses