



## DOMESTIC STUDENT LOANS AND FEES

### Policy and Procedures

#### Definitions:

Terms in this document, for which definitions are not provided in the text or may not be self-evident or for which usage at ACC may differ to that in other higher education institutions are as follows:

**Exclude:** When a student is excluded from the College, this refers to termination of the student's enrolment. After a specified period, the student may apply again for admission, in accordance with the ACC's *Recruitment, Admission and Orientation Policy*.

**Loan:** Refers to the lending of money to a student by one or more individuals, organizations, or other source(s) external to the ACC for the purpose of payment of their tuition fees. The recipient incurs a debt and is liable in accordance with a loan agreement to pay interest on that debt until it is repaid as well as to repay the principal amount borrowed.

**Program (or Degree Program):** The ACC 4 year Bachelor of Chiropractic Degree.

**Subject:** A scientific or professional discipline or body of knowledge which forms an essential part of the degree program curriculum. Subjects at the ACC comprise one or more units of study.

**Tuition Fee:** The fee paid by a student for enrolment in a unit of study which covers the cost of instruction/teaching. The tuition fee does not cover such related costs as textbooks, travel, special clothing, photocopies, diagnostic kits and/or equipment and/or other items for personal use by the student.

**Unit (or Unit of Study):** An element of a subject (as defined above), that has specified student learning outcomes and requires satisfactory performance in assessments that measure student performance regarding learning outcomes.

#### PURPOSE

The purpose of this policy is to clearly articulate the set of rules that govern the payment of student fees, fee refunds and award of fee credits and their relationship to unit and degree program withdrawals.

#### SCOPE

This policy applies to all commencing and continuing domestic students at the ACC.

#### POLICY

##### 1. Tuition Fees Governance

- 1.1. Program fees are set and approved annually by the Board of Directors and published on the ACC website.

- 1.2. Following the student's first year of enrolment, tuition fees for future years may be subject to change at the discretion of the Board. If tuition fees change, the College will notify students through their registered ACC email accounts in November of the preceding year.

## **2. Tuition Fee Payment**

- 2.1. All tuition fees included in the Fee Invoice rendered to the student shall be paid, in full, by the student. Failure to pay in full may hinder the student's ability to enroll or graduate.
- 2.2. Tuition fees must be paid by the due date on the Fee Invoice.
- 2.3. Any installment of a student loan available to a student and received by the ACC in respect to the student's enrolment shall be applied toward payment of the Fee Invoice rendered to that student.

## **3. Tuition Related Costs**

- 3.1. Tuition fees do not include such related costs as textbooks, travel, special clothing, photocopies, diagnostic kits and/or equipment for personal use by the student. Additional study related goods and services may be either purchased individually by the student, or purchased in bulk by ACC with the costs reimbursed by the student.
- 3.2. The ACC will publish additional related study costs and advise these to the students simultaneously with their invitation to enrol at the ACC.
- 3.3. Where ACC provides goods or services for related study costs as outlined in 3.1 above, payment is due at the commencement of studies for each Semester and payable by the student to the ACC.

## **4. Hardship**

- 4.1. In case of hardship a student may apply in writing to the Academic Registrar for alternative payment methods. Any such arrangements must be approved by the Academic Registrar and College President prior to the payment due dates.

## **5. Withdrawals**

- 5.1. An enrolled student may withdraw from a unit of study or the entire degree program at any time of study by giving written notice via the Application for Withdrawal/Leave of Absence form. This form needs to be signed by the student and either a student support officer or the Academic Dean and supplied to the Academic Registrar. If a student withdraws from a unit within the appropriate timeframe, they will be eligible for a fee refund as indicated in Section 6. below
- 5.2. Withdrawals will be deemed effective from the date of receipt of written notification.

Where a student is found ineligible to be enrolled in a unit and does not voluntarily withdraw within five (5) business days of the College's confirmation of their ineligibility, the College may withdraw the student and refund any tuition fees paid as indicated in Section 6 below).

## **6. Refunds and/or Fee Credit**

- 6.1. The Board of Directors determines conditions for the refund or credit of all or part fees for domestic students.

- 6.2. The ACC will take all reasonable steps to ensure all students that are or may be entitled to the credit or refund are notified via formal written correspondence and/or email.
- 6.3. A full refund of upfront tuition fees paid will be made to any student who withdraws on or prior to the census date of the semester for which the fees were paid.
- 6.4. Students who withdraw after the census date of the semester for which the fees were paid, will not receive a refund unless special circumstances apply. In this case, students must submit an *Application for Remission of FEE-HELP Debt or Refund of Upfront Payment of Tuition Fees* along with evidence supporting the claim for special circumstances.
- 6.5. The ACC will refund all fees payable within 30 days of the student withdrawal.
- 6.6. In exceptional circumstances such as serious illness, accident or events beyond the student’s control that ultimately prevent a student from completing the unit of study, the student may formally apply to the Academic Dean to withdraw for that unit of study and have the percentage of non-consumed fees to be held in credit until the commencement of the next period of study in which the unit of study is available and for which the student is available. Suitable documentary evidence must accompany the application. Where the Academic Dean has permitted the withdrawal of a student from a unit of study after the prescribed date, a credit of tuition fees will be granted as follows:

<b>Withdrawal Date</b>	<b>Administrative Fee for a Refund</b>	<b>Result recorded</b>	<b>Process and Approval</b>
<b>Prior to the semester or unit start date:</b>	Tuition Fee and Student Services and Amenities Fee – 100% refund.  No refund for Unit Related Costs.	No results recorded	New students must withdraw through Admissions.
<b>After the semester or unit start date, and up to, and including the census date</b>	Tuition Fees – 100% refund.  No refund for Compulsory Student Services Fee and Unit Related Costs.	No results recorded	A continuing student must withdraw through the Academic Registrar and the Academic Dean must approve the withdrawal. Application for Withdrawal/ Leave of Absence forms are available from the College’s Reception desk.  A new student must withdraw through Admissions.
<b>After the census date</b>	No refund unless there are exceptional circumstances.	Withdrawal ‘WD’  If the unit is 75% or more complete at the time of withdrawal, the result recorded is an ‘F’ – Fail.	A continuing student must withdraw through the Academic Registrar and the Academic Dean must approve the withdrawal. The <i>Application for Remission of FEE-HELP Debt or Refund of Upfront Payment of Tuition Fees</i> form is available from the College’s Reception desk.

## 7. Non-payment of tuition fees

- 7.1. Where a student does not pay or make arrangements with the Academic Registrar to pay the relevant tuition fee invoice on or before the due date, the following conditions will apply:
- 7.1.1. Any tuition fees that are not paid within seven (7) days of the due date will automatically attract a 10% penalty;

7.1.2. Where tuition fees have not been paid within fourteen (14) days of the due date the student's enrolment in the unit(s) of study will be revoked (or cancelled).

7.2. The College in addition may also:

7.2.1. Decline to re-enrol the student in one or more units, until the fees have been paid;

7.2.2. Decline to release the student's academic record, until the fees have been paid;

7.2.3. Exclude the student from the College.

## 8. Non-attendance

Any student who ceases attendance at ACC lectures or classes in a unit or units without formally applying to withdraw remains liable for the fees prescribed for the unit or units in question.

## IMPLEMENTATION and MONITORING

It is the responsibility of the Academic Registrar to ensure correct and timely invoicing to students, and the processing of payments, credits or refunds as necessary. The Academic Dean is responsible for enrolling and withdrawing students from individual units or the degree program in its entirety.

## VERSION CONTROL

<b>Document:</b> Domestic Student Loans and Fees Policy		
<b>Responsible Officer:</b> Corporate Services Manager		
<b>Initially Approved by:</b> Board of Directors		<b>Date:</b> 14 December 2016
<b>Reviewed and approved by:</b> Board of Directors		<b>Date:</b> 1 December 2020
<b>Version:</b> V1.1	<b>Replaces Version(s):</b> V1.0	<b>Next Review:</b>
<b>Nature of Change</b>	<ul style="list-style-type: none"><li>• Minor spelling, other text and formatting edits</li><li>• Addition of definitions</li></ul>	