



Fees, Payments and Tuition Assurance Policy

Effective Date: 2026.03.10

Last Reviewed: 2025.02.23

Version: v2 2026.03.10

1. Purpose

The purpose of this policy is to outline Alphacrucis University College's (AC) procedures to regulate the payment of all student fees and charges, as well as protection of students in the event that AC ceases to provide a course of study.

2. Scope

All HE and VET students

3. Policy

- 3.1. All fees are reviewed annually. All fees and charges are stated in and are to be paid in Australian dollars (unless delivery is through an offshore campus or partner). Tuition fees are payable per semester, in advance. Students must review the Student Agreement or International Student Agreement for visa holders, before the commencement of the course of study. This agreement includes payment dates and options. No student may commence studies unless tuition fees are paid or, for those students who are eligible, a FEE-HELP or VET Student electronic Commonwealth Assistance Form (eCAF) has been lodged.
- 3.2. AC provides a tuition assurance arrangement for persons who are enrolled in courses of study AC offers. The exception to this is overseas students, who are covered under the Tuition Protection Scheme (TPS).

3.3. Statement of HE Tuition Assurance

- 3.3.1. Under the provisions of the Higher Education Support Act 2003 (HESA) and the associated Higher Education Provider Guidelines, in the event that AC ceases to provide a course of study in which a student is enrolled, the student is entitled to a choice of:
- a. Course Assurance Option: an offer of a place in a similar course of study with a second provider without any requirement to pay the second provider any student contribution or tuition fee for any replacement subjects;
 - OR
 - b. Student Contribution/ Tuition Fee Replacement Offer: a refund of his or her up-front payments for any subject in a course of study that the student commences but does not complete because AC ceases to provide the course of study of which the subject forms part.
- 3.3.2. AC ensures that tuition assurance requirements of the HESA are met and publish this information to students and prospective students.



3.4. Statement of VET Tuition Assurance

- 3.4.1. AC ensures that it complies with the VET Tuition Assurance requirements covered in *the VET Guidelines 2013 (the VET Guidelines)*. In the event AC ceases to provide a VET course of study in which a student is enrolled, the student is entitled to a choice of:
- a. Course Assurance Option: an offer of a place in a similar VET course of study with a second provider without any requirement to pay the second provider any tuition fee for any replacement units;
 - OR
 - b. Tuition Fee Repayment Option: a refund of the student's up-front tuition fee payments and/or a re-crediting of any VET Student Loan balance for any unit of study in which the student is enrolled or commences but does not complete.

4. Procedure

- 4.1. Students will receive documentation prior to their enrolment, of the qualification or training they will receive, including all fees, costs, and charges, and any obligations that may be imposed on them.
- 4.2. Fees are charged on the basis of a student being 'domestic' or 'international'.
 - 4.2.1. A domestic student is defined as any student who is an Australian or New Zealand citizen, an Australian permanent resident or holder of an Australian permanent humanitarian visa.
 - 4.2.2. An international student is any student who requires a student visa, is a temporary resident (visa status) of Australia or who is NOT an Australian or New Zealand citizen, an Australian permanent resident or holder of an Australian permanent humanitarian visa. This category includes both international onshore and international offshore students.
- 4.3. If, after the census date of the semester, a student's tuition fees are not paid or the student has not undertaken the appropriate steps to defer the payment of tuition fees through the FEE-HELP or VET Student Loans eCAF form lodgement, or the student has not made alternate arrangements, then the student's enrolment in the subject or unit may be automatically cancelled. The student may receive a fail grade for the unpaid subject or unit and may be removed from class. AC may engage a debt collection agency to recover overdue tuition fees. To facilitate this process, AC may disclose personal information to third-party organisations involved in debtor recovery, including debt collection agencies and legal representatives.
- 4.4. In the case of international students, a letter will be sent to notify that AC will be cancelling the student's enrolment, in which they will have 20 working days to access the complaints and appeals process. Students who are unable to pay tuition fees may choose to contact the Student Progressions team and withdraw from their course, subject or unit of study before the census date to avoid this fail grade.
- 4.5. Students with outstanding fees will not be issued any academic transcripts and will not be permitted to graduate. Students will also be refused the following services:
 - a. access to assessment results;
 - b. access to buildings and computer labs;
 - c. access to e-learning course material;
 - d. course enrolment;
 - e. access to library facilities.
- 4.6. If a student's enrolment was cancelled due to outstanding fees, they may request to be re-enrolled. A student whose enrolment was cancelled will carry the debt and will not be permitted to enrol until the outstanding amount has been paid in full or an agreement has been made between the student and AC.
- 4.7. Students who have difficulty making payments must make an appointment with the AC accounts department as soon as practicable.



5. Responsible for Implementation

5.1. Chief Financial Officer.

6. Related AC Policies or Documents, Standards and Legislations

6.1. AC Policies or Documents

This policy is to be read in conjunction with the following AC policies available at ac.edu.au/ppm/:

6.1.1. Graduation and Issuance of Certification Policy;

6.1.2. Refund Policy;

6.1.3. [A Statement of Tuition Assurance](#).

6.2. Relevant Standards and Legislation

6.2.1. N/A.

7. Review and Revision

This policy will be reviewed by the Chief Financial Officer on a regular basis in accordance with the Policy Development and Review Policy. Any proposed changes will be endorsed by the Chief Financial Officer and tabled at the Executive for approval. Revisions will be communicated to all relevant stakeholders upon approval.

8. History of Approval and Amendments

Policy owner	Chief Financial Officer
Policy category	Management: Finance
Policy status	Approved
Approval Body	Executive
Endorsement Body	Chief Financial Officer
Approval Date	2026.03.10
Last Review Date	2025.02.23
History of Policy Amendments	
V1.1 2025.09.16	Exec approved Endorsement body changed from Executive to VPO Policy owner changed from VPO to CFO
V1.2 2026.03.05	Removed any references from VPO to CFO, new template
V2 2026.03.10	Update to clarify that financial information is provided to students prior to enrolment To align with the new Standards for RTOs 2025 (Information 2.1) <i>"d)the organisation provides all VET students with documentation prior to enrolment or before any fees are required to be paid which sets out: (i) the training which the organisation or third parties will provide the VET student; (ii) all fees, costs and charges which the VET student will be required to pay; and (iii) any obligations or</i>



	<i>liabilities which may be imposed by the organisation or third parties on the VET student;"</i>
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Add a new row for each version of the policy. Do not remove previous rows/changes.

Appendices

- N/A