



Fees and Charges Policy and Procedure

FEES AND CHARGES POLICY

ACE will charge a range of fees and charges for programs and courses, which may vary from time-to-time at ACE's discretion.

1.0 ENROLMENT

- Prior to enrolment at ACE, a prospective student will be required to sign the following:
 - STUDENT AGREEMENT AND ACCEPTANCE OF OFFER
 - Enrolment Form
 - ACE's Payment Plan
- Upon enrollment the student will be required to:
 - Pay the fees as outlined in the ACE Payment Plan
- After enrolment the student will receive the relevant Certificate of Enrolment (CoE).
- ACE will not issue a Testamur/Record of Results, or Statement of Attainment for a qualification prior to a student completing their course and/or paying the any outstanding course fees.

2.0 FEES

2.1 Fee Payment – International Students

- International students must pay course fees and charges, an enrolment fee and have a valid Overseas Student Health Cover (OSHC) in order to secure their enrolment with ACE; as The Department of Immigration and Border Protection requires overseas students to maintain an OSHC for the duration of time they are in Australia. If a student cannot provide a valid OSHC at the time of enrolling the student may request ACE to organize one for the student (and the cost will be included in the charges) or they can select an approved provider and pay the insurance themselves.
 - Exceptions: the following students do not need an OSHC if they are:
 - a Norwegian student covered by the Norwegian National Insurance Scheme
 - a Swedish student covered by the National Board of Student Aid or by Kammarkollegiet
 - a Belgian student covered under the Reciprocal Health Care Agreement with Australia.
- Students will pay the fees and charges agreed to at the time of enrolment, as outlined in the PAYMENT PLAN, until the completion of their course (however re-scheduling of any course or unit of competency may incur fee increases)
- Enrolment in a new course will incur new fees
- Tuition fees will not be transferred to another educational institution
- Enrolment fee, accommodation placement and airport pickup fees are nonrefundable
- An initial deposit of one semester's fees is payable upon enrolment as specified in the PAYMENT PLAN
- Balance of fees is to be paid on an installment program outlined in the PAYMENT PLAN that is scheduled at the time of enrolment
- Late payment of fees will incur a penalty (\$75 per week up until the date the payment is made) on the fee installment owed to ACE as stated in the PAYMENT PLAN
- Any fees (including late fees) paid by credit card will incur a surcharge of 2% of the amount that is paid via this means.
- ACE may restrict or withhold services or materials from the student if fees are overdue
- Discount of fees will only be at the discretion of ACE's CEO

2.2 Student Fee Protection

ACE assures the security of student fees through its compliance with the requirements of the Education Services for Overseas Students Act 2000 (ESOS).

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ACE's Students Fees are protected by the Tuition Protection Scheme (TPS) which has been designed to protect student funds paid by international students held by ACE, on behalf of the students, until the Visa is granted. It also covers all fees paid by the student covering tuition, materials, and Enrolment costs.

3.0 COURSE

3.1 Course Abandonment

- In the event that a student abandons the course, all fees due are payable to ACE upon demand.
- Government regulations disallow International students from transferring to another institute prior to completing the first six months of their principal course.

3.2 Course Deferral, Suspension or Cancellation (ACE Initiated)

- ACE may defer, suspend or cancel a student's enrolment in accordance with the DEFERMENT, and SUSPENSION OR CANCELLATION OF STUDENT ENROLMENT POLICY AND PROCEDURE.
- At its discretion, ACE may defer the commencement date, cancel or vary a course prior to course commencement. In the event of deferral or cancellation before course commencement, ACE will refund fees in accordance with Section 27 of the ESOS Act and the student agrees that there shall be no further entitlement to damages whatsoever.
- In the event of the suspension of an enrolment, fees remain due on the scheduled dates according to the Payment Agreement.
- Refer to the REFUND POLICY for information regarding cancellation of a student's enrolment during the course.

3.3 Course Deferral, Suspension or Cancellation (Student Initiated)

- Students may defer, suspend or cancel their course in accordance with DEFERMENT, SUSPENSION OR CANCELLATION OF STUDENT ENROLMENT POLICY AND PROCEDURE
- In the event of a deferral or cancellation before course commencement, ACE will refund fees in accordance with ACE's REFUND POLICY AND PROCEDURE
- Upon suspension of the course, the fees scheduled in the Payment Agreement remain due on the scheduled dates.
- Refer to ACE's Student REFUND POLICY AND PROCEDURE for further information regarding cancellation of enrolment during a course.

3.4 Recognition of Prior Learning and Obligations to Recognise AQF Qualifications

- ACE will ensure that a student's prior knowledge and skills are recognised; provided they are able to demonstrate satisfactory achievement of the performance outcomes within that course requirement (refer COURSE CREDIT POLICY). Fees are calculated as follows:
 - a) Recognition of Prior Learning fees will be calculated according to the time taken by assessing staff to determine competence (ACE has set a fee structure of up to a maximum of \$200 per unit of competency; which will be determined by ACE's CEO)
 - b) Course Credit – there are no fees

4.0 ADDITIONAL CHARGES

Students will be required to pay for additional fees; where applicable, on a student by student basis:

For Commercial Cookery Courses: Chef uniform, Knife kit & Safety Shoes	Refer to pre-enrolment brochure, student agreement
For Light Vehicle Mechanical Technology Course: Steel Cap Boots, Uniform, PPE Safety Glasses	Refer to pre-enrolment brochure, student agreement
Late Payment fee	A late payment fee of \$75 will be added to the outstanding after 2 weeks from the due date

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Surcharge on fee paid by Credit Card	2% of fee paid by credit card
Lost Student ID Card	\$25 per replacement ID card
ACE reference letter	\$50 per reference letter
Re-Issuing of Certificates	\$50 per re-issue
Reassessment (due to not attending)	A 5 day free period will be allowed from the date of the assessment. If students do not complete the assessment during this free period, a \$200 will be charged per assessment item.
Reassessment (due to not achieving competency (NS) in the assessment)	A 5 day free period will be allowed from the date the assessment is notified on the result being NS. If students do not complete the assessment during this free period, a \$200 will be charged per assessment item.
Reassessment (due to plagiarism / cheating)	This is applicable in first-time situations (please refer to the Plagiarism Policy for further information) \$200.00
Repeat Unit Fee	To be determined as per the calculation formula: total tuition fee / number of units
Recognition of Prior Learning / Course Credit	\$200 per RPL unit and \$150 per Course Credit application
Photocopying	Free of charge (within reason)
Airport Pick-up	\$150.00
Accommodation <i>(A Student Support Services officer can assist the student with locating appropriate accommodation if required)</i>	Dependent on type, however average costs are: <i>Private Rental:</i> \$100 to \$400 per week (depending on how many you share with and where you live) <i>Student Apartment:</i> \$200 to \$500 per week <i>Residential College:</i> \$285 to \$410 per week <i>Homestay:</i> \$250 to \$300 per week

5.0 Nature of Guarantee

ACE is committed to ensure that once students have started studying their chosen qualification or course, provided they continue to meet all of their responsibilities as students, they will be assured completion as per the training plan. ACE will also guarantee training and assessment of the highest quality as outlined before enrolment.

International Students

In the event that ACE is unable to honour this commitment, it will provide a release letter to the student so that they can complete their training with another RTO.

ACE will also issue a Statement of Attainment for any units successfully completed by the student.

ACE also subscribes to the Tuitions Protection Service (TPS).

ACE's Commitment to Students

ACE is highly committed to provide students with the fundamental rights protected by the ESOS framework.

Your Rights include:

- To receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from ACE and ACE's agent.

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- To sign a written agreement with ACE before or as you pay your fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- ACE ensures the right to get the education you paid for. The ESOS Framework includes a Tuition Protection Service (TPS) that will allow you to receive a refund or to be placed in another course if we are unable to teach our course.
- ACE provides you with the right to know:
 - How to use ACE's Student Support Services;
 - Who the contact officer or officers are for overseas students;
 - If you can apply for course credit;
 - When your enrolment can be deferred, suspended or cancelled;
 - What ACE's requirements are for satisfactory progress in the courses you study
 - If attendance is monitored for those courses;
 - What will happen if you want to change providers; and
 - How to use ACE's complaints and appeals process.

ACE shall notify students of any changes that may affect their enrolment as soon as practicable. This includes any changes to agreed services, including changes such as any new third party arrangements, a change in ownership, or changes to existing third party arrangements.

For further information, please refer to ACE's *Notification of Significant Changes Policy and Procedure* available on ACE's website (www.ace.vic.edu.au/policies) or by contacting Head Office to request a copy of the policy.

ACE's Expectation from Students

We hold our students in high regard. Likewise, we have certain expectations of you, the student, to ensure we maintain the Essential Standards for Overseas Students (ESOS).

Your responsibilities include to:

- Satisfy your student visa conditions;
- Maintain your Overseas Student health Cover (OSHC) for the period of your stay;
- Meet the terms of your written agreement with ACE;
- Inform us within 7 days if you change your contact details;
- Maintain satisfactory course progress;
- Maintain and follow ACE's attendance policy;
- Follow the code of conduct and practices; and
- Be disciplined in your on campus conduct

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