Tuition Protection Policy

Policy Number: POL-D.022

Responsible Officer: Johan Pienaar (Director/CEO)

Date of Approval: July 2014

Scheduled review: Biennially

Review Expiry Date: 31 July 2028

Cross References: *Education Services for Overseas Students Act 2000; VET Student Loans (VSL Tuition Protection Levy) Act 2020; VSL VET Student Loans Act 2016 and VET Student Loans Rules 2016.*

Tuition Protection Service

The Tuition Protection Service (TPS) is a provider-funded Australian Government service that offers students protection of their tuition fees, ensuring that eligible students either continue their studies with a different provider, or have the unused portion of the tuition fee reimbursed or re-credited to their loan balance.

The TPS is sector funded. FTA contributes an annual TPS levy as determined by the TPS Director.

International students

Underpinned by the Education Services for Overseas Students 2000 (the ESOS Act), the TPS framework protects international students on student visas when their provider defaults. That is, their provider closes, fails to start, or stops offering a course.

The TPS framework requires that if a provider defaults, they have a legal obligation to either arrange students to continue their studies at an alternative provider; or provide students with a refund on unspent tuition fees.

Refer to FTA's Student Handbook for detail of the process in case of provider default.

VSL eligible students

The TPS protects VET Student Loans (VSL) eligible students when their provider defaults. That is, the provider closes, fails to start a course or stops offering a course to eligible students. The TPS helps VSL students to:

- Continue their studies with a replacement provider in an equivalent or similar course; or
- If a suitable course is not available, receive a loan re-credit for parts of the course commenced but unable to be completed because of the provider's default.

Refer to FTA's Student Handbook for detail of the process in case of provider default.

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Procedures as replacement provider

As an approved course provider FTA will ensure that a student enrolled in a replacement course with FTA:

- Is granted course credits for parts of the original course successfully completed by the student, as evidenced by a statement of attainment issued in accordance with the Australian Qualification Framework.
- Is not charged tuition fees for a replacement component of the replacement course.

Document Control

Version no.	Issue date	Amendment description
1.0	22-Apr-14	Initial issue
1.1	14-Jul-14	Amendment
1.2	15-Mar-15	Amendment
1.3	02-Apr-19	Amendment
1.4	23-Jul-20	Adding document control history
1.5	30-Jul-21	Updated references to TPS
1.6	29-Jul-22	Policy renamed; updated references
1.7	31-Jul-23	Reviewed – update references
1.8	31-Jul-24	Review date extended to 2 years.
1.9	31-Jul-26	Reviewed – no changes.

Review

The policy will be reviewed at least every 2 years, or more often due to legislation or circumstantial change



Johan Pienaar

(Chief Executive Officer/Director)

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