

## Statement of VET Tuition Assurance

**Policy Number:** POL-D.022

**Responsible Officer:** Johan Pienaar (Director/CEO)

**Date of Approval:** July 2014

**Scheduled review:** 12-monthly

**Review Expiry Date:** 30 April 2020

**Cross References:** Higher Education Support Act 2003 (HESA; VET Student Loans Act 2016

### Definition

'Tuition assurance' refers to the protections and assistance available to support students in the event that their approved provider stops offering their course or closes.

FTA has tuition assurance in place to ensure students are protected in case their course of study is no longer available at FTA or FTA ceases to exist.

All national students enrolled in a VET course of study are protected under Australian Student Tuition Assurance Scheme (ASTAS).

All international students enrolled in a VET course of study are protected under the Tuition Protection Service (TPS). TPS is a placement and refund service for international students.

### VET Student Loans Students

From 1 January 2018, interim tuition assurance arrangements have been in place. Under these arrangements the Department of Education and Training (the department) is managing tuition assurance with the assistance of a third party tuition assurance administrator.

The key purpose of tuition assurance is to assist VET Student Loans, VET FEE-HELP and FEE-HELP displaced students, whose provider has ceased to provide a unit the student started but was unable to complete due to the course / provider closure, to ensure they are not further disadvantaged by the closure of their course / provider.

It is anticipated that ongoing tuition assurance arrangements will be introduced in 2020, subject to the passage of legislation.

### Process when a provider ceases to provide a course

The following actions will be followed by FTA after the FTA ceases to provide an approved course after it starts but before it is completed:

- a. Within 2 days, notify students enrolled in the course, in writing, that the course is no longer being provided.
- b. Within 7 business days after notifying the students, hold a meeting with the students and the tuition assurance scheme operator for the course at the location where the course was primarily delivered.

- c. As soon as practicable, update the FTA's website to reflect that the course is no longer being provided and to give tuition assurance information.
- d. Give the operator notice of events as required under sections 52 (information about events that affect provider) and 53 (notice and information when course ceases).
- e. As soon as practicable after receiving notice from the operator required under subsection 73(2) (notice that a student's FEE-HELP balance must be re-credited) re-credit the student's FEE-HELP balance.

### **Procedures as replacement provider**

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

- a. 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; and
- b. Is not charged tuition fees for a replacement component of the replacement course.

### **Review**

The policy will be reviewed every 12 months or more often due to legislation or circumstantial change.



Johan Pienaar  
(Chief Executive Officer/Director)