

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: 31 July 2022

Cross References: *VET Student Loans (VSL Tuition Protection Levy) Act 2020; Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).*

Definition

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students and eligible domestic students accessing a VET Student Loan (VSL) whose education providers are unable to fully deliver their course of study. The TPS ensures that these students are able to either:

- Complete their studies in another course or with another education provider, or
- Receive a refund of their unspent tuition fees (international students) or a re-credit of their loan for open units of study (VSL).

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.

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 HELP balance must be re-credited) re-credit the student's 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.
- b. 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

Review

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



Johan Pienaar

(Chief Executive Officer/Director)