



## Statement of Tuition Assurance

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<b>Related Documents</b>	Higher Education Support Act 2003 Higher Education Provider Guidelines 2023 Student Review Policy and Procedure for Re-crediting a FEE-HELP Balance Refund Policy and Procedure for International and Domestic Students Fees and Charges Policy and Procedure

### 1. Purpose

The Australian Institute of Higher Education Pty Ltd ('the Institute') (ABN: 70 117 349 256, ACN: 117 349 256), must meet tuition assurance requirements for persons, other than overseas students, who are enrolled in the higher education courses we offer. This is to protect students in the event a course of study ceases to be provided in which a student is enrolled.

### 2. Context

These requirements are covered under the *Higher Education Support Act 2003* ('the Act') and the associated *Higher Education Provider Guidelines* ('the Guidelines'), with which we must comply.

### 3. Principles

In the event the Institute ceases to provide a course of study in which a student is enrolled, the student is entitled to a choice of:

- a) 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 units (this is known as the 'Course Assurance Option')

OR

- b) a refund of the student's up-front payments and/or re-crediting of any FEE-HELP balance for any unit of study that the student commences but does not complete because the Institute ceases to provide the course of study of which the unit forms part (this is known as the 'Tuition Fee Repayment Option').

## 4. Scope

The Statement of Tuition Assurance applies to all courses delivered by the Institute for domestic and international students.

## 5. Definitions

**Ceases to provide a course of study:** The Institute fails to continue to provide a course after the course starts but before it is completed.

**FEE-HELP:** A loan scheme that assists eligible fee-paying students to pay part or all of their tuition fees at a higher education provider for subjects studied as part of an award course.

**Overseas student:** A student on an Australian student visa.

**Tuition Assurance:** A service which protects students in the event a course of study provided by an approved FEE-HELP provider ceases to be provided after it starts but before it is completed. It ensures students can continue to study through another provider or receive a refund on their fees if the Institute ceases to provide their course of study.

**Tuition Protection Scheme (TPS):** An initiative of the Australian Government to assist eligible students whose education providers are unable to fully deliver their course of study. The TPS is a placement, refund and loan re-credit service for eligible students who are affected by a provider closing or ceasing to deliver a course.

## 6. Statement Details

In the event the Institute ceases to provide a course of study, the Institute will notify affected students in writing that an eligible higher education course of study is no longer provided within two business days after the Institute ceases to provide the course.

As soon as practical, the Institute will also update its website to reflect that the course is no longer being delivered and to give students information about the tuition assurance arrangements.

Affected students may choose either:

- a) the Course Assurance Option
- b) the Student Contribution/Tuition Fee Repayment Option

These options are explained below.

### 6.1 The Course Assurance Option

- a) Under the course assurance option, a student will be offered a place in a similar course of study by the Institute and/or the TPS. This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the alternative provider any student contribution or tuition fee for any replacement units (that is, units that the student had commenced but not completed because the course ceased to be offered). A student will receive full credit from the alternative provider for any units of study successfully completed at the Institute. However, the contribution amounts or fees payable for the remainder of the replacement course may be different from the fees payable for the original course.

- b) A student is not obliged to enrol in a course of study with an alternative provider offered the Course Assurance Option. However, if the student enrolls in a course that is not a replacement course with another provider, there is no obligation on that provider to offer full credit transfer for the units of study completed with the first provider or to offer replacement unit/s free of charge.

## 6.2 The Student Contribution/Tuition Fee Repayment Option

Under the Student Contribution/Tuition Fee Repayment Option, the student can apply to the Institute for a refund under the Refund Policy and Procedure for International and Domestic Students. Should the Institute be unable to provide a refund, the student has the opportunity to access the TPS to facilitate a refund. Students selecting this option will also have any FEE-HELP balance re-credited for the uncompleted units, if applicable.

## 7. Legislation

This Statement complies with Higher Education Standards Framework standard 1 (Student Participation and Attainment) and standard 6.2.1.i (Corporate Monitoring and Accountability) which states:

- there are credible business continuity plans and adequately resourced financial and tuition safeguards to mitigate disadvantage to students who are unable to progress in a course of study due to unexpected changes to the higher education provider's operations, including if the provider is unable to provide a course of study, ceases to operate as a provider, loses professional accreditation for a course of study or is otherwise not able to offer a course of study.

## 8. Version Control

This Statement has been endorsed by the Australia Institute of Higher Education Academic Board as at July 2024 and is reviewed every 3 years. The Statement is published and available on the Australian Institute of Higher Education website <http://www.aih.edu.au/> under Policies and Procedures.

<b>Change and Version Control</b>				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>
2016-2	Registrar	Updated template Revised/edited content	6 July 2016	6 August 2016
2024.1	Chief Financial Officer; Head of Quality Assurance	Re-instated document; revised and updated content.	30 July 2024	31 July 2024