

TECH SKILLS AUSTRALIA VET VSL TUITION ASSURANCE

Tech Skills Australia provides tuition assurance to students currently enrolled in VET approved course(s) with VET Student Loan to comply with VET Student Loans Act 2016 and VET Student Loans Rules 2016.

This policy is to protect students in the event that TSA ceases to provide an original course (approved courses for VET Student Loans) or the affected parts of the original course in which the student is enrolled before it is completed.

In the event TSA ceases to provide a VET course of study in which a student is enrolled, the student is entitled to one of the following options:

- an offer of a place in a similar VET course of study with a second provider without any requirement to pay the second provider any tuition fee for any replacement VET units, or
- a refund of the student's up-front VET tuition fee payments and/or a re-crediting of any FEE-HELP balance for any VET unit of study in which the student is enrolled or commences but does not complete because we cease to provide the VET course of study of which the unit forms part.

Detailed Procedures	
1	The student will be contacted by the tuition assurance scheme operator who will offer a replacement course that is equivalent to the original course.
2	<p>The tuition assurance scheme operator shall ensure that the replacement course is the same or equivalent to the original course (approved course for VET Student Loans) in accordance with the tuition assurance arrangements requirements</p> <p>If the student accepts the offer of a replacement course, he/she is not be required to pay the replacement provider for the replacement components of the replacement course; and receive course credits for parts of the original course successfully completed</p> <ul style="list-style-type: none"> • The tuition fees for remainder of the replacement course may be different from the fees payable for the original course;
3	If there is no suitable replacement course, the student's FEE-HELP balance will be re-credited for the affected parts of the original course approved course for VET Student Loans.
4	<p>If the student enrolls in another course that is not a replacement course, the student:</p> <ul style="list-style-type: none"> • may be required to pay additional tuition fees; and • might not receive the course credits that the student would have received if he/she had enrolled in the replacement course, as offered by the tuition assurance scheme operator.
<p>Tech Skills Australia is a member of Australian Council for Private Education and Training (ACPET)</p> <p>Contact details for the Tuition Assurance Scheme Operator are:</p> <ul style="list-style-type: none"> • ACPET Australian Tuition Assurance Scheme (ASTAS) • Website: www.acpet.edu.au • Email: acpet@acpet.edu.au 	

If Tech Skills Australia ceases to provide a course after commencement but before it has been completed, the following will apply:

1	Within 2 days, TSA will notify students in writing enrolled in the course that the course is no longer being provided
2	Within 7 business days after notifying the students, TSA will hold a meeting with the students and the tuition assurance scheme operator for the course at the location where the course was primarily delivered
3	As soon as practicable, TSA website will be updated to reflect that the course is no longer being provided and to give tuition assurance information
4	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);
5	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.