TC VET Student Loans – Statement of Tuition Assurance

1. Purpose

The purpose of this policy is to define and outline the process and guideline for domestic VET students accessing a VSL if in the event a course provided by an approved provider ceases to be provided after it starts but before it is completed.

2. Definitions

The Provider – TrEd College RTO 40797

VSL – VET Student Loans

VET – Vocational Education and

Training TPS – Tuition Protection

Service

3. Policy

'Tuition protection' refers to the protections and assistance available to support VET Student Loans (VSL) students, in the event that their education provider defaults (ceases delivering their course or closes entirely).

The Australian Government's Tuition Protection Service (TPS) provides tuition protection assistance for domestic students accessing a VSL loan at a private education provider.

In the unlikely event, TrEd college ceases to provide a course after it starts but before it is completed, there are arrangements in place to ensure a replacement course is identified and the student is placed with a suitable provider.

TrEd College will notify affected students in writing that an approved course is no longer provided within 2 business days after TrEd College ceases to provide the course after it starts but before it is completed. As soon as practicable, TrEd College 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.

TrEd College will work with affected students to identify a replacement course and arrange for students to be placed with a second provider.

- Replacement courses must meet the following requirements:
    - o the course must lead to the same or comparable qualification as the original course.

    - o the mode of delivery of the replacement course must be the same as or, with the student's consent, similar to the mode of delivery for the original course.

    - o the location of the replacement course must be reasonable, having regard to the costs of, and the time required for, a student's travel; and ○ the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.

- Affected students will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for replacement courses.

- A student who accepts the replacement course offered will not be required to pay the second provider for the replacement components of the replacement course. However, the fees payable for the remainder of the replacement course may be different from the fees payable for the original course.

- The student will also receive course credits for parts of the original course successfully completed by the student, as evidenced by a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework.

- Each affected student will have a period of six (6) months in which to accept the replacement course offer. The Department may extend that period in circumstances that justify an extension.

- If an affected student enrols in a course that is not a replacement course, the student may be required to pay additional tuition fees, and might not receive the course credits the student would have received if the student had enrolled in a replacement course.

However, if your provider fails to assist you the Tuition Protection Service (TPS) will contact you directly. The TPS will offer you the option to either receive a refund of tuition fees for affected parts of the course, or assistance to move to a similar replacement course.

The TPS can be contacted at: administrator@tps.gov.au or phone 1300 980 434.

For further information on tuition assurance by TPS for domestic VSL students refer to:
https://tps.gov.au/VET