

Tuition Assurance Policy

Date of Approval by Governing Board: 11th Sept '15

Date of review: Sept '19

1. Purpose

1.1 Leaders Institute (LI) is committed to protecting students in the unlikely event LI ceases to provide a course of study.

1.2 LI is committed to providing students with an understanding of how the tuition assurance scheme works.

2. Principles

2.1 LI acknowledges that it is bound by the Commonwealth and State Legislations governing the operations of LI including refunds of tuition fees.

2.2 LI complies with the National Code, Tertiary Education Quality Standards Agency (TEQSA) standard 6.2, comply with the requirements of the Commonwealth Education Services for Overseas Students Act 2000 and to document the process for refunds of tuition fees to students where applicable.

2.3 LI provides students with an understanding of when, how and in what amount their fees will be refunded.

2.4 LI complies with Schedule 1A of the Higher Education Support Act 2003.

3. Roles and Responsibility

3.1 The CEO is responsible for ensuring that the appropriate assurance schemes are up to date for the Institute.

3.2 The Registrar or delegated authority is responsible to ensure that accurate information is provided to students.

3.3 Current and prospective students are responsible for ensuring that they read and understand the assurance scheme provided during the time of enrolment.

4. Scope

4.1 This policy is applicable to all current and prospective students of LI.

4.2 The policy should be read in conjunction with the following documents:

- *Tuition Assurance Procedures*
- *Refund Policy*
- *Refund Procedures*
- *Student Offer Letter*
- *Review Re-Credit Fee-Help Balance Policy*
- *Review Re-Credit Fee-Help Balance Procedures*

Tuition Assurance Procedure

1. Context

1.1 Leaders Institute (LI) is committed to protecting students in the unlikely event LI ceases to provide a course of study.

2. Definitions

- Domestic Student means a student who is one of the following:
 - an Australian citizen (including Australian citizens with dual citizenship) or
 - a New Zealand citizen or
 - a permanent humanitarian visa holder or
 - a holder of a permanent visa other than a permanent humanitarian visa.
- Enrolment period means a semester or session where appropriate.
- FEE-HELP means a loan that helps eligible fee-paying students pay their tuition fees at the Institute.
- Fees includes all fees, fines and charges payable as specified in the Schedule of Fees.
- HECS-HELP means a loan that helps eligible Commonwealth supported students to pay their student contribution.
- Higher Education Loan Programme means a loan programme to help eligible students pay student contributions (HECS-HELP), tuition fees (FEE-HELP).
- Student contribution means the contribution that Commonwealth supported students make towards the cost of their education.
- Tuition Assurance Protection Scheme (TPS) means the initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study
- Australian Student Tuition Assurance Scheme (ASTAS) refers to assurance requirements, specified in the Guidelines through current membership of the Australian Council for Private Education and Training (ACPET)

3. Procedures

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

- An offer of a place in a similar course of study with LI or another provider without any requirement to pay the other provider any student contribution or tuition fee for any replacement units (this is known as the 'Course Assurance Option').
- 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 we cease to provide the course of study of which the unit forms part (this is known as the 'Tuition Fee Repayment Option').

3.2 The Course Assurance Option

3.2.1 Under the course assurance option, a student will be offered a place in a similar course of study by ACPET. If the student accepts this option, ACPET will make all necessary arrangements to ensure the student is able to enrol with the second provider in the similar course of study. This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the second 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 second provider for any units of study successfully completed at LI.

3.2.2 The second provider, nominated by ACPET may have different contribution amounts or tuition fees to the amounts or fees the student would have paid for units of study that were part of the course of study LI ceased to provide, but which the student had not yet started studying. LI will pay the difference between the LI course and the approved alternative Course.

3.2.3 A student is not obliged to enrol in a course of study with a second provider offered by ACPET under the Course Assurance Option.

3.3 The Student Contribution/Tuition Fee Repayment Option

3.3.1 Under the Student Contribution/Tuition Fee Repayment Option, ACPET undertakes to pay the student the total of any up-front payments already paid by the student for any units of study the student has commenced but not completed because the course ceased to be offered. Students selecting this option will also have their FEE-HELP balance re-credited for the uncompleted units.

3.4 Tuition Assurance Protection Scheme (TPS) - International Students

3.4.1 The TPS ensures that international 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.

3.4.2 If LI cannot deliver the course a student has paid for, the TPS will help the student find another course with minimal disruption to their studies. The TPS will use an online placement service to give the student all the information they need so they understand their options and can choose an alternative course that best suits them. Support in using the system will be available to students if they need it.

3.4.3 If a student is unable to find a suitable alternative course, the TPS will refund the tuition fees that have been paid, for the part of the course that they have not yet received.