

Statement of Tuition Assurance for Higher Education

Statement

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Related policies and documents:	Statement of VET Tuition Assurance for Exempt TAFE VET Student Loans (VSL) Providers Higher Education Provider Guidelines

Purpose

To ensure William Angliss Institute's (WAI) obligations and arrangements for tuition assurance and related advice are met and comply with the requirements of the Higher Education Support Act 2003 (Cth).

To ensure enrolled students are aware of their rights and options relating to tuition assurance if William Angliss Institute (WAI) ceases to provide a course/unit of study after a student has commenced it but has not yet completed it.

Coverage

WAI's Statement of Tuition Assurance for Higher Education is provided to students on its website in accordance with regulatory requirements stipulating the use of communication channels that are accessible to students.

Section 16-30 of the Higher Education Support Act 2003 (Cth) requires approved Higher Education Learning Providers (HELP) to provide tuition assurance arrangements or related advice for students enrolled in its higher education courses where the student is an Australian citizen or holder of an Australian permanent humanitarian visa, an eligible former permanent humanitarian visa holder, a Pacific engagement visa holder, or an eligible New Zealand special category visa (SCV) holder who fulfils certain residency requirements (from 1 January 2016) or an eligible New Zealand citizen who formerly held an SCV, and has transitioned to a permanent resident visa on the pathway to Australian citizenship (from 29 June 2023) .

Statement

Tuition assurance protects students in the event a Higher Education Loan Program (HELP) provider ceases to provide a course/unit (after it commences but before it is completed).

As an approved provider under the Higher Education Support Act 2003 (Cth), WAI must meet the tuition assurance requirements or be exempted from those requirements.

WAI is exempt from the requirement to meet the tuition assurance requirements (effective 1 January 2020). Instead, WAI's obligation is to provide students with information about replacement courses/units and the obligations of providers who provide replacement courses.

If any changes occur to the arrangements outlined below, a revised statement will be provided on WAI's website and all students that have enrolled in the intervening period will be advised.

What happens if WAI ceases to provide a course/unit of study (after its commencement but before completion)?

Information for affected students

WAI will notify affected students in writing within 24 hours of a change to planned course/unit delivery, as per the requirements of the Higher Education Provider Guidelines.

As soon as practicable, WAI will update its website to reflect that the course/unit is no longer being delivered and give students information about any applicable tuition assurance arrangements.

Replacement Courses

The Commonwealth Department of Education (DoE)/WAI will work with affected students to identify a replacement course and arrange for students to be placed with a second provider/change their course enrolment.

Replacement courses must meet the following requirements:

- the course must lead to the same or comparable qualification as the original course.
- 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.
- the location where the replacement course is primarily delivered 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.

If WAI decides that there is a suitable replacement course available, a written notice will be given to the student that includes the following:

- i. a statement that the student may decide to do one of the following:
 - a) enrol in a suitable replacement unit or suitable replacement course,
 - b) enrol in another unit of study or course.
 - c) elect to have an amount equal to the amounts of HELP assistance that the student received for the affected unit re-credited to the student's HELP balance.
- ii. a description of each suitable replacement unit or suitable replacement course, including the qualification that the suitable replacement course leads to.
- iii. the contact details of the provider of each suitable replacement unit or course.
- iv. an explanation that, if tuition fees or the student's student contribution amount have been paid for the affected unit of the original course, tuition fees or the student contribution amount would not be payable for a suitable replacement unit or a replacement unit of a suitable replacement course.
- v. an explanation that if the student chooses to enrol in another course, there is no obligation on the provider of the other unit or course to offer a replacement component without charge to the student.
- vi. an explanation of the matters the provider must consider in deciding whether there is a suitable replacement unit or course (as per Replacement course requirements); and
- vii. any other matters prescribed by the Higher Education Provider Guidelines.

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 WAI/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 Commonwealth Department of Education may extend that period in circumstances that justify an extension.

If an affected student enrolls 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.

Re-credit of HELP balance

Where the student prefers to apply for a re-credit to their HELP balance for the affected parts of the original course, the student may nominate the Commonwealth Department of Education to make the application on the student's behalf.

WAI will consider students' applications as soon as practicable and notify them of the decision about the application, together with a statement of reasons for the decision. If an application for a re-credit is accepted, the amount re-credited will be equal to the amount of HELP assistance received by the student for the affected units of study.

Obligations of replacement provider

Where a student accepts an offer in a replacement unit or replacement course where WAI is the approved provider for the replacement unit or course, WAI will:

- i. give written notice of the acceptance to the Higher Education Tuition Protection Director within 14 days of the acceptance
- ii. ensure that the student receives credits for the units of study of the original course successfully completed by the student.
- iii. ensure that if the student has been charged a student contribution amount or a tuition fee for an affected unit, the student is not charged a student contribution or a tuition fee for the replacement unit of the replacement course; and
- iv. ensure the student is enrolled in the replacement course as soon as practicable.

Record keeping

It is considered best practice for students to retain assessments, records of competencies or statements of attainment that they receive from their education provider.

Legislative and/or Institute Management Context

This statement enables WAI to comply with regulatory and management instruments including but not limited to:

- Higher Education Provider Guidelines 2023 (Clth)
- Higher Education Standards Framework (Threshold Standards) 2021 (Clth)
- Higher Education Support Act 2003 (Clth)