



## STATEMENT OF TUITION ASSURANCE

### Introduction

1. Tuition assurance protects students in the event an accredited course provided by a Higher Education Provider ceases after it starts but before it is completed.
2. As an approved Higher Education Provider under the *Higher Education Support Act 2003*, **Australian Institute of Business Pty Ltd (AIB)**, ABN: 86009115422, must meet the higher education tuition assurance requirements or be exempt from those requirements.
3. The Australian Government has expanded its Tuition Protection Service (TPS) to provide tuition assurance for domestic students enrolled with Non-University Higher Education Providers (NUHEPs). The new service is called the Higher Education Tuition Protection service, or HETP, and protects all domestic students.
4. This statement sets out the HETP arrangements for tuition assurance that will apply from 1 January 2021 and AIB's obligations from that date.
5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on AIB's website and advised to all students that have enrolled in the intervening period.

### Course Assurance

1. The Commonwealth Department of Education, Skills and Employment (the Department, or a consultant engaged by the Department) will work with affected students to assist them to move to another provider who is delivering the same or a very similar course as per the HETP process. Students will be able to complete their studies at this new provider and not be charged for units of study for which they have already paid for have not been able to complete with AIB or, if there is no similar course for them to finish their studies, assist them to be re-credited for the units of study for which they have paid but did not get to finish.
2. 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 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.
3. 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.

4. 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.
5. 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 (AQF) certification document issued by the course provider or an authorised issuing organisation in accordance with the AQF.
6. 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.
7. 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.

#### **Tuition Protection Arrangements:**

1. Since 1 January 2020, the TPS has been expanded to protect domestic students eligible for FEE-HELP loans studying with a NUHEP; these students are now protected through HETP. Affected FEE-HELP students will be assisted as per the process outlined in 'Course Assurance' above. However, where an affected FEE-HELP student is unable to be placed in a comparable course as per the HETP process, a re-credit of their FEE-HELP balance may be sought for subjects commenced but not completed.
2. From 1 January 2021, HETP has been expanded further to protect domestic students who pay fees 'up front' studying in accredited courses with NUHEPs. If AIB ceases to provide a course of study that has commenced delivery but not yet completed, AIB will offer each domestic 'up-front'-paying student enrolled in that course the choice of:
  - (a) assistance to move to another provider who is delivering the same or a similar course; or
  - (b) a refund for subjects in which the student paid but was unable to complete due to the course cessation.
3. If AIB does not assist students as per the above process, the HETP will contact affected students directly to offer the option of assistance to enrol with another provider in a similar course, or a refund of tuition paid but not received.
4. Contact details for the HETP or for further information, please see below:
  - Phone: 1300 980 434
  - Email: [administrator@tops.gov.au](mailto:administrator@tops.gov.au)
  - Website: [Higher Education Tuition Protection](#)
5. AIB provides tuition protection for offshore International Students enrolled in AIB accredited courses through financial safeguards as approved by the AIB Board of Directors.

### Record keeping

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

<b>Current Status:</b>	<b>Version 3</b>
<b>Approved By:</b>	Board of Directors
<b>Date of Approval:</b>	<b>27 May 2021</b>
<b>Effective From:</b>	<b>27 May 2021</b>
<b>Previous Versions:</b>	29 May 2019 <i>Statement of Tuition Assurance for exempt FEE HELP Providers V2</i> 18 December 2017
<b>Date of Next Review:</b>	27 May 2024