

Tuition Assurance

1. What is tuition assurance?

Tuition assurance protects students in the event that an institution defaults, that is, ceases to deliver their course, or closes a campus on which it is offered, or closes the institution entirely after the students have commenced a course but before they complete it.

As an approved higher education provider under the Higher Education Support Act (2003), ACPE Limited ABN: 28107480848 ACN: 107480848 must meet the tuition assurance requirements or be exempt from those requirements.

Tuition assurance for international and domestic students is provided through the Australian Government's Tuition Protection Service (TPS). ACPE is a member of this service.

2. What happens if ACPE Limited ceases to provide a course of study?

ACPE Limited is committed to providing tuition and course assurance protection. In the event that ACPE Limited ceases to provide a course in which a student is enrolled, an affected student is entitled to a choice of:

1. An offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any student contribution or tuition fee for any replacement units (this is known as the **Course Assurance Option**);

OR

2. A refund of his or her up front tuition fee payments or re-credit /remission of a FEE-HELP loan for any unit of study that the student commences but does not complete because ACPE Limited ceases to provide the course of which the unit forms part (this is known as the **Student Contribution / Fee Repayment option**).

2.1 Course Assurance Option

Should the need arise whereby ACPE Limited closes a course, a campus or its operations, the following principles will be applied to existing students:

1. Review ACPE Limited's commitments to students, at that point in time, by auditing the progress of all students in their respective courses.
2. Ascertain programs of study offered by other Australian Higher Education Institutions to determine a list of similar courses offered in similar modalities to those affected by ACPE Limited's decision.
3. Notify affected students in writing that the course is no longer provided within 2 business days after ACPE Limited ceases to provide the course after

it starts but before it is completed.

4. As soon as practicable, ACPE Limited 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.
5. Affected students may choose either course assurance arrangements or apply to ACPE Limited for a re-credit of their HELP balance for any unit in which the student is currently enrolled but has not yet completed, or for a refund of their upfront payment for tuition fees paid in advance.
6. Negotiate with students to develop a strategy for each affected student to complete their course. This strategy will comprise one, or a combination of the following options:
 - ACPE Limited could continue to offer the unit/s of study or course in a teach out arrangement, honouring the normal time constraints for the students' mode of study in their given course.
 - ACPE Limited could assist a student to enrol in another institution to provide appropriate units for cross-institutional credit into their ACPE Limited course in a timely manner.
 - ACPE Limited could assist a student to transfer their credits to another higher education provider offering a similar course – especially if a student is yet to complete more than 50% of their course. Affected students may seek a review about whether the course offered to them meets the requirements for replacement courses
7. 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.
8. Where a student accepts a replacement course offered, there will not be a requirement 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.
9. A student who accepts the replacement course offered will receive course credits at the second provider for the parts of the original course successfully completed as evidenced by a statement of attainment or an academic transcript provided by ACPE Limited to the student (at no cost).
10. Each affected student will be given a deadline by which they need to advise ACPE Limited as to the option they have selected.

11. If an affected student enrolls in a course other than an ACPE Limited determined replacement course, the above conditions do not apply. He or she may be required to pay additional tuition fees and might not receive the same number of course credits.
12. 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.

2.2 Student Contribution / Tuition Fee Repayment Option

Domestic up-front fee-paying students studying higher education with private education providers are eligible for tuition protection assistance if the course has not commenced, or ceases after commencement but before completion, and the student has not previously withdrawn. Students selecting this option will also have their FEE-HELP loan remitted for any units which they have commenced but have not completed. Where there is no suitable replacement course for a student, ACPE Limited will refund any unused tuition fees paid up front, or re-credit the student's FEE-HELP balance for the affected parts of the original course.

Re-credit of HELP balance

Where the student prefers to apply for a re-credit of their HELP balance for the affected parts of the original course, the student may nominate the Department (or a consultant engaged by the Department) to make the application on the student's behalf.

ACPE Limited 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.

Australian Government Tuition Assurance Service

ACPE Limited is a financial member of the Australian Government TPS. Should neither of the two options be acceptable to a student or ACPE Limited does not provide assistance, the TPS will contact the student directly. The TPS will offer the option to receive either a full refund of tuition fees for affected parts of the course or assistance to move to a replacement course. This service is available to FEE-HELP students and International Students in the event that their education provider defaults.

Domestic up-front fee-paying students studying higher education with private education providers are eligible for tuition protection assistance if the course has not yet commenced, or ceases after commencement but before completion and the student has not previously withdrawn.

The Tuition Protection Service or TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully

deliver their course of study. The TPS will assist international students in finding an alternative course or to obtain a refund of their unspent tuition fees. More information on the TPS can be obtained from <https://www.education.gov.au/tps>.

3.0 Student 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.