

# STATEMENT OF TUITION ASSURANCE

<b>Policy or Legislation Link</b>	Higher Education Support Act 2003			
<b>Responsible Officers</b>	Registrar Risk and Compliance Officer			
<b>Superseded Documents</b>	Statement of Tuition Assurance v.2.0			
<b>Associated Documents</b>	<i>Higher Education Provider Guidelines 2012. Compilation 7, 1 Jan 2021</i>			
<b>Review Date</b>	June 2023 or earlier as required by legislation.			
<b>Version</b>	<b>Endorsed By</b>	<b>Authorised By</b>	<b>Approval Date</b>	<b>Effective Date</b>
3.0	The Principal	Governing Board	24/06/2021	24/06/2021

## 1. INTRODUCTION

Under the provisions of the *Higher Education Support Act 2003 (HESA)* and the associated *Higher Education Provider Guidelines 2012*. Moore College is required to meet tuition assurance arrangements in the unlikely event that Moore College defaults in relation to a student. The meaning of “defaults in relation to a student” is set out in the *Higher Education Provider Guidelines 2012*. Tuition assurance protects students in the event that a course in which a student is enrolled ceases to be provided after the course has started but before it is completed.

Moore College is a financial member of the Australian Government’s Tuition Protection Service (TPS). Tuition assurance for international students (on a student visa) and domestic students is provided through the TPS.

## 2. SCOPE

This statement covers students enrolled in the accredited courses of study offered by Moore College.

## 3. DEFINITIONS

This section sets out definitions for key terms and acronyms referred to in this Statement.

Term	Definition
Course	A program of learning comprising one or more units of study, or structured workplace learning that leads to the award of a qualification. (AQF Glossary of Terminology)
Domestic student	A student who is one of the following: <ul style="list-style-type: none"> <li>• Australian citizen (including Australian citizens with dual citizenship)</li> <li>• New Zealand citizen or a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative, excluding those with Australian citizenship (Note: includes any such persons who have</li> </ul>

	Permanent Resident status) <ul style="list-style-type: none"> <li>• a permanent humanitarian visa holder</li> <li>• a holder of a permanent visa other than a permanent humanitarian visa<sup>1</sup></li> </ul>
International student	An international student is means a person (whether within or outside Australia) who holds a student visa. An international student is also known as an overseas student.
Upfront payment	Section 5 of the TEQSA Act defines an up-front payment for a domestic student as a payment of tuition fees by a domestic student for a unit of study.
Unit of study	An accredited unit is a single component of a qualification, or a stand-alone unit, that has been accredited by the same process as for a whole AQF qualification.

#### 4. TUITION PROTECTION SERVICE (TPS)

The TPS is an initiative of the Australian Government to assist students whose education providers are unable to fully deliver their course of study. The TPS ensures that international and domestic students are able to either:

- 4.1 complete their studies in another course or with another education provider; or receive a refund of unspent tuition fees; or
- 4.2 For domestic students on FEE-HELP, receive a loan re-credit for the units they received a FEE-HELP loan for and were undertaking and were not able to complete because the provider defaulted.

#### 5. STUDENT OPTIONS IN THE EVENT OF A DEFAULT

5.1 In the event that Moore College defaults in relation to a student who is enrolled in a course of study the student is entitled to a choice of the following options:

- 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, or
- a refund of his or her up-front payments, or a re-credit of a FEE-HELP loan, for any unit of study that the student commences but does not complete because Moore College ceases to provide the course of study of which the unit forms part.

5.2 In the unlikely event Moore College is unable to deliver a course the student has paid for and does not meet its obligations to either offer an alternative course that the student accepts or pay a refund (or a FEE-HELP re-credit as applicable) of unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found.

<sup>1</sup> Australian Department of Education. Glossary. <https://heimshelp.education.gov.au/resources/glossary>  
Statement of Tuition Assurance  
Version 3.0. Effective 24 June 2021

## 6. TPS CONTACTS

Email: [administrator@tps.gov.au](mailto:administrator@tps.gov.au)

Phone: 1300 980 434

Website: <https://tps.gov.au/Home>

## 7. DOCUMENT HISTORY

Version	Date	Authorised	Amendment
1.0	15 March 2007	Governing Board	New statement
1.1	06 April 2010	Dean of Quality and Planning	Updated table at 2.2
2.0	15 Sept 2015	Governing Board	Revision of the tuition assurance scheme arrangements - through TDA TAS.
3.0	24 June 2021	Governing Board	1. Delete tuition assurance arrangements under TDA TAS. 2. Add new tuition assurance arrangements of the Tuition Protection Service (TPS)