



Statement of Tuition Assurance

- 1 Tuition assurance for international students, domestic FEE-HELP students, and domestic upfront paying students is provided through the Australian Government's Tuition Protection Service (TPS). The current Education Minister, has committed to introducing legislation to expand the TPS, providing essential protections to all higher education students.
- 2 Australian Institute of Business and Management Pty Ltd [Trading AS King's Own Institute (KOI)] ABN: 72132629979 (the first provider) must meet the higher education tuition assurance requirements or be exempt from those requirements. Tuition assurance protects students in the event a course provided by an approved provider ceases to be provided after it starts but before it is completed.
- 3 In the unlikely event, KOI ceases to provide a course after it starts but before it is completed, the student is entitled to a choice of:
 - a) 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
 - b) 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').

These options are explained below.

The Course Assurance Option

- 4 Under the course assurance option, The Department of Education (the Department) or a consultant engaged by the Department will work with affected students to identify a replacement course and arrange for students to be placed with a second provider.
- 5 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.
- 6 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.



- 7 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.
- 8 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 organization in accordance with the Australian Qualifications Framework.
- 9 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.
- 10 A student is not obliged to enrol in a course of study with a second provider offered under the Course Assurance Option. However, if the student enrolls with any other HEP, there is no obligation on that provider to offer full credit transfer for the units of study completed with the first provider or to offer replacement unit/s free of charge.

The Tuition Fee Repayment Option

- 11 Under the Tuition Fee Repayment Option, KOI 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.
- 12 From 1 January 2020, the Australian Government expanded the Tuition Protection Service (TPS) to protect domestic students with a FEE-HELP loan studying at a private education provider, to provide similar protection that has been provided by the TPS to international students. If KOI ceases to provide a course of study, FEE-HELP students will be supported to complete their studies in an equivalent course at another provider where a replacement course is available.
- 13 Where an affected student is unable to be placed in a comparable course, a re-credit of their FEE-HELP balance may be sought for subjects commenced but not completed.
- 14 From 1 January 2021, students who pay their fees directly to their provider (upfront paying students) will be eligible to access tuition protection assistance.

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.

If you are a domestic up-front fee-paying student who is unable to complete your course due to your higher education provider defaulting (ceasing to commence or deliver your course or closing entirely), you will be assisted under tuition protection arrangements.

If your provider defaults, your provider is required to offer you the choice of either:

- a) assistance to move to another education provider who is delivering the same or a similar course. You can complete your studies at this new provider and not be charged for replacement units, OR
- b) getting a refund of the tuition fees for the units of study you had paid for and were unable to complete when your provider defaulted.



However, if your provider fails to assist you the Tuition Protection Service (TPS) will contact you directly. The TPS will offer you the option to either receive a refund of tuition fees for affected parts of the course, or assistance to move to a similar replacement course.

If the defaulting provider is unable to assist affected students, the Higher Education Tuition Protection Director from the Tuition Protection Service (TPS) will step in to assist students.

15 The TPS can be contacted at

- email: support@tps.gov.au
- within Australia 1300 131 798
- call: +61 1300 131 798

16 Refer to <https://www.education.gov.au/tps> for further information on tuition fee assurance by TPS.