

STATEMENT OF TUITION ASSURANCE

Tuition assurance protects students if a course provided by an approved provider ceases to be provided after it starts but before it is completed.

As an approved provider under the VET Student Loans Act 2016, Bandicoot Group Pty. Ltd. T/a Salford College ABN: **83 134 424 034** RTO Code: **40298** is obliged to meet these tuition assurance requirements.

If a course of study ceases to be offered at Salford College, the College will work with affected students to identify a replacement course and will work with those students to be placed with a second provider.

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.

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. It should be noted that the fees for the remainder of the replacement course may be different to the proposed fees in the original course.

The student will receive an academic transcript with completed units in accordance with the Australian Qualifications Framework.

Each affected student will have a nominated period in which to accept the replacement course offer as, for international students studying on a student visa, this may affect their student visa.

Salford College will consider applications for refund of the affected units of study as soon as practicable and notify those students of the decision regarding their application, together with a statement of reasons for the decision.

Record-Keeping by Students

It is recommended that students keep any records of their enrolment, academic transcript and any copies of completed assessments. These records may assist students to transfer to an equivalent course of study with another provider or provide recognition of the units they have completed.

Tuition Protection Scheme (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist students whose education providers are unable to fully deliver their course of study. The Tuition Protection Service (TPS) may assist students to either continue their studies through another course or a different provider or by being provided with a refund or loan re-credit for education and training they paid for but did not receive.

In the unlikely event, the Institution is unable to deliver a course the student has paid for and does not meet their 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.

The TPS can be contacted at administrator@tps.gov.au or phone 1300 980 434.

For more information on the TPS please refer to <https://tps.gov.au/Home>

For more information on FEE-HELP please refer to <https://www.icms.edu.au/fee-help-and-hecs-help/>

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Definitions:

The Act: Refers to the VET Student Loans Act 2016.

Census Date: A published date set by the provider, no earlier than 20% of the way through a VET Unit of Study.

Tuition Fees: Fees paid for a VET Unit of Study that is approved for VET STUDENT LOAN and applies to Students who are, or would be entitled to VET Student Loan assistance under section 9 of the Act.

Unit or VET Unit of Study: A VET Unit of Study approved for VET Student Loan that a Student may undertake with the provider, for which the Student may access VET Student Loan assistance to pay for all or part of their tuition fees.

The Department: The Commonwealth of Australia represented by the department which has the responsibility for administering the VET Student Loans Act 2016.

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