

STATEMENT OF TUITION ASSURANCE

Introduction

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international and domestic students (FEE-HELP and fee paying), whose education providers are unable to fully deliver their course of study.

As an approved higher education provider under the ESOS Act 2000 and the Higher Education Support Act 2003, Educational Enterprises Australia Pty Ltd trading as Eynesbury College, ABN: 20 008 194 689 must meet the tuition assurance requirements. In doing so Educational Enterprises Australia Pty Ltd contributes annually to the Australian Government's Tuition Protection Service (TPS). This requirement is to protect students in the event that Educational Enterprises Australia Pty Ltd ceases to provide a course of study in which a student is enrolled.

Note: Temporary residents are not covered under the TPS and will be managed on a case by case basis in the event Educational Enterprises Australia Pty Ltd is unable to provide a course of study.

In the event that Educational Enterprises Australia Pty Ltd ceases to provide a course of study the student is 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if the course has not commenced, or ceases after commencement but before completion, and the student has not previously withdrawn.

What happens if Educational Enterprises Australia Pty Ltd trading (Eynesbury College) ceases to provide a course of study?

Information for affected students

Educational Enterprises Australia Pty Ltd will notify affected students in writing that a course of study is no longer provided within 24 hours that the College is not able to provide the course they have applied for or are enrolled in.

As soon as practicable, Educational Enterprises Australia Pty Ltd 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.

Course Assurance

The Tuition Protection Service will work with affected students to identify a replacement course and arrange for students to be placed with a second provider.

Replacement courses must meet the following criteria:

- 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.

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.

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.

The student will also receive course credits for parts of the original course successfully completed by the student, as evidenced by a copy of the academic transcript or other Australian Qualifications Framework certification document issues by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework

Each affected student will have a specified period in which to accept the replacement course offer. The Tuition Protection Service (TPS) may extend that period in circumstances that justify an extension.

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 they enrolled in a replacement course.

Re-credit of HELP balance

Where the student prefers to apply for a re-credit of their FEE-HELP balance for the eligible parts of their original course, the student may nominate the TPS to make the application on their behalf.

Educational Enterprises Australia Pty Ltd 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 FEE-HELP assistance received by the student for the eligible units of study.

Tuition Fee Repayment

Should the student be unable to select a course during this period of time, the student may apply for a refund of the amount of any unspent pre-paid tuition fees from the TPS and will be required to comply with any relevant immigration requirements (this is known as the "Tuition Fee Repayment")

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.