

Statement of Tuition Assurance for VET Student Loans Providers

Introduction

Tuition assurance for international students and domestic students is provided through the Australian Government's Tuition Protection Service (TPS).

Tuition assurance protects students in the event a course of study 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, Greenhill Education Group Pty Ltd trading as RGIT Australia ABN: 68 127 999 160 ACN: 127 999 160 must be a party to an approved tuition assurance arrangement or have an approved exemption in place.

In the unlikely event that RGIT Australia ceases to provide a course after it starts but before it is completed, there are arrangements in place to ensure a replacement course is identified and the student is placed with a suitable provider.

Course Assurance

The Commonwealth Department of Education, Skills and Employment (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 an alternative, suitable provider.

Replacement courses must meet the following requirements:

- the course must lead to the same or comparable award/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 cost 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 alternative 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 a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework.

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. 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 the student had enrolled in a replacement course.

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Tuition Protection Service

'Tuition protection' refers to the protections and assistance available to support FEE-HELP or HECS-HELP (HELP) students, VET Student Loans (VSL) students and international students, in the event that their education provider defaults (ceases delivering a course or closes entirely).

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 RGIT Australia 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.

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.

For further information on tuition assurance by TPS please refer to:
<https://www.dese.gov.au/tps>.