



STATEMENT OF TUITION ASSURANCE

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 higher education provider under the *Higher Education Support Act 2003*, Kent Institute Australia Pty. Ltd. (Kent) ABN: 49 003 577 302 must meet the tuition assurance requirements or be exempt from those requirements.

In the unlikely event that Kent 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 (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.

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 Kent 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.

From 1 January 2021, students who pay their fees directly to their provider 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.

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

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