Purpose
This procedure outlines the requirements of tuition assurance and the circumstances under which it would be provided to students.

The objective of tuition assurance is to protect students if their provider ceases to provide the qualification of study they are undertaking. Should TAFE Queensland Brisbane (TQB) cease to provide a qualification of study, tuition assurance ensures students have a choice of either: course assurance option or tuition fee repayment option.

Scope
This procedure applies to all students enrolled in a Higher Education or vocational education and training (VET) qualification of study which is subsequently cancelled. The qualifications must be approved under the VET FEE-HELP or FEE-HELP schemes.

Tuition assurance does not apply where TQB ceases to provide a unit of study but continues to provide the qualification of study of which that unit forms part.

Procedure

1. Membership of TAFE Directors Australia (TDA) tuition assurance scheme

TQB has met the tuition assurance requirements for both VET and Higher Education programs, through its current membership of the TAFE Directors Australia (TDA) tuition assurance scheme.

On an annual basis, TQB:
- pays membership fees to TDA; and
- provides TDA with the details regarding the number of full time and part time students enrolled in each eligible VET or Higher Education qualification of study, or unit, for the current academic year.

Current members of the TDA tuition assurance scheme include all public providers listed on the TDA Members Page. Each of these members is responsible as both a ‘first’ and ‘second’ provider. The action of TDA listed in this procedure may change at the discretion of TDA.

2. TAFE Queensland, Brisbane as a first provider

In the event that TQB ceases to provide a qualification of study in which a student is enrolled, TQB shall assess whether units of study can be offered through an alternative TQB program, or if they can be offered by another TAFE Queensland region at a later date. If neither of these is possible, the FEE-HELP/VET FEE HELP Coordinator shall contact TDA to inform them that tuition assurance is required for the displaced students. The FEE-HELP/VET FEEHELP Coordinator shall also inform the Commonwealth.
TDA shall form a Placement/Refund sub-committee which shall manage the administration of tuition assurance cases.

TDA shall write to the affected students, advising of the options available to them. The displaced students shall be given the options of: course assurance or tuition fee repayment. TDA shall provide this information within twenty business days after it knows, or should know by reasonable enquiries, that TQB has ceased to provide the qualification of study. TDA shall instruct the student on how and when to notify TDA of the choice they make.

3. Course assurance option
If the student chooses the course assurance option, TDA shall attempt to match the student with a second provider in a qualification of study leading to the same or comparable qualification. (TDA shall seek placement with local providers, in the first instance, however if local placement is not possible, contribution to the costs of relocating to interstate providers shall be considered).

TDA shall write to the student with details of the placement with a second provider. The student shall inform TDA of whether or not they wish to accept the offer within thirty business days. If the student accepts the offer, TDA shall make all the necessary arrangements to ensure they are able to enrol with the second provider.

A student shall receive full credit from the second provider for any units of study successfully completed at TQB.

There shall be no requirement on the part of the student to pay the second provider any tuition fee for any replacement units (that is, units that the student had commenced but not completed because the program ceased to be offered). The second provider may have different tuition fees for units of study that TQB ceased to provide and which the student had not yet commenced.

A student is not obliged to enrol in a qualification of study with a second provider offered by TDA under the course assurance option.

4. Tuition fee repayment option
If the student chooses the tuition fee repayment option, TQB shall re-credit the student’s HECS HELP or FEE-HELP/VET FEE HELP balance (within 20 days) and shall notify TDA.

Following notification, TDA shall refund any upfront payments made regarding the units of study (within 10 days of receiving notification).

5. TAFE Queensland, Brisbane as a second provider
As a second provider, TQB is required to accept any displaced student who has been made a course assurance offer, unless TQB can provide evidence of special circumstances which indicate that placement with TQB would not be in the best interests of the student.

Prior to making any course assurance offer to displaced students, negotiation shall occur between TDA and TQB with consideration of:

- How many students are impacted and can they be accommodated in scheduled units of study?
- What units of competency does the student require and their relationship with TQB units of study?
- Are there any restrictions outlined by Industry bodies/partners in relation to delivery or number of students?
- Other factors as identified and specific to that qualification of study.

6. Publication
Statement of Tuition Assurance (VET) and Statement of Tuition Assurance (HE) shall be made public to students on the TAFE Queensland Brisbane website. Students shall be advised about where the Statements of Tuition Assurance may be obtained as part of their enrolment information.

Records Management
All records shall be maintained in accordance with the Qld State Archives – General Retention and Disposal Schedule for Administrative Records (QDAN249). If a requirement exists to activate Tuition Assurance, all documents and communications shall be retained for 7 years.
Tuition Assurance
TAFE Queensland, Brisbane

Start → TAFE Queensland, Brisbane cancels a program of study → Does the program have current student enrolments in unit/s of study? → Yes

Is the cancellation authorised? → Yes → End
→ No → No → Is this cancellation occurring prior to census date? → Yes

Can the unit/s of study with current student enrolments be offered through an alternative program? → Yes → Make an offer to students to start at a later date, change enrolment and if necessary, refund their fees/cancel their VET/FEE-HELP request → Do all students accept the offer? → Yes → Contact the FEE HELP Coordinator to advise tuition assurance is required for displace students → No → End
→ No → No → No → Coordinate change enrolment/refund paperwork and forward to Student Administration

Re-credit the student’s FEE HELP balance for any affected units within 20 business days and advise TDA → End

TDA Administrator advises students of 2 options within 20 days; course assurance or fee refund → TDA appoints Placement/Refund Sub-Committee → TAFE Directors Australia

Does the program have current student enrolments in unit/s of study? → No → End

Match the student with an appropriate program of study and provide the student a Course Assurance Offer in writing → Accepts the offer within 30 days and advises TDA

End

TAFE Directors Australia cancels a program of study → TDA Administrator advises students of 2 options within 20 days; course assurance or fee refund → TDA appoints Placement/Refund Sub-Committee → TAFE Directors Australia

Data storage Data storage

Template current as of 15 April 2014
Affiliated Documents / References

Internal:
- FS451b - TAFE Queensland Brisbane- Statement of Tuition Assurance (VET)

External:
- Rules of the TAFE Directors Australia VET Tuition Assurance Scheme
- Rules of the TAFE Directors Australia Higher Education Tuition Assurance Scheme
- Higher Education Support Act 2003 (HESA)
- VET Guidelines
- Higher Education Provider Guidelines
- VET Administration Information for Providers
- QDAN249 - Qld State Archives – General Retention and Disposal Schedule for Administrative Records,

Glossary of Terms / Definitions

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<th>Term/s</th>
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| CEASING TO PROVIDE A QUALIFICATION OF STUDY | Under VET Administration Information for Providers and Higher Education Provider Guidelines, “Ceasing to provide a qualification of study” is defined as follows:  
the program does not start on:  
i) the date the program was scheduled to start; or  
ii) an alternative date that has been agreed between TAFE Queensland, Brisbane and the person enrolled in the program;  
and an arrangement has not previously been made between TAFE Queensland, Brisbane and the person enrolled in the program to undertake a suitable alternative program; or  
TAFE Queensland, Brisbane commences providing the program, then ceases to provide the program (for any reason) before the person has completed it; or  
the Minister has suspended or revoked approval of TAFE Queensland, Brisbane as a provider under the Act  
otice is served on TAFE Queensland, Brisbane or proceedings are taken to cancel TAFE Queensland, Brisbane’s incorporation or registration or to dissolve TAFE Queensland, Brisbane as a legal entity; or  
TAFE Queensland, Brisbane comes under one of the forms of external administration referred to in Chapter 5 of the Corporations Act 2001 or equivalent provisions in other legislation, or an order has been made to place TAFE Queensland, Brisbane under external administration; or  
TAFE Queensland, Brisbane ceases to be a registered training organisation as listed on the National Training Information Service (NTIS); or  
the Secretary makes a declaration under subparagraph 3.1.35(b) that TAFE Queensland, Brisbane has ceased to provide the program. |
| COMMONWEALTH                  | The Department of Education                                                                                                                                 |
| DISPLACED STUDENT            | A student studying in an approved VET/Higher Education program at TAFE Queensland, Brisbane, which is discontinued after they have been enrolled. |
| FIRST PROVIDER               | A VET/Higher Education provider, as approved under the HESA with current tuition assurance membership |
| PLACEMENT / REFUND SUB COMMITTEE | The committee of TDA appointees that manage the administration of tuition assurance cases. |
| QUALIFICATION OF STUDY       | A structured and integrated program of units of study, including competencies which lead to an award. A qualification of study has been approved by the Commonwealth The Commonwealth to offer the loan schemes FEE-HELP or VET FEE-HELP. |
| SECOND PROVIDER             | Alternative VET/Higher Education provider engaged by TDA to provide the tuition assurance option to a displaced student. |
| TDA                          | TAFE Director's Australia                                                                                                                                 |

Revision History

<table>
<thead>
<tr>
<th>Revision Date</th>
<th>Summary of Amendments</th>
<th>Prepared By</th>
<th>Version</th>
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<tbody>
<tr>
<td>01/07/2014</td>
<td>New procedure written for TAFE Queensland, Brisbane</td>
<td>P. Galvin</td>
<td>1.0</td>
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<tr>
<td>1/3/2016</td>
<td>Removed reference to previous legal entity</td>
<td>L. Massingham</td>
<td>2.0</td>
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