

# Statement of Tuition Assurance and Tuition Protection Service Policy

## Scope

This policy is applicable to the Kaplan Business School Pty Ltd (ABN 86 098 181 947), (hereby referred to also as “the School”). The Statement made in this policy covers all courses delivered by the School.

## Purpose

**Tuition Assurance** protects the interest of current and intending students of Kaplan Business School courses that lead to an award/qualification in that it ensures students are given a suitable alternative course or have their course fees refunded if the School cannot provide the course for which the student has paid.

The School also conforms to the requirements of the **Tuition Protection Service** (TPS) established by the Australian Government for overseas students which is part of the Education Service for Overseas Students (ESOS) Assurance Fund established under Section 45 of the *Education Services for Overseas Students (ESOS) Act 2000*.

## Statement of Tuition Assurance Exemption

### Introduction

Tuition assurance protects students in the event a course of study provided by Kaplan Business School as an approved HELP provider ceases to be provided after it starts but before it is completed.

As an approved Higher Education Provider (HEP) under the *Higher Education Support Act 2003*, Kaplan Business School Pty Ltd (ABN 86 098 181 947) must meet the tuition assurance requirements or be exempt from those requirements.

From 1<sup>st</sup> January 2018, Kaplan Business School Pty Ltd is exempted from the requirement to meet the tuition assurance requirements for HELP students. Instead, Kaplan Business School Pty Ltd is required to comply with arrangements which ensure similar tuition assurance protection is provided to students.

This statement sets out the arrangements for tuition assurance that apply as well as Kaplan Business School Pty Ltd obligations.

If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on the School's website and advised to all students that have enrolled in the intervening period.

## **What happens if the School ceases to provide a course of study?**

### **Information for affected Students**

The School will notify affected students in writing that a course of study is no longer provided within two (2) working days after it ceases to provide the course.

As soon as practicable, the School 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.

Affected students may choose either course assurance arrangements or apply to Kaplan Business School Pty Ltd for a re-credit of their HELP balance, if applicable.

### **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.

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## Information for Domestic Students utilising HELP

### ***Re-credit of HELP Balance***

Where the student prefers to apply for a re-credit of their HELP balance for the affected parts of the original course, the student may nominate the Department (or a consultant engaged by the Department) to make the application on the student's behalf.

Kaplan Business School 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 of the decision. If an application for a re-credit is accepted, the amount re-credited will be equal to the amount of HELP assistance received by the student for the affected units of study.

### Information for Domestic Fee-Paying Students

In the unlikely event that Kaplan Business School is unable to deliver a course that the students have paid for and the School does not meet its obligations to either offer the students an alternative course that the students accept or to pay a refund of all unspent pre-paid tuition fees (this is called a provider's "default obligation"), the School has established external tuition safeguards to assist students to get a refund if a suitable alternative course is not found.

Tuition Assurance relates to that portion of a student's tuition fees that were paid in advance of that tuition.

When an institution ceases to trade, students can request to continue their study in a comparable course with an alternative provider, or to discontinue with their studies and obtain a refund for the fees pre-paid but not used.

Kaplan Business School will pay out the proportion of the student's unused course fees, calculated from the date the provider ceases to provide the course. This effectively means that if the student has paid 100% of the course in advance and is half way through the time agreed for the course, the student would receive 50% of their fees, subject to the other terms and conditions in the policy.

For more information, contact the School's Student Experience Team.

## Statement of Tuition Protection Service (TPS)

### Information for Overseas Student Visa Holders

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist overseas student visa holders whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

If Kaplan Business School Pty Ltd cannot deliver the course a student has paid for, the TPS will help the student to find another course with minimal disruption to their studies. The TPS will use an online placement service to give the student all the information they need so they understand their options and can choose an alternative course that best suits them. Support in using the system will be available to students if they need it.

If a student is unable to find a suitable alternative course, the TPS will refund the tuition fees that have been paid, for the part of the course that they have not yet received. Further information regarding the TPS can be found currently at the following link: <https://tps.gov.au/Home>

## Recordkeeping

While the School is required to keep records of students' information, it is suggested best practice for all students to retain copies of assessments, records of competencies or statements of attainment that they receive from the School.

## Relevant Legislation

As a registered education provider, the School operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws.

Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

<https://www.legislation.gov.au/Details/C2017C00271>

Higher Education Standards Framework (Threshold Standards) 2015

<https://www.legislation.gov.au/Details/F2015L01639>

Higher Education Support Act 2003

<https://www.legislation.gov.au/Details/C2019C00201>

Education Services for Overseas Students Act 2000 (ESOS Act 2000) – Section 45

<https://www.legislation.gov.au/Details/C2017C00292>

## Related Policies

Following policies relate to the Statement of Tuition Assurance and Tuition Protection Service:

Grievances, Complaints and Appeals Policy

Refund Policy

These policies can be found on the School's website currently at following link:

<https://www.kbs.edu.au/current-students/school-policies/>

## Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

<b>Policy Category</b>	Academic			
<b>Responsible Officer</b>	Vice President, Academic			
<b>Implementation Officer</b>	Director, Quality Assurance and Governance			
<b>Review Date</b>	October 2020			
<b>Approved by</b>				
Vice President, Academic under a standing delegation from the Academic Board				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>
1.0	Quality & Standards Group	Unpacking of one document into existing document	01.01.2014	01.01.2014
1.1	Academic Quality and Governance Team	Policy retitled, to align with policies of a similar name across Kaplan. Minor edits made for	25.05.2016	16.06.2016

		currency and to promote clarity. Implementation Officer introduced into policy.		
1.2	Quality, Regulations and Standards Team	New policy title to include TPS requirements. Added "Scope" and "Purpose" of the Statement Policy. Included information for students on overseas student visa for TPS cover. Added information on relevant legislation and related policies. Updated "Implementation Officer" details.	01.11.2019	04.11.2019
1.3	Quality, Regulations and Standards Team	Updated the section on "Information for Domestic Fee-Paying Students" with details on the School's tuition safeguards.	20.02.2020	20.02.2020