



Statement of Tuition Protection

A. Overview

- i. Tuition assurance protects students in the event that an institution defaults, that is, ceases to deliver their course, or closes a campus on which it is offered, or closes the institution entirely after the students have commenced their course but before they complete it. As an approved higher education provider under the Higher Education Support Act 2003, Lead Institute of Higher Education ('LIHE' or the 'Institute') must meet the tuition assurance requirements. In the unlikely event that LIHE ceases to provide a course after it starts but before enrolled students have completed, there are arrangements in place to ensure a replacement course is identified and the students are placed with a suitable provider. Tuition assurance for international students and domestic students is provided through the Australian Government's Tuition Protection Service (TPS). LIHE will be a financial member of this service.
- ii. Definitions
For definitions, please refer to the *'Dictionary of Terms'*.

B. Scope

- i. This Statement applies to all students at LIHE.

C. Option for Tuition and Course Assurance

- i. LIHE is committed to providing tuition and course assurance protection. In the event that LIHE ceases to provide a course in which a student is enrolled an affected student is entitled to a choice of:
 - a. an offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any student contribution or tuition fee for any replacement units (this is known as the Course Assurance Option); or
 - b. a refund of their up-front tuition fee payments for any unit of study that the student commences but does not complete because LIHE ceases to provide the course of which the unit forms part (this is known as the Student Contribution/Tuition Fee Repayment Option).

D. Australian Government Tuition Assurance Service (TPS)

- i. LIHE will be a financial member of the Australian Government TPS. Should neither of the above options be acceptable to a student or LIHE does not provide assistance, the TPS will contact the student directly.
- ii. The TPS will offer 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. This service is available to all students in the event that their higher education provider defaults.
- iii. 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.
- iv. Each affected student will have a period of six (6) months in which to accept the replacement course offer.
- v. The Department may extend that period in circumstances that justify an extension. For further information, see [About Us - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](https://www.dese.gov.au/about-us)

E. Contact the TPS

Students can contact the TPS by using the contact details given below:

- i Email: support@tps.gov.au
- ii Within Australia Phone: 1300 131 798
- iii Outside Australia Phone: +61 1300 131 798

If a student is unable to find a suitable alternative program, the TPS will refund the tuition fees that have been paid, for the part of the course that they have not yet received.

Students are required to follow the step-by-step process outlined below:

