

Statement of Tuition Assurance

Introduction

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international and domestic (FEE-HELP and fee paying) students, whose education providers are unable to fully deliver their course of study.

As an approved institute of higher education under the *Higher Education Support Act 2003* and the *ESOS Act 2000*, Nan Tien Institute Ltd ABN: 80 139 338 819 must meet the tuition assurance requirements. In accordance with this requirement, Nan Tien Institute Ltd contributes annually to the Australian Government's Tuition Protection Service (TPS). This requirement ensures students are protected in the event that Nan Tien Institute is unable to continue offering a course in which a student is enrolled.

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

What happens if Nan Tien Institute Ltd ceases to provide a course of study?

Information for affected students

Nan Tien Institute Ltd will notify affected students in writing that a course of study is no longer provided within two (2) business days after Nan Tien Institute Ltd ceases to provide the course.

As soon as practicable, Nan Tien Institute Ltd 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 Nan Tien Institute for a refund or recredit of their HELP balance.

Course assurance

The Tuition Protection Service will work with affected students to identify a replacement course and arrange for students to be placed with a second provider.

Replacement courses must meet the following requirements:

- the course must lead to the same or comparable 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 second 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 of Education 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.

Re-credit of HELP balance

Where the student prefers to apply for a re-credit of their FEE-HELP balance for the affected parts of the original course, the student may nominate the TPS to make the application on their behalf.

Nan Tien Institute Ltd will consider students' applications as soon as practicable and notify them of the decision about the application, together with a statement of reasons for 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.

Tuition Fee Repayment

Should the student be unable to select a course in the specified period of time, they will be eligible to request a refund of unspent pre-paid tuition fees from the TPS and will be required to comply with any relevant immigration requirements.

Record keeping

It is suggested best practice for students to retain assessments, records of competencies or statements of attainment that they receive from their education provider.

Publication

This *Statement of Tuition Assurance* is located on the NTI website (www.nantien.edu.au).