



What to do if your provider closes - tuition assurance

Tuition assurance has been put in place by the Government to protect and support students if an approved VET Student Loans provider ceases to deliver a course of study or closes.

All providers are required, through the *VET Student Loans Act 2016*, to have adequate tuition assurance to cover their student load.

How does it work?

If a provider ceases to provide a VET course of study (or closes), tuition assurance allows enrolled students to complete their course at another provider. A provider's tuition assurance arrangement must be displayed on its website. Students must be advised of the provider's tuition assurance arrangement when enrolling in a course of study.

Most VET providers meet their tuition assurance requirements through membership with a tuition assurance scheme operator. The Australian Council for Private Education and Training and TAFE Directors Australia are the two approved tuition assurance operators.

In the case of a tuition assurance event, the relevant tuition assurance operator will contact affected students and provide assistance.

The contact details for the two tuition assurance schemes are listed below.

ACPET	
Internet	www.acpet.edu.au
Phone	1800 875 474 or 03 9412 5900
Email	support@acpetstudentservices.com.au
Postal address	PO Box 551, EAST MELBOURNE VIC 8002

TDA	
Internet	www.tda.edu.au
Phone	02 9217 3180
Email	tas@tda.edu.au
Postal address	National Secretariat PO Box 707, BROADWAY NSW 2007

Course assurance

The tuition assurance operator will seek to match and offer students a similar, replacement course.

The replacement course must:

- lead to the same or comparable qualification
- have the same mode of delivery
- be in a reasonable location
- not include any unreasonable fees
- not cause any unreasonable impact to the student.

Tuition fee repayment option

If there is no similar course available, the student may be eligible for fee-repayment. The student may have their VET Student Loans debt re-credited for any parts of the course commenced but not complete at the time the provider ceased to offer the course.

For more information

If you would like further information, contact the HELP Student Enquiry line on 1800 020 108 or please submit an online enquiry at www.education.gov.au/vet-fee-help-students.

Please note: *The information in this factsheet refers to VET Student Loans. VET FEE-HELP students are protected under the Higher Education Support Act 2003. If you require further information on tuition assurance for either VET Student Loans or VET FEE-HELP, please refer to the relevant tuition assurance operator or the Department of Education and Training.*

The information in this document is a summary only. Please refer to the VET Student Loans Act 2016 and the VET Student Loans Rules 2016 for the tuition assurance requirements under VET Student Loans.

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