**STATEMENT OF TUITION ASSURANCE FOR EXEMPT TAFE VET STUDENT LOANS (VSL) PROVIDERS**

**Introduction**

1. Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course, sometimes with another provider, and where this is not possible, the students’ FEE‑HELP balance for the affected part of the course will be re-credited.
2. As an approved provider under the *VET Student Loans Act 2016*, Canberra Institute of Technology ABN: 43 273 796 990 must be a party to an approved tuition assurance arrangement or have an approved exemption in place.
3. It is intended that, from 1 January 2018, Canberra Institute of Technology will be exempted from the requirement to be a party to an approved tuition assurance arrangement. Instead, Canberra Institute of Technology is required to comply with interim arrangements which ensure similar tuition assurance protection is provided to students.
4. This statement sets out the interim arrangements for tuition assurance that will apply from 1 January 2018 and Canberra Institute of Technology’s obligations from that date.
5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on Canberra Institute of Technology’s website and advised to all students that have enrolled in the intervening period.

**What happens if Canberra Institute of Technology ceases to provide a course after it starts but before it is completed?**

Information for affected students

1. Canberra Institute of Technology will notify affected students in writing that an approved course is no longer provided within 2 business days after Canberra Institute of Technology ceases to provide the course after it starts but before it is completed.
2. As soon as practicable, Canberra Institute of Technology will also update its website to reflect that the course is no longer being delivered and to give students information about the relevant tuition assurance arrangements.
3. CIT will provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect.
4. Below under Re-crediting of students’ FEE-HELP balances and Prepaid fees CIT outlines when a recredit of a student’s account will apply.

Replacement courses

1. Canberra Institute of Technology will work with affected students to identify a replacement course and arrange for students to be placed with replacement providers.
2. 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 of the replacement course must be reasonable, having regard to the costs 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.
3. 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.
4. A student who accepts the replacement course offered will not be required to pay the replacement 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.
5. A student who accepts the replacement course offered 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; or
   * a copy of an authenticated VET transcript issued by the Student Identifiers registrar.
6. 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.
7. If an affected student enrols 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-crediting of students’ FEE-HELP balances

1. Where there is no suitable replacement course for a student, Canberra Institute of Technology will re-credit the student’s FEE-HELP balance for the affected parts of the original course. The amount re-credited will be equal to the amount of VET student loan used to pay tuition fees for the student for the course, or parts of the course.

Prepaid fees

1. For tuition fees paid up-front greater than $1500, Canberra Institute of Technology is ultimately underwritten by the ACT Government.
2. For tuition fees paid up-front below $1500, students should be aware that there is no formal protection in place and students will be responsible to seek a refund for these fees directly from Canberra Institute of Technology.
3. Canberra Institute of Technology has in place a refund policy which is part of the Fees Policy. Below is the excerpt from this policy regarding refunds. (The full Fees Policy can be reviewed at *Current Students > Information > Student Policies > Fees Policy*)
   * A full refund of all fees will be approved (except for international student administration and recruitment fees ) if:
   * CIT cancels a program in which a student has registered and paid fees;
   * A domestic student withdraws, and advises CIT of that withdrawal in writing, before the due date of relevant fees and before any applicable census date; or
   * for international students, if the student cancels their enrolment in writing at least 14 days before the commencement of the program.
   * Refunds will not apply to retrospective applications for concessions. Delegates may use discretionary powers to determine if refunds will, or will not, be granted.
   * CIT may give a refund to students under exceptional circumstances. Examples of exceptional circumstances include:
   * disability or serious illness as documented by a medical certificate (minimum absence two weeks) or as recommended by the CIT Education Advisors Disability, Counsellors or Manager of Student Support;
   * unexpected interstate transfer, excluding immediate southern NSW region, with documentation from employer;
   * a significant change to family situation such as death of partner/child/parent.
   * At the discretion of CIT, any refund may be discounted for the period of enrolment already accessed and reasonable administrative costs in refund processing.
   * Any credit on a student’s account will be applied to any current fees before any refund is issued.
   * Where refunds are not approved, any credit will be retained on the student’s account for use against future enrolments.
   * Refunds are approved in accordance with the CIT Financial Delegations Manual.

If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

Record keeping

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