

Tuition Protection Policy

1. Purpose

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

2. Application

This policy applies to all SIBT students.

3. Policy Statement

As an approved higher education provider under the ESOS Act 2000 and the Higher Education Support Act, the Sydney Institute of Business and Technology Pty Ltd trading as Sydney Institute of Business and Technology (SIBT) ABN: 18074470447 must meet the tuition protection requirements. In doing so, SIBT contributes annually to the Australian Government's Tuition Protection Service (TPS). This requirement is to protect students in the event that SIBT ceases to provide a course of study in which a student is enrolled.

Note: Temporary residents are not covered under the TPS and will be managed on a case by case basis in the event SIBT is unable to provide a course of study.

If SIBT ceases to provide a course of study the student is 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if the course has not commenced, or ceases after commencement but before completion, and the student has not previously withdrawn.

What happens if SIBT ceases to provide a course of study?

Information for affected students

SIBT will notify affected students in writing that a course of study is no longer provided within 24 hours after the College ceases to provide the course.

As soon as practicable, SIBT 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.

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 criteria:

- 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 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.

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 the academic transcript or other Australian Qualifications Framework certification document issues by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework.

Each affected student will have a specified time in which to accept the replacement course offer. The Tuition Protection Service 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 they 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 eligible parts of their original course, the student may nominate the TPS to make the application on their behalf.

SIBT 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 FEE-HELP assistance received by the student for the eligible units of study.

Tuition Fee Repayment Option

Should the student be unable to select a course during this period of time, he/she will be eligible to request a refund of unexpended pre-paid tuition fees from the TPS and will be required to comply with any relevant immigration requirements (this is known as the "**Tuition Fee Repayment**").

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 SIBT's website (www.sibt.nsw.edu.au/policies)

4. Definitions

- *TPS* Tuition Protection Service

5. Related Documents

Education Services for Overseas Students Act 2000
Higher Education Support Act 2003

Amendment History

Department:	Governance	
Approval Authority:	SMT	
Approval Date:	25 February 2021	
Date for Next Review:	March 2024	
Revision Date		
Revision Date	Version	Summary of changes
26/05/10	1	Reformatted into new template
06/05/11	2	Reformatted in line with UPD
19/06/12	3	Added statement - <i>SIBT may commence applicable disciplinary procedures if a person to whom this policy applies breaches this policy (or any of its related procedures).</i>
05/09/13	4	Reviewed policy to include Tuition Protection for Overseas students
01/04/2016	5	Updated policy. Approved by SMT.
25/2/2021	6	Updated policy to reflect changes to legislation.