

# Tuition Assurance Services Policy

## 1. Purpose

The purpose of this document is to provide guidelines to RGIT Australia stakeholders to ensure that the institute, comply with the Tuition Assurance requirements under RTO Standard 2015

## 2. Scope

This policy applies to both International and Domestic Students, who have accepted a place at the Institute and students currently enrolled at the Institute.

## 3. Responsibility

The Chief Executive Officer is responsible for the implementation and monitoring of this policy.

## 4. Definitions

**Tuition Fee:** The Tuition Fee is a compulsory academic fee payable by students for courses offered by the Institute. It includes course material fees and other applicable fees or cost.

**Tuition Assurance:** A tuition assurance arrangement, to protect domestic student tuition fees in the event that the RGIT ceases to provide a course of study in which a student is enrolled. RGIT has its tuition Assurance with ACPET;

**Tuition Protection Service (TPS):** The Tuition Protection Service is a protection scheme for international students whose provider cannot fully deliver a course for which the student has paid. The TPS ensures that international students are able to either:

- a. completes their studies in another course or with another education provider or
- b. receives a refund of their unspent tuition fees.

**Agreed Start Date/Course Commencement:** Agreed Start Date (Course Commencement) means the day on which the course was scheduled to start as per the student's Confirmation of Enrolment (COE), or a later date agreed between Institute and student for the start of the course.

**Term:** A term is referred to a study period of 10 weeks excluding Holidays.

**Withdrawal from the Course:** Withdrawal refers to a student's deferral, suspension or cancellation of enrolment in courses offered by the Institute.

**Institute:** Institute in this document is referred to RGIT Australia

**Institute Default:** Institute default occurs when:

# Tuition Assurance Services Policy

- a. the course does not start on the Agreed Start Date
- b. the course ceases to be provided at any time after it starts but before it is completed
- c. the course is not provided in full to the student because a sanction has been imposed on the Institute
- d. The student has not withdrawn before the default day.

**Student default:** A student default occurs when the Institute refuses to provide, or continue providing, the course to the student because of one or more of the following events:

- a. the course starts on the Agreed Start Date, but the student does not attend the classes on that day (and has not previously withdrawn);
- b. the student withdraws from the course (either before or after the Agreed Start Date);
- c. the student fails to pay an amount he or she is liable to pay to the Institute, directly or indirectly, in order to undertake the course;
- d. the student breaches a condition of his or her student visa;
- e. Student's misbehaviour.

## 5. Policy Statement

- i. Institute will comply with tuition assurance requirement under RTO Standard 2015 to protect student tuition fee paid in advance.
- ii. Institute will assure tuition fee protection (Tuition assurance) to:
  - o Domestic full fee-paying students via ACPET Tuition assurance and
  - o International student Via TPS levy
- iii. Tuition Assurance will only activate in the event where an institute defaults and is unable to place student at another institute or refund the unspent portion of tuition fees to students.
- iv. Institute will maintain its tuition assurance for International students by contributing to the TPS levy according to the risk presented to students and the sector. Institute is required to pay a TPS levy each year calculated as per three main components and disclose information related to determining the amount of the levy.
- v. Institute will maintain its tuition assurance for Domestic students by maintaining ASTAS with ACEPT. Institute will contribute yearly premium to ACPET calculated on the basis of projected number of domestic student cohort per course

Page: 2 of 5

across all campuses.

## 6. Procedure to support Tuition Assurance implementation

### 6.1 Institute Default

Institute defaults when one of the following occurs:

- a. Institute fails to start the course on the agreed day and location;
- b. Institute ceases to provide a course at the location any time after the course commences but before it is completed

In the event of Institute default:

- Within 3 business days of the default occurring, Institute will notify in writing to ACPET and TPS levy where applicable.
- Institute will discharge its obligations by providing options to students within 14 days after the default date. These obligations are:
  1. Institute offers the affected students a place in an alternative course at Institute's expense and the students accept this offer in writing
  2. Institute provides the students with a refund based on any unspent pre-paid fees received by the institute.
- Within 7 days of discharging its obligations, Institute will report the outcome of the default to the ACPET and TPS levy where applicable.

### 6.2 Student Default

Student default occurs when:

- a. a course starts on the agreed date and at the agreed location, but the student does not commence studies and has not formally withdrawn
- b. the student withdraws from the course either before or after the course start date
- c. Institute refuses to provide the course to the student because of student non-payment of fees, breach of a condition of their student visa or student misbehaviour.

In the event of student default, Institute will process refund in accordance to domestic and international Tuition fee and Refund policy where applicable.

## 6.4 TPS Student Placement

- a. In the event that Institute defaults, or has failed to discharge, or is unlikely to discharge, its obligations ASTAS or TPS Levy will provide the student with one or more options for alternative courses where applicable.
- b. The student may accept an offer in an alternative course. The acceptance must be in writing and must be finalised within 30 days of the provider obligation period, unless the ASTAS or TPS levy determines that extenuating circumstances apply.

## 6.5 Written Agreement with Students

RGIT will have written agreements with students that include:

- agreed start date
- default day (5 business days after agreed start date)
- prepaid fee information (as above)
- length of study period
- tuition fees for each study period
- approved unit of study
- Refund requirements in case of student default, that is, a requirement to refund a student in accordance with the written agreement within 4 weeks after receiving the written claim, except in the case of visa refusal.

## 7. Review History

Revision	Date	Description of modifications
1	August 2012	Original draft
2	January 2013	Overall editing and update
3	July 2013	Review
3.1	July 2013	Review
4	January 2015	Review and changes made as per RTO standards 2015
5.0	April 2018	Header and Footer updates

Page: 4 of 5

# Tuition Assurance Services Policy



---

Revision	Date	Description of modifications
5.1	May 2018	minor updates
5.2	June 2018	Merged tuition assurance for both domestic and international in one policy and scrapped the existence of Tuition Protection Services Policy v5.2