

STATEMENT OF TUITION ASSURANCE

In this statement, 'students' refers to both students enrolled in coursework programs and Candidates enrolled in Research and Research pathway programs.

Introduction

1. As prescribed in the *Higher Education Provider Guidelines*, tuition assurance protects students in the event that an education institution defaults, that is, ceases to deliver a course, or closes entirely, after students have commenced their course but neither have officially withdrawn or completed their course. AIB must notify the Higher Education Tuition Protection Director ("HETP Director") within 24 hours of any such default, and within 3 business days, provide details of students affected by the default
2. As an approved Higher Education Provider under the *Higher Education Support Act 2003* and the *Tertiary Education Quality and Standards Agency (TEQSA) Act 2011*, Australian Institute of Business Pty Ltd (**AIB**), ABN: 86009115422, must meet the higher education tuition assurance requirements. Therefore, this Statement is to identify the arrangements in place in the unlikely event that AIB ceases to offer a course or ceases to operate.
3. Tuition assurance for domestic students is provided through the Australian Government's Tuition Protection Service (TPS); AIB is a financial member of this service and therefore is obliged to assist its domestic students by arranging, within 14 days of the default, a place in a replacement unit or replacement course (see 'Course Assurance Option' below), or a refund (see 'Student Contribution / Tuition Fee Repayment Option' below). Where no suitable alternative unit or course is available or if a student does not accept an offer for an alternative unit or course, a refund or HELP balance re-credit will be arranged. Further details are provided in this document below.
4. Where AIB is required to action its tuition assurance arrangements, it will be required to share personal contact details and academic records of affected students with the Higher Education Tuition Protection Director for the purposes of ensuring the arrangements have been appropriately implemented.
5. AIB provides tuition protection for offshore International Students enrolled in AIB accredited courses through its own financial safeguards as approved by the AIB Board of Directors. Please see "International Students studying with AIB" below.
6. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on AIB's website and advised to all students that have enrolled in the intervening period.

Tuition Assurance Arrangements

1. Where AIB is required to implement tuition assurance arrangements, AIB must arrange, within 14 days, for each affected domestic student to be offered a place in a suitable replacement unit or course, or be provided a refund and/or re-credit of FEE-HELP balance.
2. Course Assurance Option
To determine a replacement unit or course, AIB must consider the following requirements:
 - Whether the course leads to the same or comparable qualification as the original course;
 - what credits the student may receive for the units of study of the original course successfully completed by the student;
 - whether the mode of delivery of the replacement course is the same as the mode of delivery for the original unit or course;
 - the location where the replacement unit or course will be primarily delivered; and
 - whether the student:
 - (a) will incur additional fees that are unreasonable; and
 - (b) will be able to attend the replacement unit or course without unreasonable impacts on the student's prior commitments; and
 - any other matters prescribed by the *Higher Education Provider Guidelines*.
3. Affected domestic students will be offered in writing a replacement course and may seek a review about whether the course offered meets the requirements for replacement courses as per AIB's Student Complaints, Grievances and Appeals Policy and Procedure.
4. Any student who accepts the replacement course offered as per the above process will need to confirm the acceptance in writing as per the due date on the offer, but 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 as charged by the second provider may be different from the fees payable for the original AIB course. The student will also receive course credits for parts of the original AIB course successfully completed by the student, as evidenced by a copy of an academic transcript or other Australian Qualifications Framework (AQF) certification document issued by AIB or an authorised issuing organisation in accordance with the AQF.
5. If an affected student enrolls in a course that is not a replacement course as offered by AIB, any additional tuition fees and the full granting of course credits for units already completed in the original AIB course may be beyond the control of AIB.
6. If no suitable replacement unit or course can be provided, AIB is required to notify the HETP Director immediately, and refund upfront fee-paying students or re-credit students' HELP balances with an amount equal to the amount of FEE-HELP assistance the student received for the affected unit(s) of study.

Australian Government Tuition Protection Service:

1. Student Contribution/Tuition Fee Repayment Option
If AIB does not assist students as per the above process, or an affected student determines the above options are not acceptable, the HETP Director will contact those affected students directly to offer the option of assistance to enrol with another provider in a similar course, or a refund of tuition paid but not received.
2. Further information is available from the Higher Education Tuition Protection Service as per the

following contact details:

- Phone:
 - Within Australia - 1300 131 798
 - Outside Australia: +61 1300 131 798
- Email: support@tps.gov.au
- Website: <https://www.education.gov.au/tps/higher-education-students>

3. International Students studying with AIB

Where AIB is required to implement its tuition assurance arrangements, AIB will write to affected International Students to offer refund of any Upfront Payments for units paid but either not officially withdrawn or completed.

Record keeping requirements

1. It is suggested best practice for students to also retain their own copies of assessments, academic transcripts and other official documents that they receive from their education provider.
2. AIB is obliged as per the related legislation listed below and upon implementation of the tuition assurance arrangements identified above to provide to the HETP Director details of all affected domestic students, including personal contact details, Unique Student Identifier numbers, and information relating to course and unit enrolments and academic grades, and payment details for each associated unit of study.
3. It is a requirement that all students inform AIB of any changes to contact details of which AIB will rely for the purposes of implementing this Statement.

AIB as a 'Replacement' provider

1. Should AIB accept students from another provider for the purposes of providing a 'replacement' unit or course, and therefore acting as a 'replacement' provider, it will be required to comply with specified legislated requirements including:
 - (a) Notifying the HETP Director in writing of any student accepting an offer of a place in a replacement unit or course within 14 days of the acceptance,
 - (b) Granting course credits for completed units of study of the original course; this will be conducted in line with AIB's relevant policies and procedures,
 - (c) Not charging students tuition fees or student contribution amounts (FEE-HELP) for replacement components of the affected part of the original course for which tuition fees were already paid, and
 - (d) Enrolling a student in the replacement unit or course as soon as practicable.

Related Legislation

Higher Education Provider Guidelines 2022

Higher Education Support Act 20031

Student Identifiers Act 2014

Tertiary Education Quality & Standards Agency (TEQSA) Act 2011

Tuition Protection (Up-front Payments Guidelines) 2020

Related Policies and Procedures

[Articulation, Credit Transfer and Recognition of Prior Learning Policy](#)

[Articulation, Credit Transfer and Recognition of Prior Learning Procedure](#)

[Privacy Policy and Procedure](#)
[Records Management Procedure](#)
[Student Complaints, Grievances and Appeals Policy](#)
[Student Complaints, Grievances and Appeals Procedure](#)

Resources:

- Australian Government Department of Education 2024, *Tuition Protection Service*, viewed 17 April 2024, <https://www.education.gov.au/tps>
- Australian Government Department of Education 2024, *Higher Education Students*, viewed 17 April 2024, <https://www.education.gov.au/tps/higher-education-students>
- Avondale University 2024, *Statement on Tuition Assurance (Higher Education & VET)*, viewed 17 April 2024, <https://www.avondale.edu.au/study/fees/>
- ICMS 2024, *Statement of Tuition Assurance*, viewed 6 May 2024, <https://www.icms.edu.au/future-students/application-information/statement-of-tuition-assurance/#:~:text=Tuition%20assurance%20protects%20students%20in,but%20before%20it%20is%20completed.>

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