

Tuition protection' refers to the protections and assistance available to support FEE-HELP or HECS-HELP (HELP) students, VET Student Loans (VSL) students and international students, in the event that their education provider defaults (ceases delivering a program or closes entirely).

As an approved higher education provider under the [ESOS Act 2000](#) and the Higher Education Support Act, Queensland Institute of Business & Technology Pty Ltd trading as Griffith College, ACN: 076 195 027, ABN: 38 076 195 027 must meet the tuition assurance requirements. In doing so Griffith College contributes annually to the Australian Government's [Tuition Protection Service](#) (TPS). This requirement is to protect students in the event that Griffith College ceases to provide a program 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 Griffith College is unable to provide a program of study.

In the event that Griffith College ceases to provide a Program of study, the student is eligible for tuition protection assistance if the program has not commenced, or ceases after commencement but before completion, and the student has not previously withdrawn.

What happens if Queensland Institute of Business & Technology Pty Ltd trading (Griffith College) ceases to provide a program of study?

Information for affected students

Griffith College will notify affected students (currently enrolled and or pending applications) in writing that a program of study is no longer provided within 24 hours after the College ceases to provide the program.

As soon as practicable, Griffith College will also update its website to reflect that the program is no longer being delivered and to give students information about the tuition assurance arrangements.

Program Assurance

In the event of a program or provider default, HELP students will be assisted to continue their studies with a replacement provider in an equivalent or similar program or receive a loan re-credit for the units of study they had received a HELP loan for and were undertaking when their provider defaulted.

Replacement programs must meet the following criteria:

- the program must lead to the same or comparable qualification as the original program;
- the mode of delivery of the replacement program must be the same as or, with the student's consent, similar to the mode of delivery for the original program;
- the location where the replacement program 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 program without unreasonable impacts on the student's prior commitments.

Affected students will be offered a replacement program and may seek a review about whether the program offered to them meets the requirements for replacement programs.

A student who accepts the replacement program offered will not be required to pay the second provider for the replacement components of the replacement program. However, the fees payable for the remainder of the replacement program may be different from the fees payable for the original program.

The student will also receive program credits for parts of the original program successfully completed by the student, as evidenced by a copy of the academic transcript or other Australian Qualifications

Framework certification document issued by the program provider or an authorized issuing organisation in accordance with the Australian Qualifications Framework.

Each affected student will have a specified period of time in which to accept the replacement program offer.

The Tuition Protection Service may extend that period in circumstances that justify an extension.

If an affected student enrolls into a program that is not a replacement program, the student may be required to pay additional tuition fees, and might not receive the program credits the student would have received if they enrolled in a replacement program.

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 program, the student may nominate the TPS to make the application on their behalf.

Griffith College 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

If there are no suitable alternative courses/programs or offers, the student may apply for a refund of the amount of any unspent pre-paid tuition fees paid to the provider. These are any tuition fees already paid that are directly related to the courses/program which the student have not yet received. Any remaining unspent tuition fees are refunded to the student.

Note: Ceasing study may affect a student visa. Contact the Department of Home Affairs on 131 881 for assistance.

Record Keeping

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

Publication

This *Statement of Tuition Assurance* is located on the Griffith College's website:
<https://www.griffithcollege.edu.au/about/about-griffith-college/>

See Education Services for Overseas Students Act 2000 for the definition of overseas student.
<https://www.legislation.gov.au/Details/C2021C00011>