

Tuition Assurance – Aurora Training Institute’s procedures as a replacement provider

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Purpose of document:	<p>As a VSL provider Aurora must have procedures that outlines Aurora’s requirements as a replacement provider to a student enrolled in a replacement course, in compliance with the Rules, Section 92 and the applicable tuition assurance exemption conditions.</p> <p>This policy provides guidance to all Aurora staff on how we proceed as a replacement provider for a student from another VSL provider that has ceased to provide an approved course after it starts but before it is completed.</p>
Responsible Department/Person:	General Manager – Compliance, Administration and Student Services
Reference documents relevant to this Policy	<p>VSL Manual for Providers - https://docs.education.gov.au/system/files/doc/other/provider_manual_-_3.1_d19_566271.pdf</p> <p>VET Student Loans Rules 2016. Compilation 2. https://www.legislation.gov.au/Details/F2017C00963/Download Section 91 and 92.</p> <p>Replacement Provider requirements https://docs.education.gov.au/system/files/doc/other/20190329_second_provider_fact_sheet_and_faqs_v2.1_final_cleared_clean.pdf</p>
Amendments made:	Updated against latest legislation and VSL Provider Manual
Reason for amendments:	Completed an internal compliance check due to VSL Compliance checklist and declaration issued by VSL
Date of last review:	18/06/19
Reviewed by:	Claudia Hitchins and Lesley Wemyss

A. Procedures as a replacement provider

1. Aurora as an approved course provider under VSL must have a procedure to ensure that a student enrolled in a replacement course with Aurora has access to the following:
 - a. Is granted course credits for parts of the original course successfully completed by the student, as evidenced by a statement of attainment issued by the previous provider (who has ceased to provide an approved course) in accordance with the Australian Qualification Framework; and
 - b. is not charged tuition fees for a replacement component of the replacement course.

B. Tuition assurance assistance to students

https://docs.education.gov.au/system/files/doc/other/20190329_second_provider_factsheet_and_faqs_v2.1_final_cleared_clean.pdf

2018/19 activations: Available assistance

Eligible VET FEE-HELP students and Eligible VET Student Loans students

Displaced students are assisted to move to a replacement provider (Aurora) to complete the same or similar course (VET qualification). Students are entitled to be 'taught out' by the replacement provider at no additional cost for replacement units of study the student has already incurred a debt for and had commenced but were unable to complete, due to the closure (course assurance).

Where a student is unable to be placed in a comparable course, a loan re-credit for units commenced but not completed due to the tuition assurance activation, may be available.

Managed by the department, with the assistance of a tuition assurance a

Replacement provider Aurora requirements

To help facilitate the course assurance process, a replacement provider must meet certain obligations. Providers are to refer to the legislation, their 2018/19 tuition assurance Exemption Conditions and the Replacement Provider FAQs for a comprehensive understanding of replacement provider requirements and obligations (see next section for links to relevant resources).

KEY REQUIREMENTS for Aurora to follow in this situation

- **Student Enrolment in the same / similar VET course**

The replacement provider must enrol a displaced student in a **similar, eligible VET course** that leads to the same or a comparable VET qualification with the replacement provider. The student must be provided with clear information on **what remaining studies they will need to undertake** to complete their qualification. The student must be advised of **any additional tuition fees required** (including any 'gap' fee amounts, in excess of the approved course cap (for those requiring access to a VET Student Loan).

- **Recognition of studies completed**

For any units of study a student has successfully completed with their first provider, the replacement provider must ensure the student receives:

- **full credit** towards the same or comparable VET qualification or

- **as much credit as possible** towards the same or comparable VET qualification, if the Secretary agrees that the first course was of such a specialised nature that full credit transfer cannot be arranged.

This is also a requirement under the Standards for Registered Training Organisations (RTOs) 2015 (refer clause 3.5).

- **Teach-out of replacement units**

A student is entitled to be taught-out at no additional cost for any replacement unit [1] (or part of a replacement unit), if the student has already incurred a debt for that unit.

i.e. A replacement provider is required to teach replacement units (reported VET units of study commenced but not completed by the student, due to the closure of their first provider) **at no charge to the student.**

- **Student data and reporting requirements**

Replacement providers must meet all VET student data and reporting requirements.

COMPLIANCE WITH TUITION ASSURANCE REQUIREMENTS

Aurora is reminded that the department may undertake compliance action against providers who do not meet their tuition assurance requirements and obligations.

Replacement providers: Resources, reference tools and legislation

- **Tuition assurance replacement provider FAQs**

See the following 'Replacement provider FAQs' for more information on the tuition assurance process and replacement provider requirements.

- **2018/19 tuition assurance provider exemption conditions**

Replacement providers assisting displaced students should refer to the 'Exemption Conditions Notice' in relation to the interim tuition assurance arrangements, to ensure compliance with all replacement provider obligations.

- **Reporting guides: HEIMSHelp**

See the HEIMSHelp reporting guides for details on how to report student data in the Higher Education Information Management System (HEIMS).

- **Legislation: VET Student Loans Act 2016 and VET Student Loans Rules 2016**

Refer to the VET Student Loans Act 2016 and the VET Student Loans Rules 2016 for the tuition assurance requirements under VET Student Loans.

- **VET Student Loans website: Tuition assurance and provider closures page**

See the 'Tuition assurance and provider closures' page on the department's VET Student Loans website for information on VET Student Loans, VET FEE-HELP and FEE-HELP provider closures and tuition assurance, including updates relating to tuition assurance arrangements.

- **Tuition Assurance Administrator:**

email administrator@ta.education.gov.au or phone 1300 259 044 Providers with an enquiry relating specifically to placements being facilitated for 2018/19 tuition assurance activations, should contact the administrator.

- **Tuition Assurance Taskforce:**

email VETTuitionAssurance@education.gov.au Providers with enquiries regarding tuition assurance arrangements or replacement provider requirements and obligations, should contact the department.