

STATEMENT OF TUITION ASSURANCE

- 1 The Health Education and Training Institute (HETI) ABN: 82 914 196 002 (the first provider) must meet tuition assurance requirements for persons, other than overseas students,¹ who are enrolled in the higher education courses we offer. This is to protect students in the event we cease to provide a course of study in which a student is enrolled.
- 2 These requirements are covered under the *Higher Education Support Act 2003* (the Act) and chapter 2 of the *Higher Education Provider Guidelines 2012* (the Guidelines), with which we must comply. The meaning of 'ceasing to provide a course of study' is set out in the Guidelines which are available from: <http://www.comlaw.gov.au/Series/F2012L02136>.
- 3 In the event we cease to provide a course of study in which a student is enrolled, the student is entitled to a choice of:
 - a) an offer of a place in a similar course of study with a second provider without any requirement to pay the second provider any student contribution or tuition fee for any replacement units (this is known as the '**Course Assurance Option**')OR
 - b) a refund of the student's up-front payments and/or re-crediting of any FEE-HELP balance for any unit of study that the student commences but does not complete because we cease to provide the course of study of which the unit forms part (this is known as the '**Tuition Fee Repayment Option**').

Domestic Fee Paying Students

- 4 HETI's fee paying students are covered by the Australian Student tuition Assurance Scheme (ASTAS) conducted by the Australian Council for Private Education and Training (ACPET). This coverage is until 31/12/2019.
- 5 We are a Statutory Health Corporation established under the *Health Services Act 1997 (NSW)*, as a NSW Health entity and, as such, our assets and liabilities are guaranteed by the Crown (NSW Treasury). We are subject to a Services Agreement with the Secretary of the Ministry of Health under which we must deliver services, including higher education, in order to secure funding. We will ensure all best endeavours will be made to avoid circumstances whereby our ability to deliver courses could be compromised. In the event these exceptional circumstances arise, we will ensure appropriate processes are followed.

¹ See Education Services for *Overseas Students Act 2002* for the definition of overseas student.

Domestic Students using FEE-HELP

Statement of Tuition Assurance Exemption

Introduction

- 6 Tuition assurance protects students in the event a course of study provided by an approved HELP provider ceases to be provided after it starts but before it is completed.
- 7 As an approved higher education provider under the *Higher Education Support Act 2003*, the Health Education and Training Institute (**HETI**), ABN 82 914 196 002, must meet the tuition assurance requirements or be exempt from those requirements.
- 8 From the date of approval of exemption, the Health Education and Training Institute is exempted from the requirement to meet the tuition assurance requirements. Instead, the Health Education and Training Institute is required to comply with interim arrangements, which ensure similar tuition assurance protection is provided to students.
- 9 This statement sets out the interim arrangements for tuition assurance that will apply from the date of approval of exemption and the Health Education and Training institute's obligations from that date.
- 10 If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on the Health Education and Training institute's website www.heti.edu.au and advised to all students that have enrolled in the intervening period.

What happens if the Health Education and Training Institute ceases to provide a course of study?

Information for affected students

- 11 The Health Education and Training Institute will notify affected students in writing that a course of study is no longer provided within two business days after the Health Education and Training Institute ceases to provide the course.
- 12 As soon as practicable, the Health Education and Training Institute 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.
- 13 Affected students may choose either course assurance arrangements or apply to the Health Education and Training Institute for a re-credit of their HELP balance.

Course Assurance

- 14 The Commonwealth Department of Education and Training (the Department) (or a service provider engaged by the Department) will work with affected students to identify a replacement course and arrange for students to be placed with a second provider.

- 15 Replacement courses must meet the following requirements:
- 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.
- 16 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.
- 17 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.
- 18 The student will also receive course credits for parts of the original course successfully completed by the student, as evidenced by a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework.
- 19 Each affected student will have a period of six (6) months in which to accept the replacement course offer. The Department may extend that period in circumstances that justify an extension.
- 20 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 the student had enrolled in a replacement course.

Re-credit of HELP Balance

- 21 Where the student prefers to apply for a re-credit of their HELP balance for the affected parts of the original course, the student may nominate the Department (or a service provider engaged by the Department) to make the application on the student's behalf.
- 22 The Health Education and Training Institute 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 HELP assistance received by the student for the affected units of study.

Record keeping

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

Contact details for Tuition Assurance arrangements

Health Education and Training Institute (HETI) Higher Education
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 North Parramatta NSW 2124
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Version	Issued	Status	Author	Reason for Change
v3.0	1 January 2018	Approved	Valerie Rhodes	DOC16/1335
v4.0	14 February 2018	Approved	Valerie Rhodes	Amendments – Fee Help Application (IOPD17/9681)
v5.0	1 August 2018	Approved	Valerie Rhodes	Exemption Notice 19 June 2018 HEP18/35
V6.0	1 May 2019	Interim, pending tuition assurance policy cover	Rhonda Loftus	Interim statement to differentiate the tuition assurance cover for fee paying and Fee-Help students. Will be amended following securing of tuition assurance policy coverage for fee paying students.
V6.1	4 December 2019	Tuition Assurance Policy Cover	Rhonda Loftus	Updated statement noting tuition assurance policy coverage for fee paying students.