

Statement of Tuition Assurance Policy

Policy Category	Corporate		
Policy Owner	General Manager IGI		
Responsible for Implementation	Registrar		
Review Date (2 years)	October 2025		
Relevant to	All courses delivered by IGI.		
Related Documents	Student Fees Policy Refunds Policy Refunds Procedure Complaints and Appeals Policy Complaints and Appeals Procedure		
Version	Authorised by	Approval Date	Effective Date
1.1	Governing Board	6 Oct 2023	6 Oct 2023

1. Purpose

This document sets out the arrangements for tuition assurance that PBL Education Pty Ltd, trading as the International Graduate Institute (IGI), has in place for IGI students, and identifies IGI's obligations related to student tuition protection.

2. Definitions

Definitions	
Course	means a collection of academic subjects or units which may or may not lead to the award of a certificate, diploma, or degree.
Domestic Student	means a student who is enrolled in a unit of study who is an Australian citizen (including Australian citizens with dual citizenship), or a student who is a New Zealand citizen, or a student who has Permanent Resident Status
Higher Education Standards Framework (Threshold Standards) 2021	Higher Education Standards Framework (Threshold Standards) 2015. Set by the Minister for Education and Training on the advice of a panel with expertise in the delivery of higher education, the HES Framework is the minimum level of achievement that a provider must meet and maintain to be registered to deliver higher education courses of study
Overseas Student	means a person (whether within or outside Australia) who is required to hold a student visa for the purpose of study in Australia as defined by the ESOS Act. They may also be referred to as an international student.
Provider Default	Where the registered provider fails to provide a course or ceases to provide a course to an overseas student within the meaning of section 46A of the ESOS Act.
Tuition Fees	means fees a provider receives, directly or indirectly, from: - an overseas student or intending overseas student or - another person who pays the fees on behalf of an overseas student or intending overseas student, that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student.
Tuition Protection Services (TPS)	An Australian Government initiative designed to assist students whose education providers cannot fully deliver their course of study.

3. Scope

This Policy applies to all courses delivered by IGI and IGI students (current and prospective).

4. Policy Details

This Policy protects the interest of current and prospective IGI students who have enrolled or are intending to enrol into a course that leads to a registered qualification, by ensuring that such students are either offered an alternative course of study or have their unspent tuition fees refunded in case IGI cannot deliver the course the students have paid for.

IGI will adhere to the requirements of the Tuition Protection Service (TPS) established by the Australian Government to support the following:

- Overseas students on an Australian student visa, and
- Domestic students who pay their fees directly to IGI.

IGI will and/or the TPS ensure that students are to either:

- Complete their studies in another course or with another registered education provider, and/or
- receive a refund of their unspent tuition fees in accordance with IGI Refunds Policy.

5. Procedures

5.1 If IGI ceases to provide a Course of Study

- Within two (2) working days of the default occurring, IGI will notify all affected students in writing.
- IGI will update its website to indicate that the course is no longer being delivered and provide students with information regarding the TPS arrangements.
- Affected students will be advised to contact Student Services to discuss and confirm their options of either transferring to another course at IGI or with another registered provider or applying for a refund.

5.2 Course Assurance

IGI will work with TPS and the affected IGI students to find replacement courses and arrange for the students to be placed with an alternative, suitable registered provider.

Any replacement course must meet the following criteria:

- The course must be the same or comparable awarded/qualification to the course the student is enrolled in.
- The delivery mode of the replacement course must be the same as or with the student's consent, similar to the mode of delivery of the original course.
- The location where the replacement course is primarily delivered must be reasonable, considering the cost and the time the student takes to attend the replacement course.
- The student must not incur additional unreasonable fees and can attend the replacement course without an unreasonable impact on the student's commitments.

Affected IGI students will be offered a replacement course, and they may seek a review as to whether the offered course meets the requirements for a replacement course.

All IGI students who accept the replacement course offered will not be required to pay the new provider for the replacement components of the replacement course, regardless of whether the fees for the remainder of the replacement course differ from those for the original course.

The IGI student will receive course credits for completed parts of the original course, as evidenced by a Final Statement of Results issued by IGI. If an affected student enrolls in a course that is not a replacement course, they may have to pay additional tuition fees and may not receive course credit for previous studies completed.

5.3 Apply for a Refund

If IGI cannot find a replacement course for a student, the student can apply for a refund of unspent tuition fees. A student will receive a refund of all the unspent portion of the prepaid tuition fees within two weeks of the Date of the course being cancelled. Students will also be provided by IGI with a statement that outlines how the refund has been calculated. See IGI Refund Policy and Procedure.

In addition to IGI's tuition assurance, the Australian Government provides the Tuition Protection Service (TPS). This initiative is to assist the following types of students whose education providers are unable to deliver the course of study a student has paid for:

- Overseas students on an Australian student visa
- Domestic higher education students who pay fees directly to IGI.

Further information regarding the TPS can be currently accessed via: <https://tps.gov.au/Home/Login>.

6. Complaints

Any complaints concerning any decision taken concerning this Policy should be made under the IGI Complaints and Appeals Policy and Procedure, which can be accessed via IGI's website.

7. References

- Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students Legislation Amendment (Tuition Protection Services and Other Measures) Act 2012 (Cth)
- Higher Education Support Act 2003
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- Tuition Protection Services (TPS) Framework

8. Document History

Version	Date	Author	Reason	Sections
1.0	Jun 2022	PBL Education	New policy	All
1.1	Oct 2023	IGI	Rebrand and review	All