

## Health Education and Training Institute Higher Education Tuition Assurance Policy (Statement of Tuition Assurance)

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<b>Summary</b>	The purpose of this policy is to outline how Health Education and Training Institute Higher Education will comply with its obligations under the <i>Higher Education Support Act 2003</i> (the Act) and chapter 2 of the <i>Higher Education Provider Guidelines 2012</i> (the Guidelines), under which the requirements for tuition assurance are prescribed.
<b>Keywords</b>	Administrator, assurance, cease, Higher Education Support Act 2003, Higher Education Provider Guidelines 2012, liabilities, Statement of Tuition Assurance, protect, TDA
<b>Authoring Portfolio</b>	Mental Health
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<b>Applies to</b>	Higher Education
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<b>Related documents</b>	Health Education and Training Institute Higher Education Student Fees Policy Health Education and Training Institute Statement of Tuition Assurance
<b>Review date</b>	June 2019
<b>Risk Assessment</b>	As per Attachment 1 to this document.

### Document History

Version	Issued	Status	Author	Reason for Change
v0.1	16 May 2017	Draft	Geoff Murphy	Draft document
v0.2	23 May 2017	Draft	Mark Wilbourn	Minor amendment to Clause 2.
v0.3	23 May 2017	Draft	Rhonda Loftus	Link to amended Tuition Assurance Statement
v0.4	31 May 2017	Draft	Rhonda Loftus	Amended reference in 9(vi)
v0.5	2 June 2017	Draft	Rhonda Loftus	Teaching and Learning Committee circulation, addition of summary and key words
v0.6	5 June 2017	Draft	Rhonda Loftus	Amendment to Clause 9a. reference TAS Administrator
v0.6	22 June 2017	Draft	Rhonda Loftus	Endorsed Academic Board
v1.0	5 July 2017	Final	Rhonda Loftus	Approved Governing Council

**Issued under the authority of the Health Education and Training Institute Higher Education Governing Council**

# Health Education and Training Institute Higher Education Tuition Assurance Policy and Statement

## Policy Statement

Health Education and Training Institute Higher Education will comply with its obligations under the *Higher Education Support Act 2003* (the Act) and chapter 2 of the *Higher Education Provider Guidelines 2012* (the Guidelines), under which the requirements for tuition assurance are prescribed.

Health Education and Training Institute Higher Education will meet its tuition assurance obligations to persons, other than overseas students, who are enrolled in the higher education courses it offers. Health Education and Training Institute Higher Education does not currently offer courses to overseas students.

This policy forms Health Education and Training Institute Higher Education's *Statement of Tuition Assurance*.

## Aims and Objectives

1. The policy objective is to protect students in the event Health Education and Training Institute Higher Education ceases to provide a course of study in which a student is enrolled.

## Overview

2. The policy describes the options which will be offered to students if they are enrolled in a course of study which Health Education and Training Institute Higher Education ceases to offer and the process that will be followed when implementing such options as are selected by students.
3. The meaning of '*ceasing to provide a course of study*' includes the following circumstances:
  - a. When the course does not start on:
    1. the date the course was scheduled to start; or
    2. a later date that has been agreed between Health Education and Training Institute Higher Education and the enrolled student; or
  - b. Where Health Education and Training Institute Higher Education commences providing the course to the student and then, before the student has completed the course, it ceases to provide that course for any reason;

1. as well as the other events set out in Chapter 2, the Tuition Assurance Requirements of the Higher Education Provider Guidelines 2012 which are available at: <http://www.comlaw.gov.au/Series/F2012L02136>.
  
4. If Health Education and Training Institute Higher Education ceases to provide a course of study in which a student is enrolled, the student will have a choice of one of these two options:
  - a. **Option 1 The Course Assurance Option**  
  
An offer of a place in a similar course of study with a second Higher Education Provider without any requirement to pay the second provider any student contribution or tuition fee for any replacement units.  
  
OR
  - b. **Option 2 The Tuition Fee Repayment Option**  
  
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 Health Education and Training Institute Higher Education ceases to provide the course of study of which the unit forms part (this is known as the '**Tuition Fee Repayment Option**').
  
5. HETI Higher Education has met the tuition assurance requirements, as specified in the Guidelines through current membership of the TAFE Directors Australia (TDA) Australian Student Tuition Assurance Scheme (the Scheme). Contact details for TDA (TAS Administrator) are:  
  
TAFE Directors Australia (TDA)  
Website: <http://www.tda.edu.au/>  
Email: Tuition Assurance Scheme [tas@tda.edu.au](mailto:tas@tda.edu.au)  
Phone Number: **02 9217 3180**
  
6. If HETI Higher Education ceases to provide a course of study, the TAS Administrator will send the student enrolled in the course of study a written **Tuition Assurance Offer (the Offer)** advising the student of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify the TAS Administrator of the choice they have made for each affected unit. The TAS Administrator will provide this Offer within twenty business days after it knows, or should know by reasonable enquiries, that HETI Higher Education has ceased to provide the course of study.

7. The Health Education and Training Institute is a Statutory Health Corporation established under the *Health Services Act 1997 (NSW)*. As such, its assets and liabilities are guaranteed by the Crown. Health Education and Training Institute has a Service Agreement with the Secretary of the NSW Ministry of Health under which it delivers its services, including higher education services and it will always use its best endeavour to ensure continuity of the delivery of its higher education courses.

## Procedures

8. Upon enrolment, every student will be provided with a copy of this Tuition Assurance Policy which forms the Health Education and Training Institute Higher Education Statement of Tuition Assurance. The policy is also published on the Health Education and Training Institute website: [www.heti.edu.au](http://www.heti.edu.au). Any variations or updates will be published on the website.
9. If Health Education and Training Institute Higher Education ceases to provide a course of study the following procedures will be followed:
  - a. Within 20 business days of Health Education and Training Institute Higher Education becoming aware that it will cease or has ceased to provide a course of study to which this policy applies, the TAS Administrator will provide each student enrolled in the course of study concerned with a written notice:
    1. Informing the student that the course is to, or has ceased as the case may be; and
    2. Making a **Tuition Assurance Offer** (the offer).
  - b. The offer will set out the two options available to the student, including relevant details as set out below. It will also include directions that the student must follow in order to notify Health Education and Training Institute Higher Education of the choice they have made for each affected unit of study. Relevant details of each option are as follows:
    1. The Course Assurance Option involving:
      - (i) Under the course assurance option, a student will be offered a place in a similar course of study by the TAS Administrator. If the student accepts this option, the TAS Administrator will make all necessary arrangements to ensure the student is able to enrol with the second provider in the similar course of study. This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the second provider any student contribution or tuition fee for any replacement units (that is, units that the student had commenced but not completed because the course ceased to be offered). A student

will receive full credit from the second provider for any units of study successfully completed at the first provider.

- (ii) The second provider, nominated by the TAS Administrator, may have different contribution amounts or tuition fees to the amounts or fees the student would have paid for units of study that were part of the course of study HETI Higher Education ceased to provide but which the student had not yet started studying.
- (iii) A student is not obliged to enrol in a course of study with a second provider offered by the Higher Education Administrator under the Course Assurance Option. However, if the student enrolls with any other Higher Education Provider, there is no obligation on that provider to offer full credit transfer for the units of study completed with the first provider or to offer replacement unit/s free of charge.
- (iv) Advice that the student is not required to pay the second provider any student contribution or tuition fee for any replacement units to be undertaken (that is, units that the student had commenced in the Health Education and Training Institute Higher Education course but had not completed because the course is to cease or will cease);
- (v) Advice that the student will receive full credit from the second provider for any units of study successfully completed at Health Education and Training Institute Higher Education in the course to be ceased or which has ceased;
- (vi) Advice that if the student accepts this option, the TAS Administrator will make all necessary arrangements to effect the student's enrolment with the second provider in the similar course of study.

2. The Tuition Fee Repayment Option involving:

- (i) Under the Student Contribution/Tuition Fee Repayment Option, the TAS Administrator undertakes to pay the student the total of any up-front payments already paid by the student for any units of study the student has commenced but not completed because the course ceased to be offered.
- (ii) Students selecting this option will also have their FEE-HELP balance re-credited for the uncompleted units.

10. Contact details for Tuition Assurance arrangements:

Health Education and Training Institute Higher Education  
Locked Bag 7118  
North Parramatta NSW 2124  
Website: <http://www.heti.edu.au>  
Email: [info@heti.edu.au](mailto:info@heti.edu.au)  
Phone: (02) 9840 3833

11. The Statement of Tuition Assurance will be made public to students on our website at [www.heti.edu.au](http://www.heti.edu.au). Students will be advised where the Statement of Tuition Assurance may be obtained as part of the HETI Higher Education enrolment information.

## Related Documents

- Health Education and Training Institute Higher Education Student Fees Policy
- Health Education and Training Institute Statement of Tuition Assurance

### Acknowledgement:

Health Education and Training Institute Higher Education gratefully acknowledges the permission granted by Western Sydney University (WSU) for the use of its policy template and policy content in the development of this publication.

### IMPLEMENTATION CHECKLIST – COMPLIANCE SELF ASSESSMENT

Assessed by:	Date of Assessment:		
IMPLEMENTATION REQUIREMENTS	Not commenced	Partial compliance	Full compliance
1.			
	Notes:		
2.			
	Notes: Relevant Director		
3.			
	Notes: TRIM reference number -		
4.			
	Notes:		
5.			
	Notes:		
6.			
	Notes:		



## Attachment 1

### RISK ASSESSMENT <Document Title>

1.	Policy/Process being assessed	Notes
	Document Number	
	Publication date	
	Scheduled review date	
	Date of this risk assessment	
	Name & position of assessing officer	
2.	Summary of policy purpose (from PD Cover Page)	
3.	Agency (HETI) key roles & responsibilities as per PD	
4.	Risk Assessment	
4.1	<b>Identification of risks – what might happen &amp; how?</b>	
	1.	
	2.	
4.2	<b>Analysis of risks – combined estimate of the consequence &amp; likelihood of the risk, using NSW Health Risk Matrix (attached)</b>	
	<ul style="list-style-type: none"> <li>• Consequence:</li> <li>• Likelihood:</li> <li>• Risk rating :</li> </ul>	
4.3	<b>Evaluation of risks – comparison of the level of risk as determined against a predetermined criteria to determine whether a level of risk is acceptable or needs to be treated.</b> Risk level assessed after implementing treatment:	
	<ul style="list-style-type: none"> <li>• Consequence:</li> <li>• Likelihood:</li> <li>• Risk rating : Evaluation –</li> </ul>	

#### Risk Assessment Approval

<b>Name &amp; position of approving T2 Officer:</b>	
<b>Date:</b>	