

Tuition Assurance Statement

1. Statement of Tuition Assurance

Tuition assurance protects current and commencing students in the event that APAC ceases to provide a course of study in which the student is enrolled, in the location and study mode promised.

There are two components to tuition assurance:

- the provision of a replacement course at another institution, without any requirement for the student to pay any student contribution or tuition fees for replacement units; or
- a refund of, or loan recredit for, tuition fees paid for any unit that the student cannot complete because APAC ceases to provide the course of study of which the unit forms part.

2. Finding a Replacement Course

APAC has identified potential replacement courses for each of the courses it provides and has in place agreements with the providers of those courses for APAC students to transition to them in the event that APAC ceases to provide its course of study. APAC will provide students with support and advice in the process of deciding whether to accept a replacement course.

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, the 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.

A student who accepts a 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 to the proposed fees in the original course.

A student may receive credit for parts of the original course successfully completed, as evidenced by an academic transcript issued by APAC, and in accordance with the Australian Qualifications Framework.

3. Obtaining a Refund

If a student does not choose to accept a replacement course, then they will be refunded any fees they have paid for units but have been unable to complete because APAC has ceased to provide the course of study of which those units form part.

APAC has in place financial guarantees with another entity which ensure APAC is able to pay the refunds due in a timely manner.

4. Tuition Protection Service (TPS)

There is an additional, backup safeguard for students in the form of the TPS, which is an initiative of the Australian government. The TPS assists students whose education providers cease to deliver the course of study in which students are enrolled. In the unlikely event that APAC ceases to deliver a course of study and does not meet its consequent obligations to a student, then the TPS assist with finding a replacement course or with providing a refund of, or load recredit for, for tuition fees paid for any unit that a student is unable to complete because APAC has ceased to offer the course of study of which the unit forms part.

The TPS provides assistance and support to:

- international students on student visas;
- domestic Vocational Education and Training (VET) students accessing a VET Student Loan (VSL);
- domestic higher education students accessing the Higher Education Loans Program (HELP) (FEE-HELP or HECS-HELP); and
- domestic fee-paying students at private higher education providers.

For more information on the TPS, see the TPS Service Charter, which can be found at:

[Tuition Protection Service – Service Charter](#)

For more general information on the TPS see:

[Tuition Protection Service](#)

See also APAC's Tuition Assurance Policy and Procedure, which can be found at <https://apac.edu.au/>

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