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## Tuition Assurance information for students

### ***VET Student Loans***

#### **What is Tuition Assurance?**

Tuition Assurance, implemented under the Tuition Protection Service (TPS), protects VET Student Loans (VSL) students if their provider defaults by either closing, failing to start a course or failing to continue offering a course to enrolled students.

The TPS enables students to:

- Continue their studies with a replacement provider in an equivalent or similar course, or;
- If a suitable course is not available, receive a re-credit of their VET Student Loan for the parts of the course the student commenced, but could not complete

#### **What happens if my existing Provider (not TAFE SA) defaults and I am offered a replacement course at TAFE SA under the TPS**

If nominated as your replacement provider, TAFE SA will ensure that if you are offered a place in a replacement equivalent or similar course that:

- You are granted credit for the parts of the original course that you successfully completed at your previous provider at no additional cost. The successfully completed parts will be evidenced by either:
  - A Statement of Attainment or other Australian Qualification Framework (AQF) certification documentation issued in accordance with the AQF, or;
  - An authenticated VET transcript prepared by the Registrar
- You will not be charged tuition fees for a replacement part of your replacement course if you were already charged tuition fees for the affected part at your previous provider
- You are enrolled into the replacement course as soon as practicable
- The VSL Tuition Protection Director is given written notice of your acceptance into the replacement course within 14 days of the acceptance

## What happens if TAFE SA ceases to provide a course after it starts but before it is completed?

### *Information to students*

Within 24 hours of TAFE SA ceasing to provide the course, you should expect to receive:

- Written notification that the course is no longer being provided, including the name of the Course, the date that the course is no longer being provided from and the names of the units of study you were enrolled in
- A copy of your Academic Transcript which includes the units of study you have already completed

As soon as practicable TAFE SA will also update its website to reflect that the course is no longer being delivered and provide students with information regarding the relevant Tuition Assurance arrangements

### *Continuing your studies with a replacement provider*

If the TPS finds a replacement course for you with a replacement provider you will need to contact the new provider to discuss things such as:

- The suitability of the provider and the course
- Your current course progression (make sure you have your Academic Transcript with you)
- Which parts of the course you will receive credits for
- Which parts of the course you will need to pay for

When enrolling with the replacement provider, you should expect that:

- You are granted credit for the parts of the original course that you successfully completed at TAFE SA at no additional cost. The successfully completed parts will be evidenced by either:
  - A Statement of Attainment or other Australian Qualification Framework (AQF) certification documentation issued in accordance with the AQF, or;
  - An authenticated VET transcript prepared by the Registrar
- You will not be charged tuition fees for a replacement part of your replacement course if you were already charged tuition fees for the affected part at TAFE SA
- You are enrolled into the replacement course as soon as practicable
- The VSL Tuition Protection Director is given written notice of your acceptance into the replacement course within 14 days of the acceptance

If TPS cannot find a replacement course for you with a replacement provider you are entitled to a VET Student Loan re-credit for the parts of the course you have already been charged tuition fees for, but have not completed

For more information, please see the [Department of Education's Tuition Protection Service webpage for VSL Students](#) and the [Department of Employment and Workplace relations Tuition Protection Page](#)