

Statement of Tuition Assurance

Under the provisions of the [Higher Education Support Act 2003](#) (HESA) and the associated [Higher Education Provider Guidelines 2023](#), the Australian Institute of Professional Counsellors Pty Ltd is required to meet tuition protection requirements for persons, other than international students [\[1\]](#), who are enrolled in higher education courses it offers. These requirements protect students in the event that the Institute closes, fails to commence, or ceases to provide a course or unit of study in which a student is enrolled.

Tuition protection arrangements differ for domestic higher education students and international students.

Domestic Higher Education Students

The TPS protects domestic higher education students studying with private higher education providers, including students who:

- › use FEE-HELP to pay their tuition fees; or
- › pay their tuition fees upfront.

If AIPC defaults and is unable to deliver a course or unit of study, affected students will be notified in writing and provided with information about the options available.

AIPC must, within 14 days of the default, either:

- › arrange for the student to be offered a place in a suitable replacement course or unit, which the student accepts in writing; or
- › provide a refund of upfront tuition fees paid for the affected unit/s and/or arrange for the student's HELP balance to be re-credited for FEE-HELP assistance used for the affected unit/s.

If AIPC is unable to meet these obligations, the TPS can assist affected students.

Continuing Study with a Replacement Provider

Students may choose to continue their studies through a suitable replacement course or unit.

Where a student accepts a suitable replacement course or unit, the replacement provider is required to:

- › grant credit for units of the original course that the student has successfully completed;
- › not charge tuition fees for the replacement components of affected units for which tuition fees have already been paid; and
- › enrol the student in the replacement course or unit as soon as practicable.

The academic requirements, tuition fees and other requirements of the replacement course may differ from those applying to the original course. Students should consider credit arrangements, fees, delivery mode, course requirements and expected completion time before accepting a replacement course or unit.

Refunds and FEE-HELP Re-Credits

A domestic student who does not continue through a suitable replacement course or unit may be eligible for:

- › a refund of upfront tuition fees paid for affected units that could not be completed because of the provider default; and/or
- › a re-credit of the student's HELP balance for FEE-HELP assistance received for affected units.

Where FEE-HELP assistance is re-credited, the corresponding HELP debt for the affected units is cancelled.

International Students

International students studying in Australia on a student visa are also protected by the Australian Government's TPS under separate arrangements.

If AIPC defaults in relation to an international student, the student will be notified in writing. Within 14 days of the default, AIPC must either:

- › arrange for the student to be offered a place in an alternative course, which the student accepts in writing; or
- › provide a refund of unspent tuition fees.

If AIPC is unable to meet these obligations, the TPS may assist the student to find an alternative course or arrange a refund of eligible unspent tuition fees.

The fees and requirements of an alternative course may differ from those of the original course.

Further Information

Further information about tuition protection and the assistance available to students is available from the Australian Government's Tuition Protection Service (TPS).

TPS Student Support

Phone: 1300 131 798

Email: support@tps.gov.au