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## National Academy of Professional Studies (NAPS) Tuition Assurance and Protection Policy

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<b>Related Documents</b>	SS004 Domestic Student Refund Policy SS005 International Student Fee Refund Policy A008 Course Teach Out Policy and Procedure
<b>HE Standards Framework 2015</b>	1.3 Orientation and Progression 2.3 Wellbeing and Safety

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## 1. Policy Rationale

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In order for NAPS to meet its legal obligations as a registered and accredited Australian non-university higher education provider, we must be able to provide protection to consumers of educational services; protect the integrity of the Australian higher education sector and meet our obligations to our students. This policy outlines NAPS' responsibilities in the unlikely event that it should cease to offer a program of study in which a student is enrolled.

## 2. Assurances

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### Domestic Students

The National Academy of Professional Studies (NAPS) ABN: 75 615 581 041 must meet tuition assurance requirements for persons, other than overseas students<sup>1</sup>, who are enrolled in the higher education courses offered by NAPS. This is to protect students in the event that NAPS ceases to provide a course of study in which a student is enrolled.

These requirements are covered under the Higher Education Support Act 2003 (the Act) and chapter 2 of the Higher Education Provider Guidelines 2012 (the Guidelines).

The meaning of 'ceasing to provide a course of study' is set out in the Guidelines which are available from: <http://www.comlaw.gov.au/Series/F2012L02136>.

In the event that NAPS ceases to provide a course of study in which a student is enrolled, the student is entitled to:

- an offer of a place in a similar course of study with a second provider without any requirement to pay the second provider any student contribution or tuition fee for any replacement units (this is known as the 'Course Assurance Option'); or
- 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 NAPS ceases to provide the course of study of which the unit forms part (this is known as the 'Tuition Fee Repayment Option').

NAPS will meet the tuition assurance requirements as defined in the Guidelines through its membership of Independent Higher Education Australia (IHEA – NAPS application pending) which includes the Australian Student Tuition Assurance Scheme. (IHEA is a trading name of COPHE – the Council of Private Higher Education.)

The contact details for IHEA:

Suite 612, Level 6

198 Harbour Esplanade

Docklands VIC 3008

Website: [www.ihea.edu.au](http://www.ihea.edu.au) Email: [scott.clayton@ihea.edu.au](mailto:scott.clayton@ihea.edu.au)

Phone Number: (03) 9642 5212

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<sup>1</sup> Overseas students are covered by the Tuition Protection Scheme (TPS).

If NAPS ceases to provide a course of study:

- the Tuition Assurance Scheme (TAS) Administrator, which is the NAPS' Finance Officer, 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 NAPS has ceased to provide the course of study; and
- in the future and once NAPS is approved to offer FEE HELP, for purposes of FEE-HELP, all courses offered by NAPS, in accordance with the course requirements of section 104-10 of the Act, are covered by the Scheme as part of our membership of the Scheme.

### *Two Options for Tuition Assurance*

In terms of Tuition Assurance, a student may choose either of two options:

1. the Course Assurance Option; or
2. the Student Contribution/Tuition Fee Repayment Option.

### *The Course Assurance Option*

Here, a student will be offered a place in a similar course of study by another private higher education provider (Second Provider). If the student accepts this option, IHEA will make all necessary arrangements to ensure the student is able to enrol with a Second Provider in a similar course of study.

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, a 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 will receive full credit from the Second Provider for any units of study successfully completed at NAPS. The Second Provider nominated by IHEA may have different contribution amounts or tuition fees to the amounts or fees the student would have paid for units of study which were part of the course of study that NAPS ceased to provide but which the student had not yet started studying. A student is not obliged to enrol in a course of study with a Second Provider offered by IHEA under the Course Assurance Option. However, if he/she enrolls with any other provider, there is no obligation on that provider to offer full credit transfer for the units of study completed with NAPS or to offer replacement/s unit/s free of charge.

### *The Student Contribution/Tuition Fee Repayment Option*

If a student chooses this option, IHEA accepts 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. Students selecting this option will also have their FEE-HELP balance re-credited for the uncompleted units.

### Overseas Students

In the unlikely event that NAPS is unable to deliver a course in full, NAPS will do its best to offer all students enrolments in alternative institutions for similar or equivalent courses at no extra cost to students. Alternatively, students will be offered a refund of all course money they have paid to date. These refunds will be paid to the student within two weeks of the course no longer being delivered. Alternatively, the student has the right to choose whether they wish to have a refund or a place in an alternative course.

If NAPS is unable to provide a refund or place an international student in an alternative course, the Tuition Protection Service (TPS) will place the student in an alternative course. If this is not possible, then the ESOS Assurance Fund Manager will place the student in an alternative course or arrange a suitable refund.

For more information on the TPS refer to: <https://tps.gov.au/StaticContent/Get/StudentInformation>

This Tuition Assurance Statement is made public to students on the NAPS website [www.NAPS.edu.au](http://www.NAPS.edu.au).

## 3. Further Assistance

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Any NAPS student who has questions about or requires more details about any part of this policy should consult the Registrar.

## 4. Additional Resources

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Tuition assurance arrangements, 13 November 2017: <https://www.teqsa.gov.au/latest-news/articles/tuition-assurance-arrangements>