



TUITION PROTECTION SERVICE POLICY

1. Applicable Standards

National Code of Practice for Providers of Education and Training to Overseas Students 2018; Part A (4)

2. Overview

This Policy sits within the Regulatory Compliance and Governance Phase of the Student Journey.

3. Purpose

The purpose of this Policy is to provide guidance to accepted students, intending overseas students and overseas students on access to, levels of support available within, and reporting requirements of, the Tuition Protection Scheme.

4. Definitions

In this Policy, these terms have the same meaning as defined in the Education Services for Overseas Students Act 2000.

Accepted student means an AMA College student (whether within or outside Australia):

- (a) who is accepted for enrolment, or enrolled, in a course provided by the provider; and
- (b) who is, or will be, required to hold a student visa to undertake or continue the course.

Default means default by a registered provider in delivery of a course if:

- a) Either of the following occurs
 - i. The provider fails to start to provide the course to the student at the location on the agreed starting day;
 - ii. The course ceases to be provided to the student at the location at any time after it starts but before it is completed.
- b) The student has not withdrawn before the default day.

Intending overseas student means a person (whether within or outside Australia) who intends to become, or who has taken any steps towards becoming, an overseas student.

Overseas student means a person (whether within or outside Australia) who holds a student visa, but does not include students of a kind prescribed in the regulations.



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5. Policy

5.1 Under the Tuition Protection Service, AMA College will:

- Meet its default obligations under the Education Services for Overseas Students Act 2000 (ESOS).
- Contribute annually to the Tuition Protection Service.
- Have the opportunity to place accepted students who are referred to the Tuition Protection Service in a suitable alternative course.
- Not be under an obligation to accept an overseas student that has sought a placement with them following another provider's default.
- Comply with its statutory obligations to report provider and accepted student defaults.

5.2 AMA College will ensure that it makes information available regarding the Tuition Protection Service to accepted students, intending overseas students and overseas students, in its marketing, enrolment and formal agreements.

Where accepted students, intending overseas students and overseas students have additional questions or are requiring further clarification on the Tuition Protection Service, they will be encouraged to contact and discuss these with the AMA College Student Support Office.

To ensure the currency and validity of this information AMA College will also direct students to the Australia Government's dedicated Tuition Protection Service website; <https://tps.gov.au/Home/NotLoggedIn>

6. Policy Links

This Policy should be read in conjunction with the following AMA College Policies:

- 1.01 Marketing, Advertising and National Logo Usage Policy
- 2.01 Enrolment Policy
- 2.05 Refund Policy

7. Policy Documents

- 6.04 Tuition Protection Service Procedure



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8. Policy Review and Implementation

The Principal Executive Officer (PEO) is accountable for the implementation of this Policy. The General Manager Vocational Education and Training is responsible for the implementation of this Policy, and may delegate responsibilities for elements of this Policy. Where this occurs, this delegation must be recorded within this document. This Policy is to be reviewed on an annual basis, or more frequently as required, with revisions detailed in the section below.

Date of Issue and Revision	Description of Amendment	Reviewed (Quality Manager)	Authorised (General Manager)
July 2018	Initial Registration	Peigi Hinton	Jan Norberger