

## Statement of Tuition Assurance

### 1. What is Tuition Assurance

Tuition assurance protects students in the event a course provided by CG Spectrum Institute Australia (CGSI) ceases to be provided after it starts but before it is completed.

As an approved higher education provider under the *Higher Education Support Act 2003*, CGSI is obliged to meet these tuition assurance requirements.

CGSI also conforms to the requirements of the Tuition Protection Service (TPS) established by the Australian Government for:

- overseas students on an Australian student visa
- eligible domestic students accessing FEE-HELP, and
- domestic higher education students who pay their fees directly to CGSI.

CGSI must meet the corresponding tuition assurance requirements or be exempt from those requirements. CGSI and/or the TPS will ensure that students are able to either:

- complete their studies in another course or with another education provider (a replacement course),
- receive a refund of their unspent tuition fees, or
- receive a remission of their loan for open units of study (FEE-HELP).

### 2. How does it work

If CGSI ceases to provide a course of study, the Institute will:

- notify affected students in writing that a course of study is no longer provided within two working days after it ceases to provide the course.
- update its website(s) to reflect that the course is no longer being delivered and to give students information about the tuition assurance arrangements.
- advise students of their choice to either move to a replacement course or apply for a refund or remission of their FEE-HELP debt, if applicable

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.

CGSI and/or the TPS will work with affected students to identify a replacement course with minimal disruption to their studies. Affected students offered a replacement course may seek a review about whether the course offered to them meets the requirements for replacement courses.

A student who accepts the replacement course offered will not be required to pay the alternative provider for the replacement components of the replacement course. However, the fees payable for the remainder of the replacement course may be different from the fees payable for the original course.

The student will also receive course credits for parts of the original course successfully completed by the student, as evidenced by a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework.

If an affected student enrolls in a course that is not a replacement course, the student may be required to pay additional tuition fees and might not receive the course credits the student would have received if the student had enrolled in a replacement course.

### 3. Refunds

If a suitable replacement course cannot be found, the student can apply to CGSI for a refund under the Institute's Refund Policy (<https://cgspectrum.institute/policies-procedures>)

Where the student prefers to apply for a re-credit of their HELP debt for the affected parts of the original course, the student may nominate the TPS to make the application on the student's behalf.

CGSI will consider students' applications as soon as practicable and notify them of the decision about the application, together with a statement of reasons of the decision. If an application for a re-credit is accepted, the amount re-credited will be equal to the amount of HELP assistance received by the student for the affected units of study.

### 4. Appeals and Grievances

Students who are dissatisfied with the application of this Statement, or who wish to appeal a decision made by CGSI, may refer to the Grievances, Complaints and Appeals Handling Policy (<https://cgspectrum.institute/policies-procedures>) for information regarding their options.

The TPS can be contacted at: **administrator@tps.gov.au** or phone 1300 980 434.

For more information on the TPS please refer to **https://tps.gov.au/Home**

For more information on FEE-HELP or HECS-HELP please refer to **https://www.icms.edu.au/fee-help-and-hecs-help/**