

STATEMENT OF TUITION PROTECTION

1. Overview

This Statement sets out how the Higher Education Leadership Institute (“the Institute”) provides protection to students in the event that the Institute ceases to provide a course of study in which a student is enrolled. This Statement applies to both domestic and international students.

2. Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist students whose education providers are unable to fully deliver their course of study.

The Institute is a member of the international student TPS and the domestic student TPS.

The TPS is designed to ensure that students are able to either:

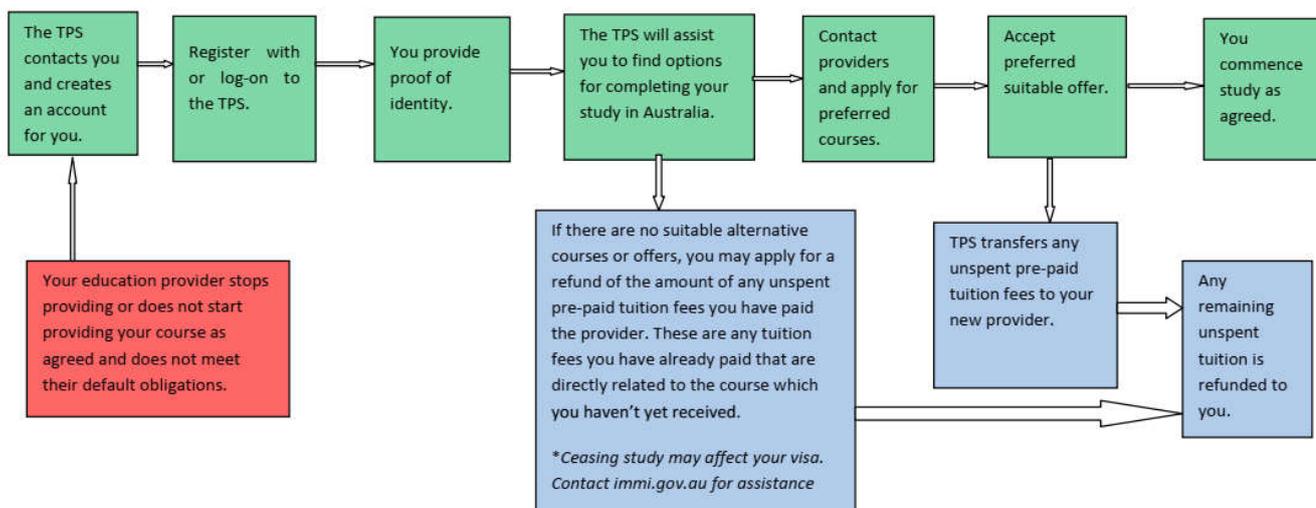
- complete their studies in an equivalent or similar course with another higher education provider; or
- receive a refund of their up-front tuition fees (for students that pay their fees up front) or a re-credit of their loan for units of study¹ (for students who take a HELP loan) when the Institute fails to deliver a unit of study that they are undertaking.

If the Institute provider is unable to assist affected students, the Higher Education Tuition Protection Director from the TPS will step in to assist students.

3. TPS for international students

In the unlikely event the Institute is unable to deliver a course you have paid for and does not meet its obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The TPS overview – how does it work for international students?



For more details visit: <https://tps.gov.au/StaticContent/Get/StudentInformation>

¹ Unit of study = a HELI subject

3. TPS for domestic students

In the unlikely event the Institute is unable to deliver a course you have paid for and does not meet its obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees, then the TPS will contact you directly and will offer you the option to either:

- receive a refund of tuition fees for affected parts of the course; or
- assistance to move to a similar replacement course.

If you have taken a HELP loan the TPS will assist you to:

- continue your studies with a replacement provider in an equivalent or similar course; or
- receive a loan re-credit for the units of study you have received a HELP loan for and were undertaking when the Institute defaulted.

For more details visit: <https://tps.gov.au/HigherEducation>

4. Privacy and your personal information

Your personal information will be collected for the purposes of administering tuition protection and is protected by law, including under the *Privacy Act 1988*.

If you do not provide some or all of the personal information requested you may not be able to be assisted through the:

- provision of a suitable replacement unit or course; or
- provision of a refund of any up-front tuition fee payments you made in relation to your units.

The personal information that the Institute may collect and disclose about you for the purposes of administering tuition protection includes your:

- name, date of birth, contact details and identifiers (e.g. Unique Student Identifier),
- study arrangements and details including enrolments and course progress, and
- payment arrangements, including tuition fees paid or payable, scholarships and payments by third parties.

For more information about what personal information the Institute collects and discloses to the Department² in relation to up-front payments tuition protection can be found in sections 11 and 12 of the *Tuition Protection (Up-front Payments Guidelines) 2020*, available on the Federal Register of Legislation at <https://www.legislation.gov.au/Series/F2020L01635>

For information about how the Institute handles your personal information refer to the *Privacy and Personal Information Procedures* [QAF050] and for information about how the Department will handle your personal information visit <https://www.dese.gov.au/privacy> or by requesting a copy from the Department at privacy@dese.gov.au. You can contact the Department about your personal information via: privacy@dese.gov.au.

² The Commonwealth department responsible for portfolio of education.



For more information about how the Higher Education Tuition Protection Director will handle your personal information, please refer to the Tuition Protection Service Director's Privacy Policy at <https://tps.gov.au/StaticContent/Get/Privacy> or by requesting a copy from the TPS at operations@tps.gov.au. You can contact the TPS about your personal information via: operations@tps.gov.au.

5. Related documentation

- QAF050 Privacy and Personal Information Procedures

6. Publication

This Statement of Tuition Protection will be made available to students and prospective students on the Institute's website: www.heli.edu.au/info

7. Version history

Version	Approved by	Approval Date	Details
1.0	Executive Management Committee	17 May 2021	Document creation and initial approval

Document owner: Operations Manager