

TUITION ASSURANCE POLICY AND PROCEDURE

INTRODUCTORY

Purpose

The purpose of this document is to outline the policy and procedure of Equinim College Pty Ltd (referred to as “**Equinim College**” or “**the provider**”), in relation to tuition assurance. This policy applies to domestic students of Equinim College.

1. TUITION ASSURANCE

The Commonwealth Government requires Registered Training Organisations to meet tuition protection requirement measures for their students. These are set out in clause 7.3 of the Standards for RTOs 2015 or its successor instrument (“**Standards**”).

Equinim College meets these standards by not collecting more than \$1500 from any domestic student in advance. Equinim College is fully compliant with the requirements of clause 7.3 of the Standards.

2. INFORMATION FOR STUDENTS AND PROSPECTIVE STUDENTS

Set out below is information for students and prospective students of Equinim College.

2.1 What happens if Equinim College defaults?

If for any reason Equinim College is unable to complete training that any student has pre-paid for and enrolled in, Equinim College must either:

- a) Place the student into an equivalent course such that:
 - a. The new course location is suitable to the student; and
 - b. The student receives the full services for which they have pre-paid, at no additional cost to the student; or
- b) offer the student a refund of any moneys pre-paid for which services have not yet been delivered above the threshold pre-paid fee amount as set under clause 7.3 of the Standards.

2.2 Notification of major changes

Equinim College is also required to notify students when any change occurs which may affect the services Equinim College is providing to students. This may include:

- c) A change in ownership of the RTO; and/or
- d) Any changes to or new third party arrangements for delivery of services to those students.

Equinim College’s means of contacting students is via the EquinimHub and/or by email sent to the nominated email account of the student at the time of enrolment

(or subsequently as changed by the student during enrolment by contacting the College).

3. INFORMATION FOR STUDENTS OF ANOTHER PROVIDER WHICH CEASES

3.1 If another college ceases to provide the course, and Equinim College steps in as a replacement provider

In the case that Equinim College acts as a replacement provider for another provider who ceases operations as a RTO, a student enrolled in a replacement course with the provider:

- a) Shall be granted course credits for parts of the original course successfully completed by the student (with the prior, closed provider), as evidenced by a statement of attainment or other Australian Qualification Framework certification issued in accordance with the Australian Qualifications Framework, or an authenticated VET transcript prepared by the Registrar (within the meaning of the *Student Identifiers Act 2014* (Cth));
- b) Is not charged tuition fees for a replacement component of the replacement course for which they have already paid and had delivered;
- c) Will be enrolled in the course as soon as practicable, facilitated with efficient and fair treatment to allow the continuation studies with minimal disruption.