



ROYAL VICTORIAN AERO CLUB

STATEMENT OF TUITION ASSURANCE FOR VET STUDENT LOANS (VSL) PROVIDERS

Introduction

1. Tuition assurance protects students in the event a course provided by an approved VSL provider does not commence as scheduled or ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' FEE-HELP balance for the affected part of the course will be re-credited.
2. As an approved provider under the *VET Student Loans Act 2016*, Royal Victorian Aero Club ABN: 38177495544 ACN: 004128232 must be a party to an approved tuition assurance arrangement or have an approved exemption in place.
3. As of 1 January 2020, Royal Victorian Aero Club will have an arrangement with the Australian Government for Tuition Protection Service (TPS), to provide support and protection for domestic students accessing a VET Student Loan (VSL), in the event of provider default.
4. This statement sets out the arrangements for tuition assurance that will apply from 1 January 2020 and Royal Victorian Aero Club's obligations from that date.
5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on Royal Victorian Aero Club's website and advised to all students that have enrolled in the intervening period.
6. The method this *Statement of VET Tuition Assurance* will be made public to students will be on Royal Victorian Aero Club's website (www.rvac.com.au). Royal Victorian Aero Club will also advise students about where the *Statement of VET Tuition Assurance* may be obtained from as part of their enrolment information.

What happens if Royal Victorian Aero Club fails to provide a course or part of, on the scheduled start date, or after it starts but before it is completed, and the student has not withdrawn.

Information for affected students

7. Royal Victorian Aero Club will notify the VSL Tuition Protection Director of the default within 24 hours and provide required information about students to the TPS Director within three business days.
8. Royal Victorian Aero Club will notify students in writing of the default within 24 hours and provide information including the name of the course, or part or parts of the course the student was enrolled in at the time of the default, the date of the default and a website specified by the VSL Tuition Protection Director where the student can get further information about tuition protection.
9. As soon as practicable, Royal Victorian Aero Club will also update its website to reflect that the course is no longer being delivered and to provide information about the tuition assurance arrangements.

Replacement courses

10. The Tuition Protection Service Director will contact and work with affected students to identify a replacement course and arrange for students to be placed with replacement providers.
11. The VSL Tuition Protection Director will consider if:
 - the course leads to the same or comparable qualification as the original course;
 - the mode of delivery of the replacement course is the same as or, similar to the mode of delivery for the original course;
 - the location of the replacement course is reasonable, having regard to the costs of, and the time required for, a student's travel; and
 - if the student will incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.
12. Affected students will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for replacement courses.
13. A student who accepts the replacement course offered and has paid tuition fees for the affected part of the original course will not be required to pay the replacement 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.
14. A student who accepts the replacement course offered 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; or
 - a copy of an authenticated VET transcript issued by the Student Identifiers registrar.
15. If an affected student chooses to enrol 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.

Re-crediting of students' FEE-HELP balances

16. If a suitable replacement course is not available for a student, the TPS will re-credit the student's FEE-HELP balance for the affected parts of the original course not yet completed.

Prepaid fees

17. For tuition fees paid up-front below \$1500, students should be aware that there is no formal protection in place and students will be responsible to seek a refund for these fees directly from Royal Victorian Aero Club if Royal Victorian Aero Club fails to provide the agreed services. Royal Victorian Aero Club has in place a Refund Policy and Procedure. If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

Record keeping

18. It is suggested best practice for students to retain assessments, records of competencies or statements of attainment that they receive from their education provider.

Royal Victorian Aero Club as a replacement provider

19. If requested Royal Victorian Aero Club will assist the VSL Tuition Protection Director make decisions regarding if a suitable replacement course is offered. If a replacement course is considered appropriate Royal Victorian Aero Club will accept students affected by another provider default into a replacement course and notify the VSL Tuition Protection Director with 14 days of the student's acceptance of the offer.
20. Royal Victorian Aero Club will to enrol the student into the replacement course as soon as practicable.
21. Royal Victorian Aero Club will grant course credits for parts of the original course successfully completed by the student, as evidenced by:
 - a statement of attainment or other Australian Qualifications Framework certification documentation 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)

References:

VET Student Loans Act 2016
VET Student Loans Rules 2016

Relevant Documents:

Version Control

| Version | Summary of Changes | Author | Approved by | Effective date | Review Date |
|---------|--|------------------------|--------------------|----------------|-------------|
| 1.0.0 | Initial Approval | J. Kittle (RTO C & SA) | J.S. Rushton (CEO) | 12/07/2011 | |
| 1.0.1 | Reformatted | J. Kittle (RTO C & SA) | J.S. Rushton (CEO) | 12/07/2012 | |
| 1.1.1 | Updated to reflect change from VET FEE-HELP to VET Student Loans | J. Kittle (RTO C & SA) | J.S. Rushton (CEO) | 01/12/2017 | |
| 2.1.1 | Update to reflect changes to Tuition Protection Service provided by the Government | J. Kittle (RTO C & SA) | J.S. Rushton (CEO) | 01/06/2021 | |