

Statement of Tuition Assurance Policy

Scope

This policy is applicable to Kaplan Higher Education Pty Ltd and Kaplan Education Pty Ltd (hereby referred to also as “Kaplan”).

The Statement made in this Policy covers all Higher Education and Vocational Education courses delivered by Kaplan.

Purpose

Tuition Assurance protects the interest of current and intending students of Kaplan courses that lead to an award/qualification in that it ensures students are given a suitable alternative course or have their course fees refunded if Kaplan cannot provide the course for which the student has paid.

Statement of Tuition Assurance Exemption

Information for Higher Education Courses

Tuition assurance protects students in the event a course of study provided by Kaplan as an approved HELP provider 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, Kaplan Higher Education Pty Ltd (ABN 85 124 217 670) must meet the tuition assurance requirements or be exempt from those requirements.

It is intended that from 1st January 2018, Kaplan Higher Education Pty Ltd will be exempted from the requirement to meet the tuition assurance requirements for HELP students. Instead, Kaplan Higher Education Pty Ltd is required to comply with arrangements which ensure similar tuition assurance protection is provided to students.

This statement sets out the arrangements for tuition assurance that will apply from 1st January 2018 and Kaplan’s obligations from that date.

If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on Kaplan’s website and advised to all students that have enrolled in the intervening period.

Information for Vocational Education Courses

To ensure Fee Protection, Kaplan Education Pty Ltd (ABN 54 089 002 371) as an approved vocational education provider, maintains current membership with the Independent Tertiary Education Council (ITECA) which provided a Tuition Assurance Scheme to protect students if Kaplan Education Pty Ltd is unable to provide services for which the student has pre-paid. For more information, please refer to the ITECA website at following link:

<https://www.iteca.edu.au/>

What happens if Kaplan ceases to provide a course of study?

Information for affected Students

Kaplan will notify affected students in writing that a course of study is no longer provided within two (2) working days after Kaplan ceases to provide the course.

As soon as practicable, Kaplan will also update its website to reflect that the course is no longer being delivered and to give students information about tuition assurance arrangements.

Affected students may choose either course assurance arrangements or apply to Kaplan for a re-credit of their HELP or course fee balance, if applicable.

Course Assurance

The Commonwealth Department of Education (the Department) or a consultant engaged by the Department will work with affected students to identify a replacement course and arrange for students to be placed with a second provider.

Replacement courses must meet the following requirements:

- the course must lead to the same or comparable award/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 cost 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.

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.

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.

Each affected student will have a period of six (6) months in which to accept the replacement course offer. The Department may extend that period in circumstances that justify an extension.

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.

Information for Students utilising HELP

Re-credit of HELP Balance

Where the student prefers to apply for a re-credit of their HELP balance for the affected parts of the original course, the student may nominate the Department (or a consultant engaged by the Department) to make the application on the student's behalf.

Kaplan Higher Education Pty Ltd 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.

Information for Fee-Paying Students

In the event that Kaplan Higher Education Pty Ltd and/or Kaplan Education Pty Ltd ceases to provide a course of study in which a domestic fee-paying student is enrolled, the Independent Tertiary Education Council Australia (ITECA) offers tuition assurance protection to these students. More information can be found at the following link:

<https://www.iteca.edu.au/>

Tuition Assurance relates to that portion of a student's tuition fees that were paid in advance of that tuition.

When an institution ceases to trade, students can request to continue their study in a comparable course with an alternative provider, or to discontinue with their studies and obtain a refund for the fees pre-paid but not used.

The Australian Students Tuition Assurance Scheme (ASTAS) is underpinned by an Insurance Policy and all refunds are carried out in accordance with this policy. The Insurance Policy does not provide for the full refund of all fees as at the date of payment of those fees.

The policy will pay out the proportion of the student's unused course fees, calculated from the date the provider ceases to provide the course. This effectively means that if the student has paid 100% of the course in advance and is half way through the time agreed for the course, the student would receive 50% of their fees, subject to the other terms and conditions in the policy.

Record Keeping

While Kaplan is required to keep records of students' information, it is suggested best practice for all students to retain copies of assessments, records of competencies or statements of attainment that they receive from Kaplan.

Relevant Legislation

As a registered education provider, Kaplan operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws.

Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

<https://www.legislation.gov.au/Details/C2017C00271>

Higher Education Standards Framework (Threshold Standards) 2015

<https://www.legislation.gov.au/Details/F2015L01639>

Higher Education Support Act 2003

<https://www.legislation.gov.au/Details/C2019C00201>

National Vocational Education and Training Regulator Act 2011

<https://www.legislation.gov.au/Details/C2017C00245>

Standards for RTO's 2015 <https://www.legislation.gov.au/Details/F2019C00503>

Related Policies

Following policies relate to the Statement of Tuition Assurance and Tuition Protection Service:

Complaints and Appeals Policy

Refund Policy

These policies can be found on Kaplan's website currently at the following link:

<https://www.kaplanprofessional.edu.au/current-students/higher-education-courses/student-policies-and-forms-for-postgraduate-students/>

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and the Responsible Officer to ensure compliance with this policy.

Policy Category	Academic			
Responsible Officer	Vice President, Academic			
Implementation Officer	Director, Quality Assurance and Governance			
Review Date	October 2020			
Approved by				
Vice President, Academic on delegation from the Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1.0	Quality & Standards Group	Unpacking of one document into existing document.	01.01.2014	01.01.2014
1.1	Quality & Standards Group	Format and wording changes to align across all businesses	10.04.2015	10.04.2015
1.2	Academic Quality and Governance Team	Policy retitled, to align with policies of a similar name across Kaplan. Minor edits made to content for clarity and currency e.g. superseded legislation replaced. An Implementation Officer was also introduced to the policy.	7.09.2017	30.09.2017
1.3	Quality, Regulations and Standards Team	Added "Scope" and "Purpose" of the Statement Policy. Included information for VET courses. Added information on recordkeeping, relevant legislation and related policies as well as version control table and accountable officers for this policy.	01.11.2019	04.11.2019