

TUITION PROTECTION SERVICE POLICY

Introduction

The purpose of this policy is to provide guidelines for the Australian Performing Arts Grammar School (APGS) and its stakeholders to ensure that APGS, as a CRICOS provider, abides by the Tuition Protection Service (TPS) requirements. The TPS is a government scheme setting out the conditions for fee collection, refunds, financial management and student placement in the event of provider default. The TPS applies only to overseas students and CRICOS providers. This policy applies to prospective overseas students who have accepted a place at APGS or to overseas students currently enrolled at the school.

Procedures

Responsibility

The Head of School is responsible for the implementation of this policy and to ensure that staff and students are aware of its application and procedures.

TPS Requirements

Under the TPS, APGS needs to do the following:

- Ensure that a limit of up to 50% of total tuition fees only is collected prior to student commencement, unless the course is 24 weeks or less.
- Keep initial prepaid fees in a separate account until the student has commenced studies and has been listed as current on both the Student Management System and PRISMS.
- Student refunds under visa refusal will be based on unexpended tuition fees rather than on the total course cost as was allowable under the ESOS Act 2000.
- Follow payment guidelines as per the new TPS.
- Meet all default obligations under the ESOS Act 2000.
- Contribute to the TPS annually for all overseas students.

Calculating Contributions to the TPS

APGS will contribute to the TPS according to the risk presented to students and the sector. APGS is required to pay a TPS levy each year calculated as per three main components and disclose information related to determining the amount of the levy.

Reporting Timeframe

Provider default

APGS defaults when one of the following occurs:

- (a) APGS fails to start the course on the agreed day and location
- (b) APGS ceases to provide a course at the location any time after the course commences but before it is completed.

In the event of provider default:

- Within 3 business days of the default occurring, APGS will notify in writing the Secretary and the TPS Director via PRISMS of the default.
- APGS will discharge its obligations by providing options to students within 14 days after the default date. These obligations are:
 1. APGS provides the students with a refund based on any unspent pre-paid fees received by the School.
 2. Within 7 days of discharging its obligations, APGS will report the outcome of the default to the Secretary and TPS Director.

Student default

Student default occurs when:

- (a) A course starts on the agreed date and the agreed location but the student does not commence studies and has not formally withdrawn.
- (b) The student withdraws from the course either before or after the course start date.
- (c) APGS refuses to provide the course to the student because of student non-payment of fees, breach of a condition of their student visa or student misbehaviour.

In the event of student default, APGS will:

- Within 5 business days of the student default occurring, APGS will notify the Secretary and the TPS Director via PRISMS of the student default.
- Within 28 days, finalise the student default obligations as set out in the written agreement entered into with the student at the time of the enrolment; these obligations include any refund requirements set out in the written agreement, if the student defaults.
- Within 7 days of the 28 day provider obligation period ending, report the outcome of the student default to the Secretary and TPS Director (via PRISMS).

Refunds in other cases

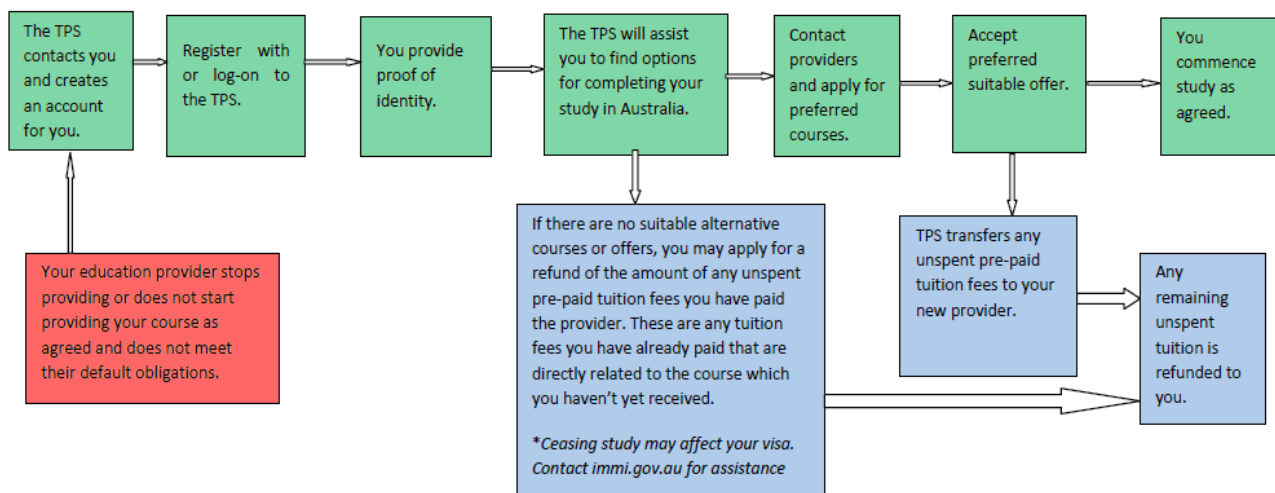
Where APGS has not entered into a written agreement that complies with Section 47B, or where a student has been refused a visa, SPGS will pay the student a refund worked out in accordance with the legislative instrument under subsection 47E(4) of the Act.

TPS Student Replacement

In the event that APGS defaults, or has failed to discharge, or is unlikely to discharge, its obligations under Section 46D of the ESOS Act 2000, the TPS will provide the student with one or more options for alternative courses.

The student may accept an offer of an alternative course. The acceptance must be in writing and must be finalised within 30 days of the provider obligation period, unless the TPS determines that extenuating circumstances may apply.

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



Note: The above flow diagram is for guidance purposes only. To the extent that the diagram is inconsistent with the *Education Services for Overseas Students Act (the ESOS Act) 2000* the ESOS Act prevails. Providers should not rely on this diagram alone and must read the requirements in the ESOS Act.