

## Tuition Protection Policy

### 1. Introduction

In the unlikely event UNSW College ceases to provide a unit or course after it starts, but before it is completed, it has set up arrangements to ensure a replacement unit or course is identified and the student is placed with a suitable provider.

- (a) For FEE-HELP or HECS-HELP domestic students, Clause 2 applies.
- (b) For up-front fee-paying domestic students, Clause 3 applies.
- (c) For international students, Clause 4 applies.

### 2. Statement of Tuition Protection – FEE-HELP or HECS-HELP domestic students

UNSW College is an approved higher education provider under the Higher Education Support Act 2003 (Cth) (HESA). Under the HESA, UNSW College has obligations to the student if UNSW College closes, fails to start, or stops offering a unit or course while the student is enrolled in the course.

#### 2.1. Informing the student

Within 24 hours, UNSW College will notify affected students in writing that an eligible higher education course is no longer being provided after UNSW College ceases to provide the course.

As soon as practicable, UNSW College will also update its website to reflect that the course is no longer being delivered.

Affected students may choose a suitable replacement course or a re-credit of the student's HELP balance.

#### 2.2. Replacement units or courses

UNSW College will work with affected students to identify suitable replacement units or courses. UNSW College will take into account the following matters in identifying whether there are suitable replacement units or courses:

- (a) whether the replacement course leads to the same or a comparable qualification as the original course;
- (b) for courses, what credits the student may receive for the units of study of the original course successfully completed by the student;
- (c) whether the mode of delivery of the replacement course is the same as the mode of delivery of the original course;
- (d) the location of the replacement course;
- (e) whether the student will incur unreasonable additional fees;



- (f) whether the student will be able to attend the course without unreasonable impacts on the student's prior commitments.

If UNSW College identifies suitable replacement units or courses, it will provide written notice about these units or courses to the student. The student may accept the offer in writing to be placed in a suitable replacement unit or course.

### **2.3. Re-credit of HELP balance**

The student's HELP balance will be re-credited with an amount equal to the amount of HELP assistance received by the student for the affected course if:

- (a) UNSW College is unable to identify any suitable replacement units or courses; or
- (b) despite UNSW College identifying suitable replacement units or courses, the student elects to have the student's HELP balance re-credited.

## **3. Statement of Tuition Protection – up-front fee-paying domestic students**

Under the Tertiary Education Quality and Standards Agency Act 2011 (Cth), UNSW College has obligations to a domestic student who has made an up-front payment for a unit, and UNSW College closes or fails to start a unit while the student is enrolled in the unit.

### **3.1. Informing the student**

Within 24 hours, UNSW College will notify affected students in writing that an eligible higher education course is no longer being provided after UNSW College ceases to provide the course.

As soon as practicable, UNSW College will also update its website to reflect that the course is no longer being delivered.

### **3.2. Replacement units or courses**

UNSW College will work with affected students to identify suitable replacement units or courses. UNSW College will take into account the following matters in identifying whether there are suitable replacement units or courses:

- (a) whether the replacement course leads to the same or a comparable qualification as the original course;
- (b) for courses, what credits the student may receive for the units of study of the original course successfully completed by the student;
- (c) whether the mode of delivery of the replacement course is the same as the mode of delivery of the original course;
- (d) the location of the replacement course;
- (e) whether the student will incur unreasonable additional fees;
- (f) whether the student will be able to attend the course without unreasonable impacts on the student's prior commitments.

If UNSW College identifies suitable replacement units or courses, it will provide written notice about these units or courses to the student. The student may accept the offer in writing to be placed in a suitable replacement unit or course.

### 3.3. Refund

UNSW College will pay the affected student a refund equal to the up-front payment made for the affected unit if:

- (a) UNSW College does not find a suitable replacement unit or suitable replacement course for the affected student; or
- (b) the affected student elects to receive a refund, despite UNSW College identifying a suitable replacement unit or suitable replacement course.

## 4. Statement of Tuition Protection Service

The Tuition Protection Service (TPS) assists students whose education providers are unable to fully deliver their course of study. The TPS is underpinned by the Education Services for Overseas Students 2000 (Cth).

Under the TPS, if UNSW College closes, fails to start, or stops offering a course, UNSW College will:

- (a) arrange for students to complete their studies in another course or with another education provider; or
- (b) provide a refund to students.

If UNSW College is unable to provide a refund or arrange for the student to complete an alternative course, the TPS will help the student find another course with another education provider. If a suitable replacement course cannot be found for the student, the TPS will refund the tuition fees that have been paid, for the part of the course that they have not yet received.

For further information on the TPS, visit [this page](#).

## 5. Definitions

Definitions and Acronyms	
Course	A course of education or training offered by UNSW College, as reflected in a student's Confirmation of Enrolment.
Domestic student	A student enrolled at an Australian location who is an Australian or New Zealand citizen or who holds an Australian permanent resident visa or Australian permanent humanitarian visa.
ESOS Act	Means Education Services for Overseas Students Act 2000
FEE-HELP	An Australian Government loan scheme to help eligible fee-paying students to pay their tuition fees.

HECS-HELP	An Australian Government loan scheme to help eligible Commonwealth supported students to pay their student contribution amounts through a loan.
International student	A student who is not a domestic student.
UNSW Sydney	A University of New South Wales located in Kensington and parent entity and sole shareholder of UNSW College.

## 6. Policy Governance

Tuition Protection Policy	
Category/Business Group	Legal and Compliance
Published Externally (Yes/No)	Yes
Approver	Chief Executive Officer
Responsible Officer	Chief Financial Officer
Contact Officer	Head of Financial Operations
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Next Review Date	17/08/2026
Version	1.0

### Revision History

Version	Approved by	Approval date	Effective date	Sections modified
1	Chief Executive Officer – Sarah Lightfoot	11 August 2023	17 August 2023	N/A

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