



**EXCELSIA
COLLEGE**
— Sydney —

Objects of Excelsia College

Motivated by the Christian faith, as expressed by the Apostles' Creed and Nicene Creed, with fidelity to the Scriptures as the Word of God, the Objects of the College are the advancement of the Christian faith and higher education.

Document Number

STA-FIN-12

Document Name

STATEMENT OF TUITION ASSURANCE

Document Status

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Approving Authority	Management Committee	January 2016
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ABN: 50 360 319 774 CRICOS Provider Code: 002664K

1 Policy statement

Tuition assurance protects students in the event a course of study provided by an approved HELP provider ceases to be provided after it starts but before it is completed. Under the provisions of the *Higher Education Support Act 2003* (HESA) and the associated HEP Guidelines, Excelsia College (ABN: 50 360 319 774) (Excelsia) (the First Provider) is required to provide a tuition assurance arrangement for Australian citizens or holders of an Australian permanent humanitarian visa who are enrolled in higher education courses it offers. This requirement is to protect a student in the event that Excelsia ceases to provide a course of study in which a student is enrolled. This statement sets out the interim arrangements for tuition assurance that will apply from 1 January 2018 and Excelsia College's obligations from that date. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on Excelsia College's website and advised to all students that have enrolled in the intervening period.

2 Scope

This statement applies to all students of Excelsia College who are Australian citizens or holders of an Australian permanent humanitarian visa.

3 Responsibility

1. The Chief Executive Officer is responsible for advising students of Excelsia's decision regarding a course that the College ceases to provide and ensures students have the option to complete their course;
2. The Chief Financial Officer is responsible for the secure and timely refund of student up-front fee payments.

4 Definitions

For the purpose of this Policy, the following definitions apply:

Tuition Assurance: A service which protects the students of Excelsia by ensuring that the student can continue to study through another provider or receive a refund on their fees if Excelsia ceases to provide their course of study.

Ceases to provide a course of study: Excelsia fails to continue to provide a course after the course starts but before it is completed.

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5 Principles

In the event that Excelsia ceases to provide a course of study in which a student is enrolled the student is entitled to a choice of:

- a. an offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any student contribution or tuition fee for any replacement units (this is known as the Course Assurance Option);
- OR
- b. a refund of their up-front payments for any unit of study that the student commences but does not complete because Excelsia ceases to provide the course of study of which the unit forms part (this is known as the Student Contribution/Tuition Fee Repayment Option).

6 Procedure

6.1 Information for affected students

In the event that Excelsia College ceases to provide a course of study:

1. Within 14 days of Excelsia College making a decision to cease to provide the course, but no later than within 24 hours of the default occurring, Excelsia College will notify affected students in writing that a course of study is no longer provided.
2. As soon as practicable, Excelsia College will also update its website to reflect that the course is no longer being delivered and to give students information about the tuition assurance arrangements.
3. Affected students may choose either course assurance arrangements or access Australian Government Tuition Protection Service.

6.2 The Course Assurance Option

Excelsia College is a financial member of the Australian Government Tuition Protection Service and is also committed to providing the following Course Assurance Protection. Should the need arise whereby Excelsia closes a course, a campus, or its operations, the following actions will be applied to existing students:

1. Review Excelsia's commitments to current students, at that point in time, by auditing the progress of all students in their respective courses.
2. Ascertain programs of study offered by other Australian Higher Education Institutions to determine a list of similar courses offered in similar modalities to those affected by Excelsia's decision.
3. Advise students of Excelsia's decisions, the implications for their course and Excelsia's commitment to ensure that they are able to complete their course.

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4. Negotiate with students to develop a strategy for each affected student to complete their program of study. This strategy will comprise one, or a combination, of the following options:
- Excelsia could continue to offer the unit/s of study, or course in a teach out arrangement, honouring the normal time constraints for the student's mode of study in their given course.
 - Excelsia could assist a student enrol in another institution to provide appropriate units for cross-institutional credit into their Excelsia course in a timely manner.
 - Excelsia could assist a student to transfer their credits to another provider (Second Provider) offering a similar course — especially if a student is yet to complete more than 50% of their course. In such a case, the relevant Second Provider(s) will send a student enrolled in the course of study a Written Tuition Assurance Offer (the Offer) advising the student of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify the relevant Second Provider(s) of the choice they have made for each affected unit. The relevant Second Provider(s) will provide this offer within 20 business days after it knows, or should know by reasonable enquiries, that Excelsia has ceased to provide a course of study. A student who accepts the replacement course offered will not be required to pay the Second 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.

6.3 The Student Contribution/Tuition Fee Repayment Option

Excelsia College is a financial member of the Australian Government Tuition Protection Service and, should one of the above not be acceptable, the student has the opportunity to access the Australian Government Tuition Protection Service.

7 Related documents and references

Higher Education Support Act 2003

Higher Education Provider Guidelines

8 Mapped to HESF

The content of this policy is mapped to the HESF 1 and 6.2.1.i

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9 Document history

This Policy has been amended as follows:

Version	Amendments / Date / Notes
14	Policy wording benchmarked to other HEPs; mapped to the new policy template
15	Added further information on procedure under 6.1, 6.2 and 6.3.

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