



TUITION ASSURANCE VIA THE TUITION PROTECTION SERVICE (TPS)

Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students and eligible domestic students accessing a VET Student Loan (VSL), FEE-HELP or HECS-HELP (HELP) loan, whose education providers are unable to fully deliver their course of study.

The TPS ensures that these students are able to either complete their studies in another course or with another education provider; or receive a refund of their unspent tuition fees (international students) or a re-credit of their loan for open units of study (VSL and HELP).

The Tuition Protection Service (TPS) assists:

- International students on student visas affected by a provider closure
- When students have withdrawn from or not started their course and are eligible for a refund of tuition fees that have not been paid by the provider
- Provide students with the information they need to choose an alternative course that best suits them through an online placement system
- Arrange a refund of any pre-paid tuition fees if there is no course that meets their needs

In the unlikely event, Le Cordon Bleu Australia ceases to provide a course after it starts but before it is completed, LCBA will assist the student to complete their studies in another offered course or with another education provider, or if a suitable alternative course is not found, under the TPS provide a refund of the student unspent tuition fees (international students) OR a re-credit of their loan for open units of study (VSL and HELP).

These options the *Course Assurance Option* or the *Tuition Fee Repayment Option* are explained below.

- a. The *Course Assurance Option* is 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.

Replacement courses must meet the following requirements:

- the course must lead to the same or comparable 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 costs 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.

- b. The *Tuition Fee Repayment Option* is a refund of the student's up-front payments and/or re-crediting of any FEE-HELP balance for any unit of study that the student commences but does not complete because LCBA ceases to provide the course of study to which a unit belongs.

If LCBA is not able to meet their default obligations outlined above the TPS will assist students in finding an alternative course or to get a refund if a suitable alternative is not found.

Additional information on the TPS can be found at the links below.

- [International Student TPS Page.](#)
- [Higher Education FAQs .](#)
- [VET TPS page.](#)



International Students

International students have their tuition fees protected by the Tuition Protection Service and under the *Education Services for Overseas Students (ESOS) Act 2000* legislation.

ESOS places obligations on providers in different default situations and protects the interests of students in such circumstances through the Tuition Protection Service.

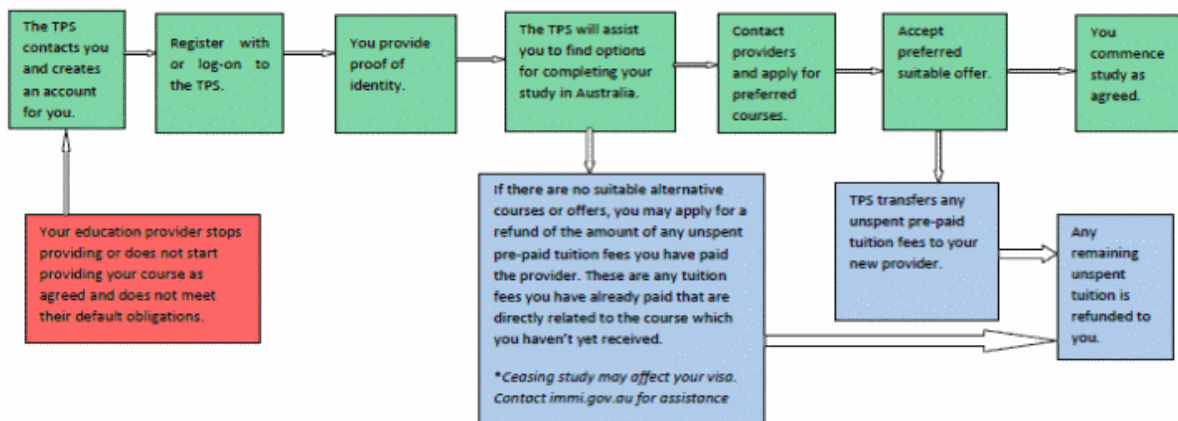
Education Providers registered under CRICOS are approved to provide educational services to International students. Providers have obligations to place students, or provide refunds if a Provider default occurs and the TPS acts to protect the interests of students in such circumstances.

Le Cordon Bleu Australia (LCBA) is a registered CRICOS provider (Code: **02380M**) and a participating member of the Tuition Protection Scheme (TPS) and therefore subject to the relevant student cohort Provider default obligations.

The TPS will help eligible students to either complete their studies in another course or with another education provider with minimal disruption to their studies or if a student is unable to be placed in a suitable replacement course, the TPS will refund eligible tuition fees

The TPS can also assist where international students have withdrawn from or not started their course and are eligible for a refund of tuition fees that have not been re paid to the student by the provider.

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.

The diagram reference above is from tps.gov.au.

Further information about TPS for International Students is available on the [International Student TPS Page](#).

It is also recommended for International Students to visit the Dept of Education, Skills and Employment [ESOS legislative framework](#) for additional information to refresh their understanding of obligations of both students and providers.



Domestic Higher Education Students

The *Tuition Protection Scheme* covers Australian domestic students and includes:

- higher education Commonwealth supported **HELP** students
- higher education students who pay their course fees upfront (eligible from 1 Jan 2021)
- students at private education providers who pay their student contribution amounts and/or tuition fees using [VET Student Loans](#) (VSL), [HECS-HELP](#) or [FEE-HELP](#) loans (from 1 Jan 2020)

Le Cordon Bleu Australia (LCBA) is a registered Institute of Higher Education (Code: PRV12100) and a Registered Training Organisation RTO (4959) and a participating member of the Tuition Protection Scheme (TPS) and therefore subject to the relevant student cohort Provider default obligations.

These are briefly outlined below.

HELP Tuition Protection Scheme

LCBA defaults [HESA section 166-10] in relation to a student if:

- the provider fails to commence a unit of study on the day of the unit of study's scheduled start date, or the provider ceases to provide a unit of study before the unit of study's scheduled end date; and
- the student has not withdrawn from the unit of study on or before that day; and
- student was entitled or would have been entitled to FEE-HELP or HECS-HELP assistance for the unit of study.

The TPS is a placement, refund and loan re-credit service for eligible students who are affected by a provider closing or ceasing to deliver a course. The TPS will provide eligible students with the option to either receive help to find a suitable replacement course, or receive a loan re-credit for uncompleted units.

Up-front Payments Tuition Protection Scheme

LCBA defaults in relation to a domestic student if [TEQSA Act section 62C]:

- the provider fails to commence a unit of study on the day of the unit of study's scheduled start date, or the provider ceases to provide a unit of study before the unit of study's schedule end date; and
- the student has not withdrawn from the unit of study on or before that day; and
- the student:
 - made an up-front payment for the unit of study on or before that day; or
 - did not make an up-front payment for the unit of study on or before that day and the student was not entitled, and would not have been entitled, to FEE-HELP or HECS-HELP assistance for the unit.

More information about TPS for [Higher Education](#) Domestic students is available on the [Higher Education TPS page](#).

Vocational Education direct payments

If you are a domestic VET student who has made direct payments (including gap-fee payments) to a provider, information to help you understand your next steps can be found on the '[What to do when your training provider closes](#)' page on the Australian Skills Quality Authority's (ASQA) website.