

STATEMENT OF TUITION ASSURANCE FOR EXEMPT VET FEE-HELP (VFH) PROVIDERS

1. Tuition assurance protects students in the event a course provided by an approved VFH provider ceases to be provided after it starts but before it is completed.
2. As an approved VET provider, Holmes Commercial Colleges (Melbourne) Ltd t/ a Fashionmasters (RTO Code 0173) is obliged meet the VET tuition assurance requirements.

What happens if Fashionmasters Academy Pty Ltd ceases to provide an eligible VET course of study?

Information for affected students

3. Fashionmasters Academy Pty Ltd will notify affected students in writing that an eligible VET course of study is no longer provided within 2 business days after Fashionmasters Academy Pty Ltd ceases to provide the course.
4. As soon as practicable, Fashionmasters Academy Pty Ltd 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.

Replacement courses

5. The Commonwealth Department of Education and Training (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 replacement providers.
6. 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 of the replacement course 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.
7. 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.
8. A student who accepts the replacement course offered will not be required to pay the replacement 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.
9. A student who accepts the replacement course offered 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; or
 - a copy of an authenticated VET transcript issued by the Student Identifiers registrar.
10. 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.

11. 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.

Re-crediting of students' FEE-HELP balances

12. Where there is no suitable replacement course for a student, the Department (or a consultant engaged by the Department) will notify the student that he or she may apply to Fashionmasters Academy Pty Ltd to have their FEE-HELP balance re-credited 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.
13. Fashionmasters Academy 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 for the decision. If an application for a re-credit is accepted, the amount re-credited will be equal to the amount of VET FEE-HELP assistance received by the student for the affected VET units of study.

Prepaid fees

14. For tuition fees paid up-front greater than \$1500, Fashionmasters Academy Pty Ltd has in place ACPET ASTAS.
15. For tuition fees paid up-front below \$1500, students should be aware that there is no formal protection in place and students will be responsible to seek a refund for these fees directly from Fashionmasters Academy Pty Ltd if Fashionmasters Academy Pty Ltd fails to provide the agreed services. If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

Fashionmasters' processes for assisting displaced VET Student Loans students as a Replacement Provider

In the event that a student's approved provider stops offering their course or closes, the following will occur, the:

1. Tuition Assurance (TA) administrator (appointed by the relevant Australian Government Department collates displaced student enrolment data and/ or facilitates student meetings
2. TA administrator identifies replacement VSL course / replacement provider options for students
3. TA administrator contacts prospective replacement providers to advise of activation, discuss course options (student replacement course offer information)
4. TA administrator sends displaced students initial notification with identified course options
5. Student confirms preferred course option and TA administrator sends student a notice of replacement course offer
6. Replacement provider (Fashionmasters in this case) is notified of acceptance of replacement course offer
7. Replacement provider facilitates student enrolment and access to VSL (via eCAF), providing training schedule and identifying any additional tuition fees.
8. Replacement provider undertakes reporting requirements.

Fashionmasters' obligations as a Replacement Provider

To help facilitate the course assurance process, Fashionmasters as a replacement provider must meet certain obligations. These are:

- ✓ **Enrolment in the same / similar VET course**
 - Headmaster must enrol a displaced student in a similar, eligible VET course that leads to the same or a comparable VET qualification that the student was previously enrolled.
 - The student must be provided with clear information on what remaining studies they will
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need to undertake to complete their qualification.

- The student must be advised of any additional tuition fees required (including any 'gap' fee amounts, in excess of the approved course cap (for those requiring access to a VET Student Loan)).

✓ **Recognition of studies completed**

For any units of study a student has successfully completed with their first provider, the Fashionmasters must ensure the student receives:

- full credit towards the same or comparable VET qualification or
- as much credit as possible towards the same or comparable VET qualification, if the Department agrees that the first course was of such a specialised nature that full credit transfer cannot be arranged.

✓ **Teach-out of replacement units**

A student is entitled to be taught-out at no additional cost for any replacement unit (or part of a replacement unit), if the student has already incurred a debt for that unit. i.e. Fashionmasters is required to teach replacement units (reported VET units of study commenced but not completed by the student, due to the closure of their first provider) at no charge to the student.

✓ **Student data and reporting requirements**

- Fashionmasters must report students who have enrolled as transferring tuition assurance students, using the Higher Education Information Management System (HEIMS).
- Fashionmasters must keep up-to-date enrolment information on displaced students enrolled in replacement unit/s (through course assurance). This information will include the following (and must be reported to the department as part of the Fashionmasters' standard VET student data submissions):
 - (a) each student's full name and contact details
 - (b) the name of the course of study and the units of study in which each student is currently enrolled
 - (c) the amount of the VET tuition fees for each unit of study in which each student is currently enrolled
 - (d) details about the payment of those fees, including if they are to be paid upfront or involve amounts of VET Student Loans assistance
 - (e) details of any VET units of study successfully completed by each student with the VET provider
 - (f) details of credits granted by the VET provider as a replacement provider.