

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

Introduction

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 under the Higher Education Support Act 2003, Jigsaw Consulting Group Pty Ltd ABN: 68 121 934 209 ACN: 121 934 209 must meet the VET tuition assurance requirements or be exempt from those requirements.
3. It is intended that, from 1 January 2018, Jigsaw Training Group will be exempted from the requirement to meet the VET tuition assurance requirements. Instead, Jigsaw Training Group is required to comply with interim arrangements which ensure similar tuition assurance protection is provided to students.
4. This statement sets out the interim arrangements for tuition assurance that will apply from 1 January 2018 and Jigsaw Training Group's obligations from that date.
5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on Jigsaw Training Group's website and advised to all students that have enrolled in the intervening period.

What happens if Jigsaw Training Group ceases to provide an eligible VET course of study?

Information for affected students

6. Jigsaw Training Group will notify affected students in writing that an eligible VET course of study is no longer provided within 2 business days after Jigsaw Training Group ceases to provide the course.
7. As soon as practicable, Jigsaw Training Group 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

8. 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.
9. 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.
10. 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.

11. 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.
12. 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.
13. 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.
14. 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

15. 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 Jigsaw Training Group 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.
16. Jigsaw Training Group 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

17. 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 Jigsaw Training Group if Jigsaw Training Group fails to provide the agreed services. Jigsaw Training Group has in place a refund policy which is available via the Student handbook which can be viewed on our www.jigsaw.edu.au. If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

Record keeping

18. It is suggested best practice for students to retain assessments, records of competencies or statements of attainment that they receive from their education provider.