

Statement of Tuition Assurance

1. Introduction

This Statement of Tuition Assurance protects the interest of current and intending students/candidates of the National Institute of Organisation Dynamic's (NIODA)'s courses that lead to an award/qualification. It ensures students/candidates are given a suitable alternative course or have their course fees refunded if NIODA cannot provide the course for which the student/candidate has paid.

NIODA also conforms to the requirements of the Tuition Protection Service established by the Australian Government for:

- eligible domestic students/candidates accessing FEE-HELP, and
- domestic higher education students/candidates who pay their fees directly to NIODA.

2. Policy Principles

As an approved higher education provider under the Higher Education Support Act 2003 (Australia), NIODA must meet the corresponding tuition assurance requirements or be exempt from those requirements.

NIODA and/or the Tuition Protection Service ensures that students/candidates are able to either:

- complete their studies in another course or with another education provider,
- receive a refund of their unspent tuition fees, or
- receive a remission of their loan for open units of study (FEE-HELP).

3. What happens if NIODA ceases to provide a course of study?

NIODA will notify affected students/candidates in writing that a course of study is no longer provided within two working days after it ceases to provide the course.

As soon as practical, NIODA will also update its website(s) to reflect that the course is no longer being delivered.

If NIODA ceases to provide a course of study, NIODA is required to offer students/candidates the choice of either:

- a. "Course Assurance", which is assistance to move to another education provider that is delivering the same or a similar course. Students/candidates can complete their studies at this new provider and not be charged for replacement units, OR
- b. "Applying for a Refund" of the tuition fees for the units of study that have been paid for and were unable to complete when the NIODA course was discontinued.

However, if NIODA is unable to assist the student/candidate in either of these ways the Tuition

Protection Service will contact the student/candidate directly. The Tuition Protection Service will offer the option to either receive a refund of tuition fees for affected parts of the course, or assistance to move to a similar replacement course.

The Tuition Protection Service can be contacted at: administrator@tps.gov.au or phone 1300 980 434. For further information on tuition assurance by Tuition Protection Service please refer to:

<https://tps.gov.au/HigherEducation>

4. Course Assurance

NIODA and/or the Tuition Protection Service will work with affected students/candidates to identify a replacement course with minimal disruption to their studies and arrange for the student/candidates to be placed with an alternative, suitable provider.

Replacement courses must meet the following requirements:

- the course must lead to the same or comparable award/qualification as the original course
- the mode of delivery of the replacement course must be the same as or, with the student's/candidate'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 cost of, and the time required for, a student's/candidate's travel
- the student/candidate will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's/candidate's prior commitments.

Affected students/candidates will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for replacement courses.

A student/candidate who accepts the replacement course offered will not be required to pay the alternative 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.

The student/candidate will also receive course credits for parts of the original course successfully completed by the student/candidate, 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.

If an affected student/candidate enrolls in a course that is not a replacement course, the student/candidate may be required to pay additional tuition fees and might not receive the course credits the student/candidate would have received if the student/candidate had enrolled in a replacement course.

5. Applying for a Refund

If a NIODA student/candidate is unable to find a suitable replacement course, the student/candidate can apply to NIODA for a refund. However, if NIODA is unable to assist the student/candidate the TPS will offer the option to receive a refund of tuition fees for affected parts of the course.

Where the student prefers to apply for a re-credit of their HELP debt for the affected parts of the original course, the student may nominate the TPS to make the application on the student's behalf. Further information can be found currently at the following link: <https://tps.gov.au/Home> Apply for a Re-credit of FEE-HELP Debt.

6. Grievances

Students and Candidates who are dissatisfied with the application of this Statement, may refer to NIODA's Grievance Policy

7. Related Documents

Guidelines in the Event of Course Discontinuation Policy

Grievance Policy