



Tuition Protection Policy CRICOS

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Introduction

House of Learning Pty Ltd, trading as Builders Academy Australia (BAA) ensures that tuition fees paid in advance are protected.

Purpose

To ensure that BAA meets the tuition assurance arrangements of the ESOS Act 2000 and the Australian Government's Tuition Protection Service (TPS).

Scope

This policy and procedure applies to all tuition fees for CRICOS registered courses at BAA.

Responsibilities

CEO

Definitions

International student means international students or intending international students on a student visa under the Migration Act 1958.

This Policy aligns with National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 3

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Policy Statement

The Australian Government's Tuition Protection Service (TPS) is a placement and refund service for international students that protects them in the event that that a training provider cannot deliver a course that it has agreed to deliver to international students on a student visa.

The TPS is like an insurance cover that aims to place students in an alternative course and offer refund on unused portions of their tuition fees.

CRICOS registered providers have an obligation to arrange this Service.

Therefore, in the event that BAA ceases to provide a course of study in which a student is enrolled, the student will be entitled to a choice of:

- a) An offer of a place in a similar course of study with another provider with the balance of unspent tuition fees being transferred to the new provider (the course placement option) OR, in the event a student cannot find an alternative course placement option;
- b) The student will be eligible to request a refund of unexpended pre-paid tuition fees from the TPS and will be required to comply with any relevant immigration requirements (the tuition fee repayment option).

If BAA ceases to provide a course of study and is not in a position to refund the tuition fees, BAA will:

- notify the TPS Director within three (3) business days of the default (or intention to default) and
- have fourteen (14) days to satisfy its tuition protection obligations to current students
- at the end of the fourteen (14) days, BAA will have a further seven (7) days to advise the TPS Director of the outcome.

If student default occurs in relation to:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course;
 - the student breached a condition of his/her student visa;
 - misbehaviour by the student

in these circumstances, the provider must notify the Secretary and the TPS Director only if they have provided a refund to a student in two cases of student default:

- where a student's visa is refused, even if there is a compliant written agreement in place
- where there is no compliant written agreement in place.

The refund must be provided within 4 weeks and in line with the specified requirements of the ESOS Act.

Further Information

Further information about the TPS can be found at <https://tps.gov.au/Home/>.

A useful PDF download on "[The TPS Overview – how does it work for international students?](#)"

For more comprehensive information on the TPS, see "[Are you an international student studying in Australia on a student visa?](#)"

For information relating to the TPS online placement system or the TPS website, please contact administrator@a.tps.gov.au or phone Within Australia phone: 1300 980 434; Outside Australia phone: +61 1300 980 434

Related Documents

- Refund Policy.

Document Control			
Version	Date	Author	Change Description
1.0	1.06.2018	BAA	Creation of policy
2.0	18.02.2020	BAA	Policy review and update
	25.06.2021	BAA	Policy reviewed
2.1	03.01.2022	BAA	Policy review and update
3	06.01.2025	BAA	Policy review and update