

Statement of Tuition Assurance

1. Policy Statement

- 1.1. Tuition assurance protects students in the event a course of study provided by an approved higher education provider ceases to be delivered after it starts but before it is completed.
- 1.2. As an approved higher education provider under the Higher Education Support Act 2003, Whitecliffe Institute of Creative Arts and Technology Pty Limited ABN: 62 003 925 282 ("Whitecliffe") must comply with federal tuition protection requirements.
- 1.3. Whitecliffe meets these statutory requirements through its formal inclusion in the Australian Government's Tuition Protection Service (TPS). The TPS ensures comprehensive tuition protection is continuously provided to all eligible domestic and international students.
- 1.4. This statement outlines the active tuition protection mechanisms, corporate compliance measures, and operational obligations enforced by Whitecliffe to secure student fees and course continuity.
- 1.5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on Whitecliffe's website and advised to all currently enrolled and incoming students.

2. Scope

This Statement applies to all students enrolled in courses delivered by Whitecliffe.

3. Definitions

In the context of this policy the following definitions apply:

Item	Definition
AQF	means the Australian Qualifications Framework, the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework
Course of study (or "Course")	A structured sequence of study leading to the award of a degree, diploma, certificate, or other recognized qualification
Enrolled (student)	means a student undertaking a course of study
Tuition fees	means the fees that a provider receives from a student (or intending student) that are directly related to the delivery of a course to the student.
Tuition Protection Service (TPS)	is an Australian Government initiative designed to support international students on student visas and eligible domestic students whose education providers are unable to fully deliver their course of study.

4. Related Policies and Documents

This procedure should be read in conjunction with the following Institute policies and documents:

- Course Management Policy and Procedure Tuition Fee Refund Policy and Procedure for International Students
- Tuition Fee Refund Policy and Procedure for Domestic Students
- Complaints & Appeals Policy and Procedure
- Application for Fee Refund for International Students
- Application for Fee Refund for Domestic Students

Relevant policy documents can be accessed via Forms & Policies published on the website.

5. Principles

What happens if Whitecliffe ceases to provide a course of study:

5.1. Information for affected students

- 5.1.1. Whitecliffe will notify affected students in writing that a course of study is no longer provided within 2 business days after Whitecliffe ceases to provide the course.
- 5.1.2. As soon as practicable, Whitecliffe will also update its website to reflect that the course is no longer being delivered and to give students information about the active tuition assurance arrangements.
- 5.1.3. Affected students may choose either course replacement arrangements or apply to Whitecliffe for a re-credit of their HELP balance for the affected parts of the course.

5.2. Course Replacement

- 5.2.1. The Tuition Protection Service (TPS) Director (or a representative appointed by the TPS) will work with affected students to identify a replacement course and arrange for students to be placed with another higher education provider.
- 5.2.2. Replacement courses must meet the following requirements:
 - a. the course must lead to the same or comparable qualification as the original course;
 - b. 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;
 - c. 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
 - d. the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impact on the student's prior commitment
- 5.2.3. Affected students will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for the replacement course.
- 5.2.4. A student who accepts the replacement course offered will not be required to pay the second 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

- 5.2.5. The student 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 (AQF) certification document issued by the course provider or an authorised issuing organisation.
- 5.2.6. Each affected student will have a period of six (6) months in which to accept the replacement course offer. The TPS Director may extend that period in circumstances that justify an extension.

5.3. Re-credit of HELP balance

- 5.3.1. Where the student prefers to apply for a re-credit of their HELP balance for the affected parts of the original course, the application will be managed via the TPS Director (or a representative appointed by the TPS).
- 5.3.2. Whitecliffe or the TPS will process student records as soon as practicable, and the students will be notified of the decision regarding the application, together with a statement of reasons. If an application for a re-credit is accepted, the amount re-credited will be equal to the amount of HELP assistance received by the student for the affected units of study.

6. Record keeping

It is suggested best practice for students to retain assessments, and records of their marks/grades that they receive from their education provider.

7. Change and Version Control

Version	Date Approved	Authored by	Approved by	Description
V.1.1 13.07.2022	13 July 2022	QA Manager	Corporate Board	Approved in conjunction with Course Discontinuance Policy
v1.2 08.09.2026	08.09.2026	Collaborative	CEO	Health check – minor amendments; terminology, branding, and formatting updates.

8. Policy and Procedure Information

Policy owner:	Governing Board
Approved by:	CEO
Approval date:	08.09.2026
Status:	Approved
Next review due:	July 2027