



2018 Tuition Assurance Services

Provided by the Tuition Assurance Administrator

Providing tuition assurance services on behalf of the Australian Government Department of Education and Training.

<https://www.education.gov.au/tuition-assurance-and-provider-closures>

Agenda

- Welcome and Meeting Commencement
- Introduction and purpose of today
- What next after provider closure?
- Tuition Assurance offer
- Replacement Tuition Search
- Options
- Frequently Asked Questions
- Next Steps and further Questions



Introduction and Purpose

- Tuition Assurance Administrator (TAS) Team
- Provide domestic VSL and VFH students with information about tuition assurance
- Inform students about how the TAS may assist
- Answer questions



Provider Closure > What Next?

- Pragmatic Training Pty Ltd > advised of closure 3 October 2018 (provider ceased teaching same day)
- You will be looked after and assisted
- Help with finding another suitable VET study provider and equivalent course
- Help is provided by the TAS Team

Tuition Assurance

1. Review course and contact details in initial email

2. Consider course options notified – Accept or request review

3. If no suitable options further information on next steps to obtain a re-credit of your loan will be provided

CRITERIA

Replacement Tuition Search

- VET Student Loan provider
- Same qualification and equivalent course content
- Reasonable proximity to previous study location
- Open mode of delivery if available and agreed
- Similar course fees

NEW PROVIDERS

Replacement Tuition Search



- We will identify alternate providers for your course
- You can email or talk directly to us about suitable assessment criteria (e.g. wider location search)
- If a second provider offers a placement, you will receive a replacement tuition offer email from us
- Once students have accepted an offer the provider will be notified and you will be provided with details to be able to enrol.



Option 1

Option 2

What are your Options?

- You can continue your studies by selecting one of the alternate providers for your course identified by the Tuition Assurance Administrator
- You should contact the second provider to gather information about course duration, fees, delivery, etc to ensure that you are happy with this before you make your choice
- You can nominate other criteria (e.g. location) and request a review of course options
- If you choose one of the providers identified, you will need to contact the provider and the process would be as seamless as possible for you.



Frequently Asked Questions

Q: What if I want to find my own course provider?

This is not recommended as the provider may charge you an additional fee for replacement components of your course or not offer tuition to VET Student Loan or VET FEE-HELP students.



Frequently Asked Questions

Q: What if I have been charged the full amount of my loan but did not get to finish the unit of study?

- You may have incurred tuition fees with Pragmatic Training. For example:
 - You may have incurred a debt for 10 weeks of tuition and only attended classes for 7 weeks.
- Replacement parts/units of replacement courses identified by the Tuition Assurance Administrator will not incur additional fees with the new provider.



Frequently Asked Questions

**Q: What if I do not have all my course records/
statements of attainment?**

Contact the Australian Skills Quality Authority (ASQA)
on 1300 701 801 or email enquiries@asqa.gov.au.



What should you do now?

- Make sure your contact details are correct – see initial notification email.
- If you have not received an email please get in touch with the Tuition Assurance Administrator as soon as possible to confirm your details.
- Check your email regularly for notifications.
- Ask us any questions if you need more information.

Questions?

Free Counselling
Free assistance if needed

Call Youth Lifeline 13 11 14

<https://www.education.gov.au/tuition-assurance-and-provider-closures>

Further information

- If you have any questions or need further information:
 - Stay and talk to our team members or the department representative after this meeting
 - Visit the website: <https://www.education.gov.au/tuition-assurance-and-provider-closures>
 - Contact the Tuition Assurance Administrator.
 - Phone 1300 259 044
 - Email administrator@ta.education.gov.au