

STATEMENT OF TUITION ASSURANCE

Introduction

Tuition assurance protects students in the event a course provided by an registered provider ceases to be provided after it starts but before it is completed.

What happens if Australian College of Event Management Pty Ltd ceases to provide an eligible course of study?

Information for affected students

College of Event Management will notify affected students in writing that a particular course of study is no longer provided within 2 business days after College of Event Management ceases to provide the course.

As soon as practicable, College of Event Management 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

The Department of Employment and Workplace 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.

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.

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.

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.

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

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.

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.

Prepaid fees

Australian College of Event Management Pty Ltd does not accept fees paid in advance above \$1500 per payment except in certain circumstances in respect of fees paid by an employer on behalf of a student(s) under an approved agreement.

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 College of Event Management if College of Event Management fails to provide the agreed services. College of Event Management has in place a Refund Policy for further information. If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

Record keeping

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

Publication

This Statement of Tuition Assurance will be made available to students enrolled at College of Event Management through publication on the [college website](#).

The College reserves the right to update and amend policies and procedures at any time.