

TUITION ASSURANCE INTERNATIONAL STUDENT POLICY

1. PURPOSE

The purpose of this Policy is to provide guidance for the implementation of EEI's tuition assurance policy relating to International Student enrolments in accordance with **ESOS Act 2000**. This policy relates to International Student enrolments only.

2. POLICY STATEMENT

Empyrean Education Institute meets its requirements of Tuition Assurance in accordance with the ESOS ACT by membership of the Federal Governments Tuition Protection Service (TPS).

3. DEFINITIONS

International Student- Overseas student enrolled under a PRISMs generated Confirmation of Enrolment

TPS- Australian Federal Government Tuition Protection Service

4. TUITION PROTECTION OUTLINE

In the unlikely event that EEI no longer provides a course of study in which a student is enrolled, the student is entitled to either:

Course Placement Offer An offer of a place in a similar course of study with another Education Provider. In this instance, the unspent balance of tuition fees will be transferred to the other Education Provider.

Refund The student may request a refund of unexpended pre-paid tuition fees from the TPS.

In either of the above cases the student must continue to meet relevant immigration requirements.

If EEI is no longer providing a course of study and is unable to refund any unspent tuition fees, the EEI Director will notify the TPS Director within 3 business days of the default date. EEI will have 14 days to complete its Tuition Protection Requirements. EEI will then notify the TPS Director within 7 days.

For further information about the Tuition Protection Service, please follow the link

tps.gov.au/StaticContent/Get/StudentInformation

5. EMPYREAN RESPONSIBILITIES

Empyrean Education Institute has a requirement under the ESOS ACT 200 to implement tuition protection measures.

Empyrean Education Institute will:

- Maintain policies in relation to fees, refunds and tuition assurance and protection.
- Maintain membership of the Tuition Protection Service
- Ensure timely payment of fees related to the Tuition Protection Service;
- Disseminate policies and procedures to staff, contractors and clients;
- Examine all policies and practices, as they affect staff, contractors and clients to ensure the elimination of discrimination and harassment;

- Educate staff and contractors with regards to EEI tuition assurance domestic student policy together with the rationale for policies and practices which are adopted;
- Establish and maintain mechanisms to deal with complaints.

The Director will maintain the confidentiality of all complaints relating to course fees in consultation with the EEI Compliance Manager and Accounts Department.

If the Director feels that they are not the appropriate person to deal with the complaint, they will refer the matter to either a member of the management team or an external independent party for review and/or action.