

Tuition Protection Policy

Version	Approved by	Approval date	Review date
01	Board of Directors	August 2024	September 2025

Administrators Responsible	President, Accounts Manager
Purpose	This policy is established by ISGL to safeguard students' tuition fees in scenarios where ISGL is unable to deliver a course for which students have paid. It specifies the institution's commitment to providing alternative educational solutions or financial reimbursements in such events.
Scope	This policy applies to all students at ISGL, both domestic and international, ensuring that their tuition fees are protected in compliance with Australian educational standards, including the Higher Education Standards Framework (Threshold Standards), the ESOS Act, and the National Code. The policy integrates with ISGL's Refund Policy and outlines the processes for providing refunds or alternative educational arrangements in case of course non-delivery or discontinuation.

1. REGULATORY FRAMEWORK AND COMPLIANCE

ISGL will be registered with the Australian Tuition Protection Service (TPS) to ensure that students are protected in the event of provider default. The institution complies with all requirements under the TPS framework, including limiting the collection of pre-paid course fees and ensuring financial transparency in all fee-related transactions.

In line with Australian educational standards and regulations, ISGL is committed to safeguarding tuition fees for all students, encompassing both domestic and international enrollees. This dedication aligns with the directives set forth by the Australian Tuition Protection Service (TPS) and harmonises with the provisions of the ESOS Act and the National Code.

ISGL adheres to strict guidelines regarding the collection of pre-paid course fees, limiting the advance fee collection to a maximum of two study periods for all students. This approach is aimed at minimising financial risk to students and ensuring compliance with national education standards.

2. REFUND POLICY

The Student Tuition Fee Protection Policy is closely linked with ISGL's Refund Policy, ensuring that students are promptly refunded in case of course non-delivery. Detailed procedures for refunds are provided in the Refund Policy, which is available to all students during the enrollment process and accessible through ISGL's website.

a. Refunds in Case of Course Non-Delivery

- i. If ISGL is unable to provide a course as planned, students are assured of their eligibility for a refund. This process adheres to the guidelines set forth in ISGL's comprehensive Refund Policy.
- ii. Should such a situation arise, a full refund of both the deposit and any tuition fees already paid will be actioned. This refund is processed promptly, within two weeks from either the planned start date of the course or from the date the course was officially cancelled, whichever comes first.
- iii. The refund mechanism is straightforward and transparent, aligning with the stipulations of the Refund Policy. Students will be provided with detailed information on how to initiate their refund request and can expect a swift and hassle-free process.

b. Option for Refund of Unused Prepaid Tuition Fees

- i. In cases where students have commenced their course but are unable to complete it due to its discontinuation by ISGL, they have the option to request a refund for the unused portion of their prepaid tuition fees, as per the Refund Policy.

- ii. This option takes into consideration the possibility of students transferring their credits to another educational institution. The refunded amount will correspond to the portion of the course fee applicable to the untaught part of the program.
- iii. The calculation and processing of these refunds are handled as per the procedures detailed in the Refund Policy, ensuring that students are adequately compensated for the portion of the course that was not delivered by ISGL.

3. ALTERNATIVE EDUCATIONAL ARRANGEMENTS

In addition to refunds, ISGL is committed to offering alternative educational solutions if a course cannot be delivered as planned. This includes offering enrollment in an equivalent course within ISGL or facilitating the transfer to another accredited institution. ISGL will ensure that students incur no additional costs due to such transfers, including covering any tuition fee differences between ISGL and the receiving institution.

a. Offering an Alternative Course at ISGL

- i. When a course is cancelled or cannot be delivered, ISGL's first course of action is to offer affected students the opportunity to enroll in an alternative course. This alternative course will be carefully selected to ensure it is comparable in terms of educational quality and outcomes to the original course.
- ii. There will be no additional cost to the student for enrolling in this alternative course. If the alternative course has a higher tuition fee than the original course, ISGL will absorb the additional cost.
- iii. The alternative course will be chosen to align as closely as possible with the student's academic goals and interests. It will offer educational value that is equal to or greater than the original course, ensuring the student's time and investment continue to yield a valuable educational experience.

b. Arranging a Transfer to Another Institution

- i. In cases where ISGL is unable to provide a suitable alternative course internally, the institution will assist students in transferring to a similar course at another institution.
- ii. This process involves identifying institutions that offer comparable courses and facilitating the transfer process for the student. ISGL will ensure that the new institution is reputable and accredited, providing an educational experience that meets or exceeds the standards of the original course.
- iii. ISGL will assist with the administrative aspects of the transfer, including the transfer of credits, to ensure a smooth transition. The institution will make efforts to minimise any academic, financial, or administrative burdens that the transfer might impose on the student.
- iv. If the tuition fees at the new institution are higher than those of the original course at ISGL, the institution will cover the difference, ensuring that the student does not incur additional costs due to the transfer.

4. FEE COLLECTION AND FINANCIAL TRANSPARENCY

ISGL maintains transparency in fee collection and payment processes. Detailed fee structures, payment schedules and refund procedures are communicated to students before enrollment and are available in the Student Handbook. All financial transactions related to tuition fees are conducted ethically and in accordance with the TPS guidelines to minimise financial risk to students.

5. COMPLIANCE AND REVIEW

ISGL conducts regular reviews of its Tuition Protection Policy to ensure continuous alignment with Australian educational standards and legal requirements. These reviews include internal audits, compliance checks with the TPS, and policy updates based on feedback from students and regulatory bodies. Records of these reviews and updates are maintained and reported to the ISGL Board of Directors.

Related Documents

- a. Deferral Policy
- b. Change of Enrollment Policy & Procedure
- c. Student Refund Policy & Procedure