



Queensland College of Music Pty Ltd

VET STUDENT LOAN POLICY

TUITION PROTECTION SERVICE

Policy Purpose

This policy outlines QCM obligations under the Tuition Protection Service (TPS), an initiative of the Australian Government to support and protect VSL students in the event that QCM ceases delivery or is unable to fully deliver the approved course of study that a VSL student is enrolled in.

The TPS ensures that students are able to-

- complete their studies in another course or with another provider,
- receive a re-credit of their VET student loan for parts of the course, students were unable to complete because of QCM's default.

A default occurs when a provider either:

- fails to start a course or part of a course on the day on which it was scheduled to start, and the student has not withdrawn before that day or
- ceases to provide a course or part of a course after commencement but before completion, and the student has not withdrawn before that day.

Policy Statement

QCM will provide written notice to students and the VSL Protection Director of the default, providing information on the student's full name and contact details, course details (including name and code of each unit of competency related to default by QCM), the amount of tuition fees and payment details.

QCM will assist in seeking a suitable replacement course to ensure students can continue their studies with an approved replacement provider.

QCM will provide information to assist the VSL Protection Director make decisions about whether a suitable replacement course exists for displaced students.

Where there is no suitable replacement course, eligible students will be provided with a re-credit to their VET student debt balance. This re-credit will be for tuition fees paid for the original course or parts of the course, which were not completed due to QCM's default.

A Statement of Attainment will be issued and forwarded to the student and the VSL Protection Director for completed units of competency as requested.

QCM will update its website immediately stating that the course is no longer available.

Notification timeline

QCM has an obligation to notify students and the VSL Tuition Protection Director within 24 hours of the default.

Provide written notice to the VSL Tuition Protection Director of the circumstances of the default.

Notify students in writing via email or communication method requested by students, that the course or parts of the course is no longer being provided, stating the date of the default and the relevant website for further information.

<https://tps.gov.au/Vet>

Within 3 business days of a default occurring

QCM provides written notice to the VSL Tuition Protection Director specifying for each student in relation to who the provider has defaulted:

- the student's full name and contact details,
- the course, or part or parts of the course, the student was enrolled in at the time of the default,
- the amount of the tuition fees for each course, or part of the course, the student was enrolled in at the time of the default,
- details about the payment of those tuition fees, including the amounts that are covered fees,
- whether the student was studying part-time or full-time,
- the mode of delivery of the original course,
- the location where the original course was primarily delivered,
- whether the student has withdrawn from the course or part of the course and the date of withdrawal,
- any part of the course for which the student has deferred study, the date of the deferral and the date the student is expected to re-commence study,
- the completion status for each part of the course the student has enrolled in, including whether the student's status is ongoing, passed or failed,
- the name and code of each unit of competency as it appears on the National Register of VET for each part of the course the provider has defaulted in relation to a student.