

Tuition Protection Service (TPS) Policy and Procedure

Version 1.0

Overview

This Policy and Procedure outlines AIM Institute's approach to meeting its obligations under the Tuition Protection Service (TPS) framework, in accordance with the Education Services for Overseas Students Act 2000 (ESOS Act) and associated legislation. It ensures that international students are protected in the event of provider or course default, and that AIM Institute maintains compliance with all regulatory requirements.

Scope

This policy applies to:

- All courses offered by AIM Institute to international students on student visas (CRICOS-registered courses)
- All courses offered by AIM Institute to domestic students who pay tuition in full, in advance.
- All staff involved in academic delivery, student administration, compliance, and governance
- Members of AIM Institute's decision-making and advisory bodies

Policy and Procedure

Policy Principles

AIM Institute is committed to:

- Ensuring continuity of study for international and domestic students
- Meeting all TEQSA, TPS and ESOS legislative requirements
- Maintaining robust governance, financial sustainability, and risk management practices
- Minimising the likelihood of provider or course default

AIM Institute will proactively monitor risks and implement early intervention strategies to prevent disruption to students.

Policy and Procedure

In the unlikely event that AIM Institute fails to commence or ceases to deliver a unit and/or a course to students the regulatory frameworks are different for domestic and international students. . For international students, the obligation is outlined in the Education Services for Overseas Students Act

2000 (ESOS Act). For domestic students, the obligation is detailed in the Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act).

As a CRICOS registered organisation, AIM Institute is registered with the Tuition Protection Service (TPS). The TPS helps higher education students to:

- continue their studies with a replacement provider in an equivalent or similar course; or
- receive a refund of their tuition fees paid up-front and/or receive a loan re-credit for parts of the course that the student commenced but could not complete due to a provider default.

The TPS is sector-funded and supported by the Department of Education.

As a higher education provider, AIM Institute is automatically covered by the TPS. However, AIM Institute must fulfil provider reporting requirements, which include maintaining and updating:

- student contact details
- records of unit and course completions
- students' unique student identifiers (USI)
- data reported in the Tertiary Collection of Student Information (TCSI) □ responding to information requests from the TPS Director.

AIM Institute's student management system is designed to align with, and support delivering student information to, the Provider Registration and International Student Management System (PRISMS).

The responsibility for this action is held by the CEO, supported by senior management. The Student Management System is designed to support the collation and submission of this information.

It is the student's responsibility to ensure that AIM Institute is provided with any changes to a student's contact information as soon as practicable.

AIM Institute contributes to the Higher Education Tuition Protection Fund (the Fund) through the payment of an Up-front Levy, charged annually.

In the event of a default, AIM Institute is required to notify their students and the TPS Director in writing within 24 hours of the default occurring. Additionally, if AIM Institute has defaulted, within 14 days AIM Institute must either:

- a) arrange for the student to be offered a place in a suitable replacement unit or course or
- b) pay the student a refund of any up-front payments for the affected unit(s) and any other unspent tuition fees.

Students can choose between (a) continuing their studies at the replacement course identified by AIM Institute or (b) receiving a refund.

If there are no suitable replacement units or courses, AIM Institute is required to refund upfront fee-paying students. Students must accept the offer in writing.

It is essential that all communication with students is recorded through the Student Management System and regular correspondence continued with the TPS Director. All actions are the responsibility of the CEO.

Refunds

Where a refund is required, AIM Institute will calculate unspent tuition fees in accordance with legislation and process the refund under AIM Institute's Refund Policy and Procedure.

Review

This policy and procedure will be reviewed at least every three years,

Relevant Legislation	Education Services for Overseas Students Act 2000 (ESOS Act) ESOS Regulations Higher Education Standards Framework (Threshold Standards) 2021 National Code of Practice for Providers of Education and Training to Overseas Students 2018 TPS legislative framework and guidelines
Related Policies	Student Fees Policy Refund Policy Financial Management Policy

Document Approval

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Responsibilities:			

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Document Change and Review log

Version	Updated by	Approval date and body	Details
0.1	TWEIR	Choose an item.	Draft version
1.0	TW	Board of Directors	Amended following BoD review