

STATEMENT OF TUITION PROTECTION

1. Overview

This Statement sets out how Astra Institute of Higher Education ("the Institute") provides protection to students in the event that the Institute ceases to provide a course of study in which a student is enrolled. This Statement applies to both domestic and international students.

2. Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist students whose education providers are unable to fully deliver their course of study.

The Institute is a member of the international student TPS and the domestic student TPS.

The TPS is designed to ensure that students are able to either:

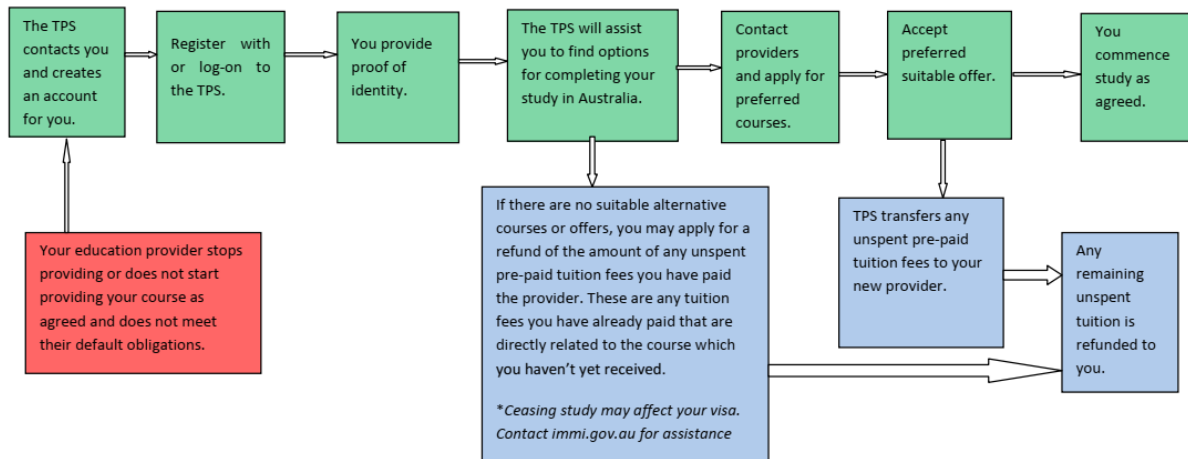
- i. complete their studies in an equivalent or similar course with another higher education provider; or
- ii. receive a refund of their up-front tuition fees (for students that pay their fees up front) when the Institute fails to deliver a unit of study that they are undertaking.

If the Institute is unable to assist affected students, the Higher Education Tuition Protection Director from the TPS will step in to assist students.

3. TPS for international students

In the unlikely event the Institute is unable to deliver a course you have paid for and does not meet its obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The TPS overview – how does it work for international students?



For more details visit: <https://tps.gov.au/StaticContent/Get/StudentInformation>.

4. TPS for domestic students

In the unlikely event the Institute is unable to deliver a course you have paid for and does not meet its obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees, then the TPS will contact you directly and will offer you the option to either:

- i. receive a refund of tuition fees for affected parts of the course; or
- ii. assistance to move to a similar replacement course.

For more details visit: <https://tps.gov.au/HigherEducation>.

5. Privacy and your personal information

Your personal information will be collected for the purposes of administering tuition protection and is protected by law, including under the *Privacy Act 1988*.

If you do not provide some or all of the personal information requested you may not be able to be assisted through the:

- i. provision of a suitable replacement unit or course; or
- ii. provision of a refund of any up-front tuition fee payments you made in relation to your units.

The personal information that the Institute may collect and disclose about you for the purposes of administering tuition protection includes your:

- i. name, date of birth, contact details and identifiers (e.g. Unique Student Identifier),
- ii. study arrangements and details including enrolments and course progress, and
- iii. payment arrangements, including tuition fees paid or payable, scholarships and payments by third parties.

For more information about what personal information the Institute collects and discloses to the Department in relation to up-front payments tuition protection can be found in Sections 11 and 12 of the Tuition Protection (Up-front Payments Guidelines) 2020.¹

For information about how the Institute handles your personal information refer to the Institute's *Privacy and Personal Information Procedures* and for information about how the Department will handle your personal information visit <https://www.dese.gov.au/privacy> or by requesting a copy from the Department at privacy@dese.gov.au. You can contact the Department about your personal information via: privacy@dese.gov.au.

For more information about how the Higher Education Tuition Protection Director will handle your personal information, please refer to the Tuition Protection Service Director's Privacy Policy at <https://tps.gov.au/StaticContent/Get/Privacy> or by requesting a copy from the TPS at operations@tps.gov.au. You can contact the TPS about your personal information via: operations@tps.gov.au.

6. Publication

These Privacy and Personal Information Procedures will be made available to individuals, including students and persons seeking to enroll with the Institute, by publication on the Institute's website (www.astra.edu.au). Alternatively, a copy of this policy may be requested by contacting the Registrar: registrar@astra.edu.au.

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, the Institute will advise students on enrolment about these procedures and where they are located.

¹ <https://www.legislation.gov.au/Series/F2020L01635>

7. Definitions

Term	Definition
<i>Course</i>	A structured sequence of study leading to the award of a degree, or other recognized qualification, which when successfully completed is conferred on the graduand by the Board of Directors of Astra Institute of Higher Education.
<i>(the) Institute</i>	Astra Institute of Higher Education.
<i>TPS</i>	Tuition Protection Service, a support service for students whose higher education provider is unable to complete the delivery of their course.

8. Related documents

- Privacy and Personal Information Procedures

9. Version control

Version	Approved by	Approval Date	Details
1.0	Academic Board	14 December 2021	Document creation

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