

 <p>S P Jain School of Global Management</p> <p>DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	<b>Statement of Tuition Assurance</b>
Document Type	Policy Statement
Administering Entity	President, Director - Finance, Chief Financial Officer
Latest Approval/ Amendment Date	November 6, 2024
Last Approval/ Amendment Date	April 3, 2024 (erstwhile Tuition Fee Protection Policy)
Approval Authority	Board of Directors
Indicative time of Review	November 5, 2026

## 1. Purpose

- a. This statement outlines how domestic and international students are protected in case S P Jain School of Global Management (S P Jain / the School) ceases to provide a course for which a student is enrolled.
- b. The Statement of Tuition Assurance applies to all accredited courses delivered by S P Jain for domestic and international students.

## 2. Tuition Fee Protection Service for students onshore in Australia

- a. Tuition assurance for international students, domestic FEE-HELP students, and domestic upfront paying students onshore in Australia is provided through the Australian Government's 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.
- b. S P Jain School of Global Management Pty Ltd, ABN: 87 136 711 567, is a member of and required to meet the higher education tuition assurance requirements of the Australian Government's Tuition Protection Service (TPS).
- c. TPS is designed so that if a higher education provider is unable to fully deliver their course of study the student is entitled to a choice to either:
  - i. complete their studies in an equivalent or similar course with another higher education provider (Course Assurance Option); or
  - ii. receive a refund of their up-front tuition fees (for students that pay their fees up front) or a re-credit of their loan for unit/s of study (for students who take a HELP loan) when the School is unable to deliver these unit/s of study which form part of the course the School ceases to provide (Tuition Fee Repayment Option).

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

*d. Course Assurance Option*

- i. Under the course assurance option, The Department of Education (DoE) or a consultant engaged by the DoE will work with affected students to identify a replacement course and arrange for students to be placed with a second provider.
- ii. Replacement courses must meet the following requirements:
  - the course must lead to the same or comparable qualification as the original course;
  - the mode of delivery of the replacement course must be the same as or, with the student's consent, similar to the mode of delivery for the original course;
  - the location of the replacement course must be reasonable, having regard to the costs of, and the time required for, a student's travel; and
  - the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.
- iii. Affected students will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for replacement courses.
- iv. A student who accepts the replacement course offered will not be required to pay the second provider for the replacement components of the replacement course. However, the fees payable for the remainder of the replacement course may be different from the fees payable for the original course.
- v. The student will also receive course credits for parts of the original course successfully completed by the student, as evidenced by a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework.
- vi. Each affected student will have a period of six (6) months in which to accept the replacement Course offer. The Department may extend that period in circumstances that justify an extension.
- vii. A student is not obliged to enrol in a course of study with a second provider offered under the Course Assurance Option. However, if the student enrolls with any other provider, there is no obligation on that provider to offer full credit transfer for the units of study completed with the first provider or to offer replacement unit/s free of charge.

*e. Tuition Fee Repayment Option*

- i. Under the Tuition Fee Repayment Option, S P Jain undertakes to pay the student the total of any up-front payments already paid by the student for any units of study the

student has commenced but not completed because the course ceased to be offered.

ii. *Tuition Protection Arrangements for FEE- HELP students*

In the event S P Jain ceases to provide a course of study, FEE- HELP students will be assisted to continue their studies with a replacement provider in an equivalent course or receive a loan re-credit for the subjects they received a FEE-HELP loan and were undertaking when the School defaulted.

iii. *Tuition Protection Arrangements for Fee Paying Domestic Students*

Should the School default by failing to commence or continue delivering a course, or by closing entirely, students will be covered under tuition protection arrangements. In such a case, we are required to offer you two options:

a) Transfer assistance to another education provider offering the same or a similar course, allowing students to complete their studies without incurring additional fees for replacement units, OR

b) A refund of the tuition fees paid for the units of study unable to be completed due to S P Jain's default.

If S P Jain is unable to assist, the Tuition Protection Service (TPS) will step in and contact students directly. The TPS will offers students the choice of either receiving a refund of the tuition fees for the affected parts of their course or assistance in transferring to a similar replacement course.

iv. More details on how TPS works for domestic students can be found on <https://www.education.gov.au/tps/higher-education-students>

v. *Tuition Protection Arrangements for Onshore International Students*

In the unlikely event that S P Jain is unable to deliver a course and fails to meet its obligations to either provide international students with an acceptable alternative course or refund unspent prepaid tuition fees, the Tuition Protection Service (TPS) will assist students in finding an alternative course or provide a refund if a suitable option is not available.

More details on how TPS works for international students can be found on <https://www.education.gov.au/tps/international-students>.

f. The TPS can be contacted at:

email: [support@tps.gov.au](mailto:support@tps.gov.au)

within Australia 1300 131 798

call: +61 1300 131 798

### **3. Tuition Fee Protection for students studying at S P Jain's Offshore Campuses**

- a. Prepaid tuition fees received from students studying at S P Jain's offshore campuses in Dubai, Singapore and Mumbai are protected by the School holding term deposit accounts in Sydney which at all times shall have a balance equivalent to the amount of prepaid tuition fees received from the students.
- b. If the School is unable to deliver or complete a course of study in which a student is enrolled the student will have the option to either:
  - Where possible, complete their studies in an equivalent or similar course with the School; or
  - Receive a refund of their unutilised prepaid tuition fees where the School is unable to deliver unit/s of study which form part of the course the School ceases to provide. The prepaid tuition fees balance as detailed in Section 3.a enable this reimbursement of student's unspent prepaid tuition fees.
- c. *Alternate Course Option*
  - i. Affected students may be offered the option of transferring to another similar course at the same campus or the same or similar course at another campus of S P Jain. In case of such transfers to an alternative course with the School, S P Jain will:
    - Transfer the unutilised prepaid tuition fees from the original course which the student enrolled in, to the prepaid fees for the alternate course to which the student transfers, and
    - Grant credit as permissible by the School's *Credit Transfer and Articulation Policy*, in the alternative course for the unit/s of study of the original course successfully completed by the student.

### **4. Appeals**

- Students who are not satisfied with the application of this Statement, or who wish to appeal a decision made by S P Jain in relation to this document, may refer to the School's *Student Grievance and Mediation Policy and Procedures*.

### **Related Documents**

- a. Credit Transfer and Articulation Policy
- b. Student Grievance and Mediation Policy and Procedures