

# Consumer Protection at IRT Academy

## Protecting fees being paid in advance

IRT Academy acknowledges that it has a responsibility under the Standard for Registered Training Organisations 2015, Standard 7 Clause 7.3 to protect the fees paid by students in advance of their training and assessment services being delivered.

To meet our responsibilities, IRT Academy will hold the required current membership with the Australian Council for Private Education and Training (ACPET) Tuition Assurance Scheme (TAS).

It is the responsibility of the General Manager to ensure required membership is maintained and current.

## Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, IRT Academy undertakes to provide the following fee information to each student prior to enrolment within the Fees and Charges Schedule and associated information in the IRT Academy Student Handbook:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by IRT Academy to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification document and the options available to students who are deemed not yet competent on completion of training and assessment; and
- the IRT Academy refund policy.

## Tuition Assurance Scheme

IRT Academy will maintain the required membership with the Australian Council for Private Education and Training (ACPET) Tuition Assurance Scheme.

## **ACPET's Tuition Assurance Scheme**

The Standards for Registered Training Organisations 2015 apply to all RTOs regulated by the Australian Skills Quality Authority (ASQA). An important feature of the Standards is the requirement for organisations to have systems in place for ensuring the quality and validity of training and assessment throughout the scope of their registration and across all modes of delivery. Standard 7 Clause 7.3 requires RTOs to comply with an acceptable option when collecting student fees in advance. ACPET's TAS scheme has been approved by ASQA as a scheme which meets the requirements for student fee protection as an alternate fee protection measure which complies with the requirements of Standard 7. The RTO has effective governance and administration arrangements in place Clause 7.3 Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection.

### **The Schemes' objectives:**

The first objective of ACPET's ASTAS schemes is to ensure that local students displaced from any course conducted by a member of the ASTAS, due to the provider's inability to continue the course, are efficiently relocated in a comparable course with another ACPET ASTAS member or other approved provider.

Students covered by the Scheme and their responsibilities

The scheme covers a student if he or she:

- is a citizen or permanent resident of Australia, and
- is enrolled as a full or part-time student in approved programs leading to an accredited award, and
- has paid tuition fees in advance, and  
is not a student as defined in the Educational Services for Overseas Students Act 2000.

In relation to students defined within the meaning of the Education Services for Overseas Student Act 2000, ie. international students, their student fees are protected by the Commonwealth Tuition Protection Service.

The student will normally be responsible for the purchase of any texts or materials required by the receiving member.

### **What the Tuition Assurance Scheme provides:**

Should IRT Academy be unable to continue operating a course, ACPET will arrange for any eligible student who has not withdrawn from the course and has not completed units of study and courses of study due to:

- the course not commencing on the agreed starting date;
- the course ceasing to be provided after it has started; or
- the full course not being delivered because a sanction has been imposed on the provider

To be offered enrolment in a course leading to the same, or a comparable, qualification with minimum disruption to studies (or a refund of tuition fees for unused portions of a tuition if an alternative course cannot be found).

When a student is relocated, the Registered Training Organisation receiving the student will make no additional tuition charge for the portion of the course for which the former member provider, who is no longer able to deliver that course, has received payment. ACPET does not transfer any fees to member Academy's to accept students. The member receiving the student is entitled to charge a tuition fee for any portion of a course not previously paid for by the student to the former member provider.

If no member of the Scheme offers a course leading to the same, or a comparable, qualification, the ACPET Australian Students Tuition Assistance Scheme (ASTAS) will provide the student with a refund, or at the request of the student, make the necessary financial and administrative arrangements to purchase or obtain access to an appropriate course for the specific purpose of offering these students placement. These courses may be delivered by a member of the Scheme, or may be delivered by another registered/approved provider commissioned by the ACPET ASTAS for that purpose.

In all cases, whether a student is relocated, or their unused portion of tuition fees reimbursed, the Scheme will assume responsibility for ensuring that the student receives documented full credit for units of study completed at the former member provider.

For more information contact:

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