

## **VET Student Loans – Tuition Protection**

From 1 January 2020, Marr Mooditj Training (MMT) are required to comply with new VET Student Loans (VETSL) tuition protection arrangements as set out in the VSL Act. The tuition protection arrangements provide support and protections for VSL students in the event MMT defaults.

### **What Constitutes a Tuition Protection default?**

A default occurs when MMT 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- Fails to start a course or part of a course on the day on which it was scheduled to start, and the student has not withdrawn before that day or
- Ceases to provide a course or part of a course after commencement but before completion, and the student has not withdrawn before that day.

The cause of the default does not matter. For instance, it does not matter if a default occurs because MMT ceases to provide a course of our own accord, or whether it is the result of compliance action taken against MMT.

### **Who will assist student if VSL provider defaults?**

If MMT defaults (ceases to deliver your course or closes entirely), the Tuition Protection Service (TPS) will contact you directly. The TPS will assist you to move to a similar replacement course. If the TPS is unable find a suitable replacement course, you may be eligible for a loan re-credit for parts of the course you were unable to finish with MMT.

The TPS can be contacted at: [administrator@ta.education.gov.au](mailto:administrator@ta.education.gov.au) or phone 1300 259 044.

### **Student eligibility for Tuition Protection**

VET Student Loans students are eligible for tuition protection. If there is a suitable replacement course available, eligible VSL students will be assisted to continue their studies with a replacement provider. Where there is no suitable replacement course, eligible students will be provided with a re-credit to their HELP 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 MMT's default.

### **Student records**

It is recommended that students keep any records of their enrolment, statement of attainment, records of results achieved for the course and copies of completed assessments. These records may assist students to transfer to an equivalent course of study with another provider or provide recognition of the units they have completed.

More information can be find at Tuition Protection Service website:

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