



Procedure for a provider ceasing to provide a VSL course

ACBC has in place a procedure in the event of ceasing to provide a course

Steps

1. ACBC will notify students enrolled in the course, in writing by mail and to their personal email, within 2 days, that the course is no longer being provided;
2. ACBC will meet with the affected students within 7 business days after notifying the students, and ACPET, the tuition assurance scheme operator for the course at the campus where the course was primarily delivered;
3. ACBC's website will be updated by the IT Manager as soon as practicable, to reflect that the course is no longer being provided and to give tuition assurance information;
4. Notify ACPET, the tuition assurance scheme operator, with 24 hours that ACBC ceases to provide the course;
5. ACBC shall also provide ACPET the following for each covered student concerned within 3 business days after the provider ceases to provide the course:
 - (a) the student's full name and contact details;
 - (b) the part or parts of the course that the student is enrolled in;
 - (c) the amount of the tuition fees for each part of the course in which the student is enrolled;
 - (d) details about the payment of those tuition fees, including the amounts that are covered fees;
 - (e) a copy of a statement of attainment for the parts of the course the student has completed, issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework.
6. ACBC will re-credit the student's FEE-HELP balance as soon as practicable, after receiving notice from ACPET. This is required under subsection 73(2) (notice that a student's FEE-HELP balance must be re-credited).

Procedures as replacement provider

ACBC has a procedure to ensure that a student enrolled in a replacement course with ACBC

- (a) ACBC will grant course credits for parts of the original course successfully completed by the student, as evidenced by a statement of attainment issued by the previous provider, in accordance with the Australian Qualification Framework; and
- (b) ACBC will not charge students tuition fees for a replacement component of the replacement course.