TUITION ASSURANCE INFORMATION FOR STUDENTS

Tuition protection for VET Student Loans students – HLT52021 Diploma of Remedial Massage

This information sheet is for students of Evolve College Pty Ltd (RTO 41035) who pay for all or part of the HLT52021 Diploma of Remedial Massage with a VET Student Loan (VSL). It explains what happens if Evolve College is no longer able to deliver your course.

What is tuition protection?

The Australian Government's Tuition Protection Service (TPS) supports VSL students if their education provider "defaults", which means the provider:

- closes;
- fails to start a course you are enrolled in; or
- stops offering your course part-way through.

Evolve College takes part in the VSL tuition protection arrangements, as required for all VSL providers.

What Evolve College will do

If Evolve College defaults, we must:

- within 24 hours, tell you in writing that your course is no longer being provided, including the date of the default, the course and units of study you were enrolled in, and where you can get more information about tuition protection;
- within 3 business days, give the TPS the details it needs to help you, such as your contact details, your enrolment and the fees you have paid; and
- update our website with tuition protection information.

Full details are in our *VSL Tuition Assurance Policy and Procedure*, at www.evolvecollege.com/policies.

What the TPS will do

- The TPS will invite affected students to an information session about the help available.
- The TPS can help you continue your studies in a suitable replacement course with another provider. You will receive credit for the parts of the course you have already completed, and you will not be charged tuition fees again for replacement parts of the course you have already paid for.
- If a suitable replacement course is not available, the TPS can arrange a loan re-credit. The amount re-credited is equal to the VET Student Loan used to pay your tuition fees for the affected course or parts of the course.

If you do not hear from the TPS, check your email spam or junk folders, and contact the TPS as soon as possible.

If Evolve College is still open but will soon close or stop your course

Talk to us directly, and ask for copies of your academic records, including your academic transcript and any statements of attainment you have been issued.

Checking your HELP balance

You can check your HELP balance and loan history at myhelpbalance.gov.au. You can also view your HELP debt through your myGov account linked to the Australian Taxation Office.

Contacts

Tuition Protection Service (TPS)

Email: support@tps.gov.au | Phone: 1300 131 798 (from outside Australia: +61 1300 131 798)

Website: www.education.gov.au/tps/vsl-students

Evolve College

Phone: 1300 880 885 (M-F, 9:00am-5:00pm, AEST/ADST) | Email: evolve@evolvecollege.com

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Related documents: VSL Tuition Assurance Policy and Procedure, VSL Student Info Sheet – HLT52021, Student Withdrawal Policy and Procedure, Student Fees Re-crediting Policy and Procedure.