



LEARNER PROTECTION POLICY - International Student

Standard 7 Clause 7.3 requires RTOs to comply with an acceptable option when collecting student fees in advance.

Protecting fees being paid in advance

Evolution Hospitality Institute 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, Evolution Hospitality Institute will hold the required THE Tuition Protection service for International Students. (*Appendix 8 of the Standards for Registered Training 2015*)

It is the responsibility of the General Manager/ RTO Compliance Officer and Finance 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, Evolution Hospitality Institute undertakes to provide the following fee information to each student prior to enrolment within the Fees and Charges Schedule / Fees, charges and Refund Policy and procedure and associated information in the Evolution Hospitality Institute 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 Evolution Hospitality Institute 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 (known as Incidental Fees and Charges), 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 Evolution Hospitality Institute refund policy (known as Fees, Charges and Refund Policy and Procedure).

Tuition Protection Service

Evolution Hospitality Institute will maintain the required membership with Tuition Protection Service (TPS) .



The Tuition Protection Service (TPS)

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.

The Tuition Protection Service (TPS) has been approved by ASQA to meet the requirements for student fee protection as an alternate fee protection measure which complies with the requirements of Standard 7.

The Schemes' objectives:

In the unlikely event Evolution Hospitality Institute is unable to deliver a course that a student has paid for and does not meet its obligations to either offer an alternative course the TPS will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found.

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 (TPS). Evolution Hospitality Institute is guided by the Providers Role in the TPS Processes and is consistent with the requirements for Overseas Student Act (the ESSOS Act) 2000 the ESSOS Act prevails.

What the Tuition Assurance Scheme provides:

Should Evolution Hospitality Institute be unable to continue operating a course, TPS 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. TPS does not transfer any fees to member colleges to accept students.

For more information contact:
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