

TEACH OUT and TRANSITION POLICY

DEFINITIONS

Terms in this document, for which definitions are not provided in the text or may not be self-evident or for which usage at the College may differ to that in other higher education institutions are as follows:

Award Program: A program of study leading to a qualification accredited by TEQSA and, in many instances, also a relevant professional body. Award programs lead to a qualification located at levels 5, 6, 7, 8, 9 or 10 of the Australian Qualifications Framework.

Program: ACC TEQSA accredited courses of study.

Teachout and Transition: **Teach out** is when a provider has decided to phase out a course that still has students enrolled. The course continues to be accredited but no new students can be enrolled, and arrangements are in place to ensure all existing students can either complete the course of study, or **transition** to a mutually agreed course offered by ACC or another provider at no disadvantage to the students concerned.

Under the Higher Education Standards Framework (Threshold Standards) 2021 (HES Framework), providers are required to have effective teach out and/or course transition plans in place as courses can be placed in teach out by either TEQSA or the provider.

Tuition assurance: Tuition Assurance relates to that portion of a student's tuition fees that were paid in advance of the tuition.

When an institution ceases to trade or decides not to continue a course, students can request to:

- a) continue their study in a comparable program (course) with an alternative provider, or
- b) discontinue their studies and obtain a refund for the fees pre-paid but not used, or
- c) have the fees recredited to their FEE HELP balance.

Tuition Protection (Assurance) or The Tuition Protection Service (TPS): An initiative of the Australian Government to assist international students and eligible domestic students accessing a VET Student Loan (VSL), FEE-HELP or HECS-HELP (HELP) loan, and, as of January 2021 domestic students paying up-front, whose education providers are unable to fully deliver their course of study. The TPS ensures that these students are able to either:

- complete their studies in another course or with another education provider; or
- receive a refund of their unspent tuition fees (international students and domestic students paying up-front) or a re-credit of their loan for open units of study (VSL and HELP).

Stream: A scientific or professional body of knowledge which may comprise one or more units of study in a College award program.

Unit (or Unit of Study): An element of a Stream (as defined above), that has specified student learning outcomes and requires satisfactory performance in assessments that measure student performance regarding learning outcomes.

1. PURPOSE

This policy describes the principles and approaches governing the College's management of student completion of an award program in the unlikely event of its discontinuation, including where such discontinuation is the result of the College ceasing to operate as a higher education provider.

1. PRINCIPLES AND ARRANGEMENTS

1.1 Principles

The College recognises the potential impact that discontinuing a program could have on enrolled students and will do its utmost to minimise that impact.

An award program may be discontinued for a number of reasons. The College may choose to discontinue a program, for example to replace it within another newly accredited program, where the program is not viable or the College ceases to operate. A program may also be discontinued where accreditation of the program is not renewed or withdrawn. In all instances it is unlikely that a program will be discontinued.

In the event that a College award program is discontinued, the College is committed to assisting students to complete that program and, if relevant, to assisting the transition of enrolled students to other relevant and similar higher education courses. Irrespective of the reason for the discontinuation, the College will follow the same process to teachout or transition students.

The College will ensure that all communication pertaining to program discontinuation is timely and transparent and that students are not unduly burdened.

The Academic Dean and the General Manager will be responsible for ensuring that successful teach out and/or transition arrangements are achieved.

In the event that Teachout or Transition to another program is not a viable option for an enrolled student, whether that student is a domestic student paying up-front or through a FEE HELP loan, or a fee-paying international student, the College will comply with requirements for Private Higher Education Providers outlined in Section 46. of the Department of Education, Skills and Employment "Higher Education Administrative Information for Providers - March 2020 " and Section 45. of the Education Services for Overseas Students (ESOS) Act 2000.

1.2 Teach out arrangements

As soon as the College becomes aware that an award will be discontinued, it will ensure that each enrolled student will be personally advised by the College President, referred to the General Manager, and provided with information on the support available to them.

The General Manager will provide relevant information on all aspects of the teach out period and will:

- a) support all students to timely completion of the qualification within the teach out period; and/or
 - b) provide reasonable alternative course and unit options, including those agreed under the Teachout and Transition Agreement in place and those offered by other accredited higher education providers.
- The College will support all students during their transition to an alternative program.

1.3 Transition arrangements

In the event that a program is discontinued, the College will advise students of equivalent or similar courses offered at the same qualification level by other higher education institutions, with which a Teachout and

Transition Agreement has been formally negotiated and signed. The College will also provide information on equivalent or similar programs at other relevant institutions, with whom agreements have not been signed but with whom curriculum mapping has taken place to assess the equivalency of learning outcomes at the individual unit/subject level and in terms of graduate attributes.

Students will be directed to the most conveniently located institutions, to the extent possible.

Students enrolled in a discontinued program will be personally contacted by the College President or delegate and made aware of equivalent programs available. Should any student wish to transition to an equivalent program, the College will provide the necessary information and support to assist successful transition including:

- Course application;
- Applying for credit and recognition of prior learning;
- Re-location advice and support where necessary;
- Fee advice;
- Referral to the Australian Dept of Home Affairs for student visa advice.

1.4 Tuition Assurance Scheme

In association with the above, the College offers tuition assurance that protects student fees paid in advance.

In the unlikely event that the College ceases to provide a course of study in which a student is enrolled, the student will be assisted by the College:

- Arranging for the student to be placed in a suitable replacement unit or replacement course and the student accepts the offer in writing, without any requirement to pay that provider any student contribution or tuition fee for any replacement units;
or
- Providing a refund of the student's up-front payments for any unit of study that the student commences but does not complete because of the College ceasing to provide the program of study of which the unit forms part [TEQSA Act paragraph 62F(3)(b)];
or
- Re-crediting the student's HELP balance [HESA subsections 97-42(1) or 104-42(1)] and repaying the relevant HELP loan amount to the Commonwealth [HESA subsections 36-24A(2) or 110-5(1)].

In addition to the Teach-out, Transition and Tuition Assurance arrangements to which the College has committed, students are also apprised of the Australian Government Tuition Protection Service (TPS), as per the relevant excerpt below:

'Tuition protection' refers to the protections and assistance available to support FEE-HELP or HECS-HELP (HELP) students, VET Student Loans (VSL) students and international students, in the event that their education provider defaults (ceases delivering a course or closes entirely).

In the event of a course or provider default, HELP students will be assisted to continue their studies with a replacement provider in an equivalent or similar course or receive a loan re-credit for the units of study they had received a HELP loan for and were undertaking when their provider defaulted.

From 1 January 2021, students who pay their fees directly to their provider will be eligible to access tuition protection assistance.

Domestic up-front fee-paying students studying higher education with private education providers are eligible for tuition protection assistance if the course has not commenced, or ceases after commencement but before completion, and the student has not previously withdrawn.

If a provider fails to assist an eligible student the Tuition Protection Service (TPS) will contact the student directly and will offer the option to either receive a refund of tuition fees for affected parts of the course, or assistance to move to a similar replacement course.”

Students will be directed to further details regarding the Tuition Protection Scheme, available at www.tps.gov.au

IMPLEMENTATION and MONITORING

The Board of Directors is responsible to monitor and manage material risks that may impact the operations of the College and the continuation of programs. The Board of Directors considers a range of reports at each meeting to monitor and manage these risks.

The Board of Directors is responsible for the implementation of this Policy.

REVIEW

This *Teachout and Transition Policy* is normally reviewed every three years.

It is a policy of the College that any Policy or Procedure may be reviewed earlier as indicated by internal or external factors (including but not limited to such factors as changes in the guidelines of regulatory authorities, accreditation/registration requirements of the profession, or relevant legislation at state or federal level) as determined by the Board of Directors and/or Academic Board.

VERSION CONTROL

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HESF	6.2 Corporate Monitoring and Accountability	6.2.1i
Nature of Change	February 2021: • Minor formatting edits • Up-dating of policy post TEQSA Provider Registration and program accreditation, and in line with organisational developments and government provisions. February 2022 administrative update: • Further up-dating due to changes in staff structure and position titles, reference to HESF 2021, and to transfer comments on work in progress to other relevant documents. May 2023 • Clarify the application of the policy for program discontinuation due to a College or accreditation factor • Update to reflect that an Agreement is now in place • Not the Board responsibility to monitor risk factors and implement the Policy • Insert the Implementation and Monitoring and the Review Sections • Insert the HESF reference into the Version Control Table.	