



# Provider closures and tuition assurance frequently asked questions (FAQs)

*This factsheet helps you, the student, understand what to expect and what to do if your VET FEE-HELP or VET Student Loans provider closes or discontinues your course.*

## What is tuition assurance?

- Tuition assurance arrangements provide protections to students if their vocational education and training (VET) provider closes or discontinues the course they are studying.
- If you are a current VET FEE-HELP or VET Student Loans student and your provider closes or discontinues your course, you will receive assistance through tuition assurance arrangements. This may help you re-enrol in a similar replacement course with a different provider or if there is no similar course available, you may be eligible for fee re-credit.

## Who do I talk to if my provider closed or stopped offering my course in 2017 or earlier?

- If your provider closed or discontinued your course in 2017 or earlier, you will need to contact your provider's Tuition Assurance Operator (TAO).
- There are two TAOs for 2017 or earlier closures and course cessations—the Australian Council for Private Education and Training (ACPET) and TAFE Directors Australia (TDA).
- If you are unable to identify which TAO is assisting students of your provider, please check the [ACPET](#) or [TDA](#) websites to find this information.
- If you experience difficulties in contacting your TAO, you may wish to contact the Department of Education and Training by emailing [VETTuitionAssurance@education.gov.au](mailto:VETTuitionAssurance@education.gov.au).

## Who do I talk to if my provider closes or stops offering my course in 2018?

- If your provider closes in 2018 or discontinues your course in 2018, you will need to contact the Department of Education and Training, which is managing the 2018 tuition assurance arrangements.
- For information on the 2018 tuition assurance arrangements, please see the department's [website](#).
- For 2018 tuition assurance matters, you can contact the department by phone on 1300 259 044 or by emailing [administrator@ta.education.gov.au](mailto:administrator@ta.education.gov.au)

### Contact us

[ombudsman.gov.au](http://ombudsman.gov.au)  
1300 362 072

GPO Box 442  
Canberra ACT 2601

### The Ombudsman has offices in:

- » Adelaide
- » Brisbane
- » Canberra
- » Melbourne
- » Perth
- » Sydney

## What do I need when I contact the TAO or the Department of Education and Training?

- When you contact your provider's TAO or the Department of Education and Training, be ready to provide them with your details including:
  - your full name
  - any student numbers you have (Student ID, Commonwealth Higher Education Student Support Number or CHESSN, Unique Student Identifier or USI)
  - your telephone number
  - your email address
  - your course details, and
  - your provider name.

## What happens if my provider goes into administration?

- The administrator, the TAO or the Department of Education and Training are the best points of contact for you to find out further information.
- The contact details for your provider's administrator should be listed on your provider's website.
- It is important to note that if your provider enters administration, it is still operational until the administrators make a decision about its future.

## Complaints about Tuition Assurance Operators

### Tuition Assurance events before 1 January 2018

- If your provider closed or discontinued your course before 1 January 2018 and you have used tuition assurance, and you wish to complain about the process, contact the Department of Education and Training by emailing [VETtuitionAssurance@education.gov.au](mailto:VETtuitionAssurance@education.gov.au) to lodge your complaint.
- If you are dissatisfied with the department's response to your complaint, you need to first lodge a complaint with the department at [Feedback and enquiry form | Department of Education and Training](#).
- If you are still dissatisfied with the department's response or decision, you can contact [us](#).

### Tuition Assurance events from 1 January 2018

- If you use tuition assurance for a provider that closes or discontinues your course from 1 January 2018 and wish to complain about the Department of Education and Training, in their role of managing the interim tuition assurance arrangements, you can lodge your complaint with [us](#).

## What happens to my student records?

- If a provider closes, is placed into administration, or is liquidated, they are required to provide the Australian Skills Quality Authority (ASQA) with a record of all qualifications and statements of attainment for each enrolled student.
- You can contact ASQA and apply for a copy of your student records stating your level of attainment. However, it may take some time following your provider's closure for ASQA to have this information available. This process relies on your provider supplying ASQA with the relevant documentation. Please see the ASQA [website](#) for information on how to apply for your student transcript.
- As a matter of good practice, you should gather and keep any records (including screen shots) of your own achievements.

## What will happen with my Centrelink requirements?

- If your provider closes or your course is discontinued, you must update Centrelink with your circumstances as quickly as possible, and seek further advice from Centrelink.

## Contact details

	Online	Email	Phone
ACPET	<a href="http://acpet.edu.au">acpet.edu.au</a>	<a href="mailto:support@acpetstudentservices.com.au">support@acpetstudentservices.com.au</a>	1800 875 474 or 03 9412 5900
TDA	<a href="http://tda.edu.au">tda.edu.au</a>	<a href="mailto:tas@tda.edu.au">tas@tda.edu.au</a>	02 9217 3180
Department of Education and Training for 2018 course and provider closures	<a href="http://education.gov.au/tuition-assurance-and-provider-closures">education.gov.au/tuition-assurance-and-provider-closures</a>	<a href="mailto:administrator@ta.education.gov.au">administrator@ta.education.gov.au</a>	1300 259 044
Department of Education and Training – complaints about your TAO	<a href="http://education.gov.au/tuition-assurance-and-provider-closures">education.gov.au/tuition-assurance-and-provider-closures</a>	<a href="mailto:VETtuitionAssurance@education.gov.au">VETtuitionAssurance@education.gov.au</a>	
Commonwealth Ombudsman	<a href="http://ombudsman.gov.au">ombudsman.gov.au</a>		1300 362 072

More information is available at [ombudsman.gov.au](http://ombudsman.gov.au).

Please note: This document is intended as a guide only. For this reason, the information should not be relied on as legal advice or regarded as a substitute for legal advice in individual cases. To the maximum extent permitted by the law, the Commonwealth Ombudsman is not liable to you for any loss or damage suffered as a result of reliance on this document. For the most up-to-date versions of cited Acts, please refer to the [Federal Register of Legislation](#).