
STATEMENT OF TUITION ASSURANCE

1. INTRODUCTION

As an approved FEE-HELP provider under the Higher Education Support Act 2003 the Australasian College of Health and Wellness Pty Ltd (ACHW), ABN: 16 139036 721 must meet the tuition assurance requirements as required by the Department of Education (DE).

2. SCOPE

This Statement applies to:

- a) Students who are enrolled or who have accepted an offer to an ACHW program;
AND
- b) are eligible domestic students accessing FEE-HELP; or
- c) are domestic higher education students who pay their fees directly to ACHW.

3. COURSE ASSURANCE

Students are protected in the event that ACHW fails to start providing a course for which students were enrolled or ceases to provide a course after it starts but before it is completed.

ACHW and DE will work closely with impacted students to identify if there is a suitable replacement course at ACHW or at another education provider. Replacement courses must meet the following requirements:

- the course must lead to the same or comparable qualification as the original course.
- the mode of delivery of the replacement course must be the same as or, with the student's consent, similar to the mode of delivery for the original course.
- the location where the replacement course is primarily delivered must be reasonable, having regard to the costs of, and the time required for, a student's travel; and
- the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.

Students who choose to accept the replacement course will need to pay the other education provider for the course components that have not previously been paid to ACHW. Fees payable at other education providers may be different to ACHW fees.

Where applicable, credits for the units completed by a student at ACHW may be granted in accordance with the Australian Qualifications Framework.

Each impacted student must accept an offer for a replacement course within a period specified by ACHW.

In the event that an impacted student does not choose to enrol in a replacement course additional tuition fees may apply and the number of credits granted may be reduced.

4. TUITION PROTECTIVE SERVICES (TPS)

Tuition assurance for domestic students (including students who utilise FEE-HELP and/or pay upfront) is provided through the Australian Government's Tuition Protection Service (TPS). This legislation sets out what happens when an education provider defaults (that is, when a provider fails to start or finish providing a course to a student, or a student fails to start or finish a course with a provider). The TPS ensures that students have the option to:

- complete their studies in another suitable replacement course at ACHW or with another provider; or
- receive a refund of their unspent tuition fees; or
- for domestic students accessing FEE-HELP, receive a loan re-credit for the subject/s they were undertaking when ACHW defaulted.

For more information students can refer to the [TPS website](#).

The TPS can be contacted at: administrator@tps.gov.au or phone 1300 980 434.

For further information on tuition assurance by TPS please refer to:
www.tps.gov.au.

5. RECORDKEEPING

ACHW retains student records however it recommends that all students retain copies of their assessments, academic transcripts, and testamurs issued by ACHW.

6. COMPLAINTS AND APPEALS

Students who are dissatisfied with the application of this Statement should refer to the ACHW, may refer to the ACHW Student Complaints and Appeals Policy and Procedure available publicly on the ACHW website (www.achw.edu.au).

7. STATEMENT OWNERSHIP

Statement Owner	Chief Education Officer Higher Education
Status	Reviewed on September 2025
Approval Authority	ACHW Academic Board
Date of Approval	11/09/2025
Effective Date	15/09/2025
Implementation Owner	Head of School, ACHW
Maintenance Owner	Senior Compliance Manager Higher Education
Review Due	December 2027

8. AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
V1.0	16/04/2024	ACHW Academic Board	New
V1.1	18/09/2024	ACHW Academic Board	Complaints process and scope added.
V1.2	13 January 2025	Executive Director	Changes to staffing
V1.3	11 September 2025	Senior Compliance Manager Higher Education	Minor administrative changes <ul style="list-style-type: none"> • Update to staff titles • Template slightly revised following benchmarking