

Domestic Tuition Assurance Policy and Procedure

Domestic students | Effective 8 September 2026

1. What this policy covers

This policy explains how EQC handles prepaid fees and supports domestic students if we cannot start or finish agreed training. Different protections may apply to ordinary fee-for-service study, government-funded training and VET Student Loans (VSL). Overseas-student tuition protection is covered separately.

EQC only enrolls students aged 18 or older, with no under-18 exceptions. This is our admission rule, separate from government funding eligibility.

2. Prepaid fees

EQC's policy is not to hold more than **\$1,500 per domestic student for services not yet delivered**. Later instalments must keep the undelivered prepaid balance within that limit. Your written offer and invoices explain amounts and due dates.

The \$1,500 amount is a prepaid-fee protection threshold. **It is not a deduction from your refund or an amount you automatically lose if training is not delivered.** Collection above the threshold requires an applicable permitted protection arrangement in place before collection; EQC must tell you which arrangement applies.

3. If EQC cannot deliver your training

We contact affected students promptly, explain the change and available options, and provide a contact for assistance. We normally use your nominated email and the EQC Learning Hub, with accessible alternatives where needed. Please keep your contact details current.

Where a suitable replacement course is available, we explain its provider, location, delivery, credit, remaining study and costs so you can make an informed choice. A transfer requires your agreement where applicable. We assist with records and verified completed results.

We assess and explain your refund entitlement for prepaid services not delivered under your agreement and applicable law. The refund is not limited to amounts above \$1,500. A replacement course or scheme process does not remove statutory or more favourable contractual rights.

EQC currently charges no administration fees. Approved NSW refund protections remain: full student-fee refund before training starts, unused-training portion after commencement, and overpayment above the applicable fee if you exit with a lower qualification. Three included assessment attempts per unit remain included.

4. Government-funded training and VSL

For subsidised training we check the actual funding contract, cohort and departmental requirements and explain transfer, fee or refund effects. A subsidy does not itself establish VSL eligibility or Tuition Protection Service (TPS) coverage.

If you have a VET Student Loan and EQC defaults: the TPS may help you continue in a suitable replacement course or arrange a loan re-credit where no suitable replacement is available. This does not mean every domestic fee-for-service student has TPS cover.

Where VSL default rules apply, EQC must notify affected students and the TPS Director within 24 hours of default and meet remaining statutory reporting, records and assistance obligations. We give you relevant information and cooperate with the TPS. These duties are separate from our general prepaid-fee policy.

TPS assistance: support@tps.gov.au. Information: education.gov.au/tps/vsl-students. The scheme determines the assistance available in your circumstances.

5. If you transfer to EQC after another provider defaults

EQC assesses whether it can offer a suitable replacement course and provides a written offer for you to consider. We recognise verified completed study under our National Recognition Policy and explain remaining requirements, duration and financial arrangements.

Where VSL replacement-provider rules apply, EQC will not charge tuition again for the replacement component where tuition was already paid for the affected part of the original course. We enrol you as soon as practicable and notify the TPS Director of acceptance within 14 days. Other transfers use their applicable agreement and protection rules; no universal free-transfer entitlement is promised.

6. Questions, refunds and complaints

For help or another format, contact Student Services: team@equinimcollege.com | **1800 338 883**. Ask for a written fee/refund calculation, records assistance or accessible information. If dissatisfied, use our Complaints and Appeals Policy or seek independent consumer or training complaints advice.

We tell students about material service changes, including relevant ownership or third-party delivery changes. A later website policy does not remove existing statutory or contractual rights.

7. Responsibilities and related documents

Management oversees fee protection and default response; Finance checks unearned prepaid balances and refunds; Student Services communicates and assists with records and transfers. Management reviews this policy when requirements change.

Read with Fees, Charges and Refunds, Student Withdrawal, National Recognition and Complaints and Appeals policies and your agreement. Current RTO, consumer, funding and VSL requirements apply as relevant. Read related policies at technologycourses.com.au/policies-procedures.