

International Tuition Assurance Policy and Procedure

1. Purpose and scope

This policy explains tuition protection for overseas students and intending overseas students on student visas in an applicable CRICOS course at EQC Institute (CRICOS 03952E). It applies where the Education Services for Overseas Students Act 2000 (ESOS Act) applies. Citizenship, international nationality or a domestic SA, QLD, NSW or WA enrolment alone does not establish international TPS coverage.

Domestic VSL and upfront-fee protection are addressed in EQC's separate domestic tuition-assurance and fees policies. Read the agreement and protection information for your actual course and visa status.

2. Tuition Protection Service

The Australian Government Tuition Protection Service (TPS) assists eligible international students where an education provider defaults or fails to meet relevant refund obligations. Protection may involve a suitable replacement course, a refund of unspent tuition fees, or other applicable statutory assistance. An available local replacement is not guaranteed.

3. Before payment and course commencement

EQC must enter a compliant written agreement with you before, or at the same time as, accepting tuition or non-tuition fees. It identifies tuition periods, total fees, any lawful non-tuition fees, refund conditions, refund claim process, persons authorised to receive refunds, and provider-default/TPS arrangements. It preserves Australian Consumer Law rights.

EQC must not receive more than 50% of total tuition before the course starts unless you or your payer choose to pay more, or the course lasts 25 weeks or less. Any voluntary choice is recorded. Required pre-commencement tuition is held in the designated protected account and dealt with under ESOS requirements; it must not be treated as ordinary operating money before lawful release.

4. Records and responsibility

The responsible international-student officer keeps enrolment, CoE, agreement, tuition-period, payment, attendance/progress, assessment, notice and refund records. Required accepted-student contact records are kept for at least two years after the person ceases to be a student, and longer where another obligation applies. Contact details are confirmed in writing every six months. Certification and other records follow their separate retention requirements.

Finance maintains fee and protected-account records and completes required levy and income declarations. The authorised officer manages PRISMS/TPS notifications and records evidence of dates and actions. Publishing this policy does not replace those operational duties.

Provider default and student support

5. When EQC is in provider default

Provider default may occur if EQC fails to start a course at the agreed location on the agreed day, or ceases providing it before completion, where the student has not withdrawn. The responsible officer assesses the statutory definition and does not treat provider failure as a student change of mind.

Required actions

Timing	EQC action
Within 3 business days of default	Notify the relevant ESOS agency and TPS Director in writing through the required process; notify affected students in writing.
Within 14 days after the default day	Discharge obligations by providing the required refund of unspent tuition, or arranging a suitable alternative course accepted by the student in writing.
Within 7 days after that obligation period ends	Notify the relevant ESOS agency and TPS Director of the outcome through the required reporting process.

EQC contacts TPS immediately if at risk of default or unable to meet its obligations. The student's written acceptance is needed for a replacement-course option; a mandatory refund is not conditional on agreeing that the amount is satisfactory or returning learning materials.

Calculation and communication

Finance calculates unspent tuition under the applicable ESOS provisions and current refund instrument, identifies the lawful recipient and pays by the required deadline. It gives you an itemised explanation and records payments and reporting. Non-tuition and other amounts are assessed under the agreement and consumer law; TPS tuition protection must not be represented as covering every incidental expense.

Replacement courses

EQC explains any available suitable course, location, credit, remaining duration and fee implications. You choose whether to accept an offered replacement where required. If EQC is asked to be an alternative provider for another college's students, acceptance depends on registration, capacity, suitability and the TPS process. EQC assesses verified completed units for credit and confirms the remaining course and funding arrangements; it does not promise automatic admission or completion.

Help

Student Services: team@equinimcollege.com | 1800 338 883 | [Contact EQC](#)

TPS student support: 1300 131 798 | support@tps.gov.au | [International TPS information](#). Keep your agreement, payment receipts, CoE and any notices.

Student default, refunds and review

6. What student default means

Under ESOS, student default may arise where you do not start on the agreed day without previously withdrawing; withdraw before or after the start; or EQC refuses to provide or continue the course because you failed to pay a lawful amount, breached a student-visa condition or engaged in misbehaviour. Withdrawal is not restricted to cases of visa refusal. A default classification does not itself eliminate refund rights or procedural fairness.

7. Refund process

Send a clear written claim to Student Services with your name, course, relevant dates, payment details and grounds. A particular college form is not compulsory. EQC identifies the applicable statutory pathway, considers the agreement and supporting evidence, and gives reasons and a calculation.

Pathway	Deadline and basis
ESOS section 47D	Pay the refund required by the compliant written agreement within 4 weeks after receiving the written claim.
ESOS section 47E	For the cases covered by this section, including specified visa refusals or no compliant agreement, calculate under the current ESOS refund instrument and pay within 4 weeks after the default day.
Section 47H reporting	Where a section 47E refund is required, notify the ESOS agency and TPS Director of discharge within 7 days after the obligation period ends.

EQC applies the Education Services for Overseas Students (Calculation of Refund) Instrument 2024 or its applicable successor. Finance checks the actual ground, course period and tuition/non-tuition amounts rather than applying one deduction to every visa refusal. Any earlier legal deadline takes priority over an internal service target.

8. Complaints, consumer rights and contact

You may challenge an assessment, fee, refund or enrolment decision through EQC's Complaints and Appeals Policy and the applicable independent/external process. You may ask for assistance, accessible information or a support person. Neither this policy, your agreement nor the complaints process removes Australian Consumer Law or other non-excludable rights.

If EQC fails to meet relevant tuition-refund obligations, TPS may be able to assist. Contact Student Services or TPS. Student-visa consequences are considered through the appropriate ESOS/National Code process; this document does not provide personal migration advice.

Sources: [Department of Education - international providers](#); [Student Default Obligations Fact Sheet](#); [EQC policies](#). Reviewed 14 September 2026.