

2018 Tuition assurance information sheet for students

Tuition Assurance Service (TAS) placement process

- The object of the TAS is to ensure minimal disruption to students following a provider default/closure, and to facilitate commencing studies with another provider as soon as possible.

Overview of the placement process

- Ensure you are receiving emails with your correct details from the Tuition Assurance Administrator.
- Correct any of your details that are incorrect/ provide information requested.
- The TAS will provide you with details of suitable alternative courses with alternative education providers that you may wish to transfer to.
- Students are free to choose any of the TAS identified providers.
- Students can contact some or all of these providers to find out more about the course that the provider is offering.
- Students notify their acceptance of a replacement course to the Tuition Assurance Administrator.

IMPORTANT: It is not recommended that you choose a provider yourself as the provider may charge you an additional fee for replacement components of your course or not offer tuition to VET Student Loan or VET FEE-HELP students.

- The Tuition Assurance Administrator will notify the selected provider of your acceptance of a placement and further details will be provided to students about how to complete enrolling in the course.
- Providers should give you a clear statement of the terms of enrolment so you can easily see how much the tuition fees are and what this gives you.
- In the uncommon event that no suitable replacement course is available, the Tuition Assurance Administrator can assist you to organise a re-credit of your VET Student Loan or VET FEE-HELP for unspent tuition.

For further information, please contact the Tuition Assurance Administrator or refer to the website

Phone	1300 259 044
Email	administrator@ta.education.gov.au
Website	www.education.gov.au/tuition-assurance-and-provider-closures

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Frequently asked questions

Question: Are there any issues with me finding my own provider and replacement course?

Answer: This is not recommended as the provider may charge you an additional fee for replacement components of your course or not offer tuition to VET Student Loan or VET FEE-HELP students.

Question: What if I do not like the courses offered or the decision about my options?

Answer: You have the right to request a review. Contact the Tuition Assurance Administrator to request a review and you can discuss any other acceptable selection criteria, such as study location.

Question: How do I find out my VET Student Loan or VET FEE-HELP balance?

Answer: You can check your loan balance on your MyUniAssist account at <https://app.heims.education.gov.au/myuniassist/Forms/Logon.aspx>.

To access MyUniAssist you will need your Commonwealth Higher Education Student Support Number (CHESSN).

You can also view your current HELP debt online via the myGov website or call the ATO, making sure you have your Tax File Number.

Question: How do I obtain my course records/statements of attainment?

Answer: Contact Mask Academy Pty Ltd to request these, if unavailable from the provider contact:

Australian Skills Quality Agency (ASQA)

Phone 1300 701 801 or outside Australia: +61 3 8613 3910
Email enquiries@asqa.gov.au
Website www.asqa.gov.au

Question: What if I do not receive any further communications from the Tuition Assurance Administrator?

Answer: Please contact the Tuition Assurance Administrator and confirm we have your correct contact details and CHESSN/Student ID.