



# Tuition Protection Service

## VET Student Loans Provider Default Obligations

These requirements are prescribed under the *VET Student Loans Act 2016* and the *VET Student Loans Rules 2016*

### Within 24 hours of default you must:

- notify the TPS Director in writing of the circumstances of the default
- notify affected students in writing

The student notice must include:

- the name of the course or part or parts of the course that the student was enrolled in at the time of the default;
- the date of the default;
- a link to the TPS where the student can get further information about tuition protection. You can copy and paste this link to your notice website: [www.dese.gov.au/tps](http://www.dese.gov.au/tps)

You must send the notice in one of the following ways:

- to the student's personal email address as advised by the student;
- to the student's postal address as advised by the student; or
- to the student by another method agreed to by the student

Within 3 days of default you must provide the following information in writing to the TPS Director:

- full name and contact details for each student
- the course, or part or parts of the course that the student was enrolled in at the time of default. You must specify the name and code of each unit of competency as it appears on the [National Register](#) for each part of the course.
- the amount of the tuition fees for each course, or part of the course, that student was enrolled in at the time of the default
- details about the payment of those tuition fees, including the amounts that are covered fees
- whether the student was studying part time- or full time
- the mode of delivery of each unit or course
- if the student did not study online, the location where the original course was primarily delivered;
- whether the student has withdrawn the course or part of the course and the date of withdrawal;
- any part of the course for which the student has deferred study, the date of the deferral and the date the student is expected to re-commence study
- the completion status for each part of the course the student has enrolled in, including whether the student's status is ongoing, passed or failed.

### Further requirements

If requested by the TPS Director, you must give to the Director either of the following for a student:

- (a) a copy of a statement of attainment or other Australian Qualifications Framework certification documentation issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework for the parts of the course that the student has completed;
- (b) a copy of an authenticated VET transcript prepared by the Registrar (within the meaning of the *Student Identifiers Act 2014*) for the parts of the course that the student has completed.