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## STATEMENT OF TUITION ASSURANCE

### 1. INTRODUCTION

As an approved FEE-HELP provider under the Higher Education Support Act 2003 and as an approved CRICOS provider (CRICOS Provider Code: 03769D) under the ESOS Framework, the Australian Institute of Management Education and Training Pty Ltd, trading as the AIM Business School (ABS) ABN: 40 009 668 553 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; or
- d) are overseas students on an Australian student visa.

### 3. COURSE ASSURANCE

Students are protected in the event that ABS 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.

ABS and DE will work closely with impacted students to identify if there is a suitable replacement course at ABS 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 chose to accept the replacement course will need to pay the other education provider for the course components that have not previously been paid to ABS. Fees payable at other education providers may be different to ABS fees.

Where applicable, credits for the units completed by a student at ABS 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 ABS.

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

It is important for international students to note that they will have a maximum period of six (6) months to accept an offer into a replacement course as this may impact their student visa.

#### 4. TUITION PROTECTIVE SERVICES (TPS)

Tuition assurance for international students and 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 ABS 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 ABS defaulted.

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

The TPS can be contacted at: [administrator@tps.gov.au](mailto:administrator@tps.gov.au) or phone 1300 980 434.

For further information on tuition assurance by TPS please refer to:  
[www.tps.gov.au](http://www.tps.gov.au).

## 5. RECORDKEEPING

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

## 6. COMPLAINTS AND APPEALS

Students who are dissatisfied with the application of this Statement should refer to the ABS, may refer to the ABS Student Complaints and Appeals Policy and Procedure available publicly on the ABS website ([www.aimbusinessschool.edu.au](http://www.aimbusinessschool.edu.au)).

## 7. STATEMENT OWNERSHIP

|                      |   |
|----------------------|---|
| Statement Owner      | Chief Education Officer Higher Education, ABS |
| Status               | Reviewed on August 2024                       |
| Approval Authority   | ABS Academic Board                            |
| Date of Approval     | 11/09/2025                                    |
| Effective Date       | 15/09/2025                                    |
| Implementation Owner | Head of School, ABS                           |
| Maintenance Owner    | Senior Compliance Manager Higher Education    |
| Review Due           | September 2027                                |

## 8. AMENDMENTS

| Version | Amendment Approval (Date) | Amendment Made By (Position)               | Amendment Details   |
|---------|---------------------------|--|---|
| V1.0    | 20/10/2021                | ABS Academic Board                         | New   |
| V1.1    | 18/09/2024                | ABS Academic Board                         | Complaints process and scope added.   |
| V1.2    | 11 September 2025         | Senior Compliance Manager Higher Education | Minor administrative changes <ul style="list-style-type: none"> <li>• Update of staff titles</li> <li>• Template slightly revised following benchmarking</li> </ul> |

