



Learner's Fee Protection Policy

Responsibility for Implementation: Financial Manager

Authority: Approved by PEO

Date of Approval: 7 October 2015

Date of Review: June 2018, Oct 2019

Next Review: Oct 2021

1. Purpose

In order to protect the prepaid fee made by the learners, Elite Education Vocational Institute (EEVI) has this policy in place.

2. Scope

This policy applies to all students of EEVI.

3. Principles

- 3.1. When a prospective or current learner prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), this fee will be kept in trust account and cannot be used until the term starts.
- 3.2. If EEVI is unable to provide services for which the learner has prepaid, the learner will be either
 - a) placed into an equivalent course such that:
 - the new location is suitable to the learner; and
 - the learner receives the full services for which they have prepaid at no additional cost to the learner; or
 - b) be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.
- 3.3. EEVI has joined the Tuition Protection Service (TPS) framework, if EEVI is unable to fulfil its obligations to complete a course. The TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).