

CA PROGRAM

Statement of Tuition Assurance for Higher Education

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Policy Name	Statement of Tuition Assurance for Higher Education		
Document Owner(s)	General Manager CA Program and General Manager Education Risk and Compliance		
Owner Division	Education and Marketing		
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1. INTRODUCTION

Chartered Accountants Australia and New Zealand (**CA ANZ**) (ABN 50 084 642 571), as a registered higher education provider under the Tertiary Education Quality and Standards Agency Act 2011 (**TEQSA Act**) and an approved provider of FEE-HELP under the Higher Education Support Act 2003 (**HESA**), is committed to assuring it has in place tuition protection measures consistent with the organisation's obligations under the

- Higher Education Standards Framework 2015 (Threshold Standards) enabled under the TEQSA Act; and
- Higher Education Provider Guidelines 2012, enabled under the HESA.

As a financial participant of the Australian Government's Tuition Protection Service (**TPS**) CA ANZ has in place tuition protection safeguards to mitigate disadvantage to CA ANZ's higher education course¹ candidates if CA ANZ:

- fails to commence their enrolled course on the day the course was scheduled to start; or
- ceases to provide their enrolled course on a day after the course starts but before it is completed; or
- loses professional accreditation of their enrolled course or is otherwise not able to offer their enrolled course.

2. SCOPE

This statement covers domestic candidates enrolled in studies in CA ANZ's TEQSA accredited higher education courses delivered and awarded by CA ANZ.

¹ In this Statement the term 'course' means one or more of CA ANZ's Australian higher education course qualifications accredited by Australia's Tertiary Education Quality and Standards Agency.

3. TUITION PROTECTION SERVICE (TPS)

The TPS is an initiative of the Australian Government to assist students whose education providers are unable to fully deliver their course of study. The TPS ensures that international² and domestic students are able to either:

- i. complete their studies in another course or with another education provider; or
- ii. receive a refund of their unspent upfront payments for tuition fees, or a re-credit of their HELP loan for units of study³ they were undertaking when their provider defaulted.

4. CANDIDATE OPTION IN THE EVENT OF A DEFAULT

In the event that CA ANZ ceases to provide a unit or course in which a domestic candidate is enrolled, the candidate is entitled to a choice of:

- a) an offer of a place in a suitable replacement unit or suitable replacement course with a Second Provider without any requirement to pay the Second Provider any tuition fee for any replacement units;

OR

- b) a refund of their up-front payments, or a re-credit of their FEE-HELP loan, for the affected unit(s) that the candidate has commenced but is not unable to complete because CA ANZ ceases to provide the course of study of which the unit forms a part.

In the unlikely event CA ANZ is unable to deliver a course the candidate has paid for and does not meet its obligations to either offer an alternative course that the student accepts or pay a refund (or a FEE-HELP re-credit as applicable) of unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found.

5. TPS CONTACTS

Phone: 1300 131 798

Email: support@tps.gov.au

Website: <https://www.education.gov.au/tps>

6. DEFINITIONS

For the purposes of this Statement the following definitions apply.

Candidate means a person enrolled in studies in CA ANZ's accredited Graduate Diploma of Chartered Accounting qualification and has the same meaning as the term 'student'.

Domestic Candidate means a candidate who is one of the following:

- Australian citizen (including Australian citizens with dual citizenship);

² In this Statement the term 'international student' refers to persons holding an Australian student visa. Note: Persons holding a student visa for study in Australia are not permitted to enrol in CA ANZ's CA Program GradDipCA course. For further details see [CA Program Citizenship, residency, and visa requirements](#).

³ In this Statement the term 'unit of study' has the same meaning as 'subject', 'module', or 'unit'.

- New Zealand citizen or a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative, excluding those with Australian citizenship;
- a holder of an Australian permanent humanitarian visa; or
- a holder of an Australian permanent visa (other than a permanent humanitarian visa)⁴.

For the purpose of this document 'domestic candidate' is inclusive of New Zealand domestic students as defined under Section 159 of the New Zealand Education Act 1989⁵.

Ceasing or ceases to provide a course of study means no longer offering a coherent sequence of subjects of study / subjects leading to the award of a higher education qualification. Courses of study are sometimes known as 'courses'.

Similar course of study means a qualification which is comparable to a Level 8 award course under the Australian Qualifications Framework (AQF). This course may or may not be a CA ANZ accredited or other recognised course for the CA ANZ Chartered Accountant (CA) pathway or CA ANZ membership.

Student has the same meaning as Candidate.

Unit has the same meaning as 'subject, 'module' or 'unit of study'.

7. RECORDS

Records in association with this document will be kept in accordance with CA ANZ's *Records Management Procedure* and *Privacy, Data Management and Retention Policy*.

8. RELATED DOCUMENTS

CA ANZ Supplemental Royal Charter, By-Laws, and Regulations (and the NZICA Act 1996 and the NZICA Rules if they apply to the candidate), Privacy, Data Management and Retention-Policy, Document Control Procedure, Records Management Procedure, Privacy Policy, CA ANZ's CA Program Higher Education Up-front Payments Tuition Protection Privacy Notice, Candidate Code of Conduct, and Candidate Complaints Grievance and Appeals Policy and Procedure.

These documents can be accessed from the following website locations:

- CA ANZ CA Program Policy web page → www.charteredaccountantsanz.com/become-a-member/ca-program-policies
- CA ANZ website. Go to Member Services → www.charteredaccountantsanz.com/member-services/member-obligations
- CA ANZ intranet for staff. Go to caanz.unily.com → Workspaces → Policies

9. RELATED LEGISLATION AND STANDARDS

Tertiary Education Quality and Standards (TEQSA) Act (C'th), Higher Education Standards Framework (Threshold Standards); Higher Education Support Act 2003 (HESA), Higher Education

4 Australian Department of Education Glossary <https://www.tcsisupport.gov.au/support/glossary>.

5 New Zealand Education Act 1989 Section 159 <https://www.legislation.govt.nz/act/public/1989/0080/latest/DLM182904.html>.

Provider Guidelines 2012, Australian Qualifications Framework, TEQSA Guidance Notes for Providers, DESE Higher Education Administrative Information for Providers.

Version history

Approved Date	Effective Date	Change History	Version	Next Review Date
26 May 2022	20 January 2023	Document established to articulate CA ANZ's TPS commitments as an approved Higher Education Provider under the HESA. Endorsed by Group Executive Education & Marketing 12 May 2022.	1.0	May 2025
	22 January 2024	Template and TPS contact details updated	1.1	May 2025