

Student Tuition Protection Scheme

In the unlikely event that Universal Business School Sydney (UBSS) is unable to deliver the agreed course in full, the student will be offered a refund of all the course money paid to date. The refund will be paid within 14 days, of the day on which the course ceased being provided.

Alternatively, the student may be offered enrolment in an alternative course by UBSS at no extra cost. The student has the right to choose a full refund of tuition fees, or to accept a place in another course. If a placement in another course is chosen the student will be asked to sign an offer letter indicating acceptance of the placement.

If UBSS is unable to provide a refund, or place the student in an alternative course, then, under Division 3 of the Education Services for Overseas Students Legislation amendment (Tuition Protection Service and Other Measures) Act 2012, (TPS ESOS 2012), TPS Director will provide the student with options for suitable alternative courses (if any such courses are available). UBSS will notify, in writing, the Secretary and the TPS Director of the default within 3 business days of the default occurring. UBSS will also notify, in writing, the students to whom the default has affected.

For further details about the national TPS scheme

[CLICK HERE](#)

Under Division 4 of the TPS ESOS 2012 Act, payments can be made out of the Overseas Students Tuition Fund to refund students, and to reimburse providers who provide students with alternative courses, if UBSS has failed to discharge its obligations. (This is called making a call on the OSTF.)

In accordance with the requirements of the National Code, UBSS acknowledges the right of a student to involve independent third parties for the resolution of disputes, including the right to take action under Australia's consumer protection laws. UBSS's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.