



Hartwig Air Policy

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Learner Fee Protection Policy

PURPOSE

The purpose of this document is to give clear direction as to the responsibility Hartwig Air in protecting student prepaid fees.

An RTO must address learner fee protection by implementing one or more of the following arrangements:

1. The RTO holds an unconditional financial guarantee from a bank operating in Australia where:
2. The RTO holds current membership of a Tuition Assurance Scheme approved by its VET Regulator
3. Any other fee protection measure approved by the VET Regulator.

Hartwig Air comply with number 2 above, as it holds current membership of a Tuition Assurance Scheme (ASTAS) approved by its VET Regulator, ASQA, which, if the RTO is unable to provide services for which the learner has prepaid, must ensure:

- a) the learner will be placed into an equivalent course such that:
 - The new location is geographically close to where the learner had been enrolled; and
 - The learner receives the full services for which they have prepaid at no additional cost to the learner; or
- b) if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

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