

FREQUENTLY ASKED QUESTIONS

CLOSURE

Unfortunately, the Administrators have not received a Deed of Company Agreement proposal to allow the Group to continue to provide courses across Australia. Therefore, the Administrators regret to advise that the Group has **ceased to trade effective as at 7 March 2017**.

Whilst we had suspended all Victorian classes effective 7 March 2017 in order to seek a Deed of Company Arrangement for this part of the business, unfortunately, this has not been forthcoming. Accordingly, the entire Group has now ceased to trade and **all** classes have been cancelled and work placement is to cease immediately.

Administration

Who are the Administrators?

On 8 February 2017, John Lindholm and George Georges of Ferrier Hodgson were appointed Voluntary Administrators of the Australian Careers Institute, Wyn Institute and a number of associated companies, referred to as the Group.

Why have they been appointed?

The recent changes to government policy in the vocational education and training sector in Australia have had an impact on all providers. Such changes have been significant for the Group, which has been a specialist face-to-face provider that has maintained extensive campus locations and physical and human resources to service its students.

Certificates/ On-going courses

I have ongoing work placement; can I still attend?

All work placement undertaken under a Sage or WYN workplace agreement must now cease, please notify your work place immediately. If you transfer your course to another provider you may be able to initiate the work placement under the new provider.

I have finished my course; will I get my certificate?

The Administrators will endeavour to provide Certificates to completed students during the administration period so long as resources are available. Please note that certificates will be subject to the finalisation of outstanding fees.

Does the closure impact my course accreditation?

No, certificates attained will still be a recognised accreditation.

I have outstanding course work, what happens to it?

We will endeavour to mark assessments that were submitted up to 7 March 2017, prior to the Group's closure. Unfortunately, any incomplete assessments after this time will not be accepted.

I am currently undertaking work placement; can I continue?

All work placements arranged under agreements with the Group must cease immediately. Students will no longer be covered by the Group's insurance. We request that you please notify your work placement host that you are no longer able to attend under the agreement with the Group.

On transfer of your studies to another RTO, you may wish to re-engage with your work placement host. You will need to seek advice from the RTO to which you transfer in this regard.

I'm halfway through my course, what happens now?

We will endeavour to provide Statements of Attainment during the administration period so long as resources are available.

Every effort will be made to facilitate the issuing of Statements of Attainment (**SOA**) and Certificates to all affected students. Unfortunately, due to the limited resources available and the volume of students we are not able to continue this process past 16 March 2017.

Accordingly, all student data will be forwarded to the Australian Skills Quality Authority (**ASQA**), who are the governing body of registered training organisations (**RTO**).

ASQA may be able to assist students by issuing a letter confirming competencies achieved. Please note that ASQA does not issue SOAs or qualification certificates.

Students can complete an application form with ASQA, to obtain a copy of their student record. ASQA has advised that student record applications may take up to 30 working days to process. This record may then be taken to another RTO offering the same qualification, to enrol and apply for credit for the units of competency already completed.

Please visit the ASQA website www.asqa.gov.au for the "Application for a Copy of Student Records" form, or contact the ASQA InfoLine on 1300 701 801 if you require further information.

Assistance

Who is going to help me find a new provider?

The Group is a member of ACPET. As the Group has ceased to trade, its Tuition Insurance is activated.

ACPET will contact all students and assist students by:

- Placing them with another training provider of the student's choice;
- Arranging re-credits of VET FEE HELP loans; and / or
- Coordinating refunds amounts of amounts paid to the company

Fee Type

I'm a student with a VET FEE HELP and Fee for Service placement, what now?

If you are a student who, has entered into a training program with support from the Federal Government's VET FEE HELP scheme or, has supported yourself through a learning program by paying fees directly to the Group (Fee for Service), you will shortly hear from ACPET. ACPET will want to speak to you about your options going forward. Please note that members of ACPET hold Tuition Insurance which provides support to you and your learning program moving forward.

I'm a student with a State government supported place, what now?

Some of the students of the Group were supported through their program of learning by State Government. If this is the case, then you will be contacted by the Victorian Department of Education and Training to provide advice on options to continue your training. Any State funded student who wants to discuss their training options can call the Victorian TAFE and Training Line on 131 821 or email tafe.courseline@edumail.vic.gov.au for support.

I'm a student with a school based apprentices or trainees, what now?

There are a number of secondary school students that are undertaking their school based apprenticeship/traineeship through the Group. There are a number of secondary school students that are undertaking their school based apprenticeship/traineeship through the Group. If you are a Victorian High School Student doing a school based apprenticeship and traineeship with Nexus or Australian Careers Institute, please contact 1300 722 603. This will put you through to the team at the Victorian Registration and Qualifications Authority (VRQA) who will connect you through to the right Apprenticeship Network Provider – Apprenticeships Matter - who can provide support to select a new training provider to continue training

Fees

Does my VET FEE HELP debt still stand?

As services have previously been provided to students, any fees incurred after a unit's census date and where the unit has been delivered, the fee will stand. ACPET will assist with re-credits and refunds where students are eligible.

I was promised a refund prior to the appointment of Administrators; will I still get this back?

You may be eligible to apply for a refund under the Tuition Assistance Scheme. Please contact ACPET in this regard.

I have paid course fees after the appointment of Administrators; will I get this back?

Students will be liable to pay for units of their course that have been delivered. We are currently assessing payments received post appointment and where training has not been delivered you will receive a refund.

Further information with regard to the refund process will be made available to eligible students.

I paid my course fees upfront, will I get my money back?

Students will be liable to pay for units of their course that has been delivered. For units not yet delivered, students can be provided with a refund by ACPET. It is suggested that students contact ACPET in this regard.

My course fees are periodically direct debited, what will happen to these?

Students will be liable to pay for units of their course that has been delivered. Fees relating to these units will continue to be directly debited as per their normal schedule. We will remove direct debits for units not yet delivered.

I've not finished my course; am I still liable to pay for it?

Students may still be liable to pay for the portion of the course that has been delivered. The Administrators will be in contact with those effected in separate correspondence.

Who can I go to for further information?

If you have any further queries that are not covered in this FAQ sheet, the following information will be of assistance:

- ACPET Activations - <http://www.acpetactivations.com.au/>
- Federal Government Study Assist Website FAQs - <http://studyassist.gov.au/sites/studyassist/helpfulresources/faqs/pages/faqs>

Should you have any further queries regarding an on-going course or re-funding fees, please contact the ACPET hotline on 1800 875 474 or support@acpetstudentservices.com.au.

If you have any further queries regarding the administration, please contact Ferrier Hodgson on 03 9604 5609 or email acistudents@fh.com.au.

Updates will also be made available on the Administrators' website at <https://www.ferrierhodgson.com.au/creditors/australian-careers-institute-pty-ltd-and-associated-entities> as available.