

# FREQUENTLY ASKED QUESTIONS

## CANCELLED AND WITHDRAWN STUDENTS

### **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.

The Administrators have taken control of the Sage Group's assets and are overseeing its operations.

### **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.

### **What does the administration mean for my studies?**

All classes will continue as usual and trainers will continue to collect and mark your assessments in the normal course.

The course accreditation has not been affected, you will still receive your qualification on completion of all course requirements.

### **I was promised a refund prior to the appointment of Administrators. Will I still get this back?**

If you were entitled to a refund prior to 8 February 2017, you will rank as an unsecured creditor in the administration.

Pursuant to the Corporations Act 2001, during the administration all amounts owed by the Group prior to the appointment of the Administrators are frozen, including unpaid refunds.

Accordingly, payment of the refund is not able to be made at this time. Please note that unpaid refunds rank equally with other unsecured creditors of the Group (i.e. suppliers).

### **When will a distribution be made to unsecured creditors?**

The Administrators will not be in a position to advise of the likelihood or timing of a distribution to unsecured creditors until the second meeting of creditors is held

If at the second meeting of creditors it is decided that the Group should go into liquidation, the Group would then have to close down.

The Group is a member of the Australian Council of Private Education and Training (ACPET) and should the Group cease to trade its Tuition Assurance would be 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

### **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 will stand.

### **I want to cancel my course due to the appointment of Administrators; how will I be affected?**

If you are eligible for a refund you will rank as an unsecured creditor. Please refer to the question "When will a distribution be made to unsecured creditors?" for further information regarding your ranking.

If you are not eligible for a refund (i.e. you are withdrawing from your course outside the terms and conditions of your agreement), you will be liable for the remainder of your course. This excludes VET FEE HELP students who will be liable for the units of study that have lapsed their census date.

### **Who can I go to for further information?**

If you have any further queries that are not covered in this FAQ sheet, please contact the Sage student hotline on 1300 833 855 or email [acistudents@fh.com.au](mailto:acistudents@fh.com.au).

Updates will also be made available on the Administrators' website at <https://www.ferrierhodgson.com/au/>.

Should anything change, students will be notified individually via email. Accordingly, please ensure you are checking your email inbox regularly.