

FREQUENTLY ASKED QUESTIONS

CURRENT AND COMPLETED 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.

How long can an administration go for?

The administration will run until the future of the company is decided at a second meeting of the Group's creditors which is scheduled for on or around 16 March 2017.

Prior to the meeting the Administrators will send a detailed report to creditors which outlines the Administrators' investigations into the affairs of the Group, outlining the options for the future of the Group and making a recommendation to creditors. A copy of the report will be available on the Ferrier Hodgson website. The options available for creditors to vote on will be:

- The administration comes to an end and the control of the Group is handed back to the directors;
- That a Deed of Company Arrangement (DOCA) is executed (the Group will continue to trade and the Deed proposer will take control of the Group); or
- The Group is placed into liquidation and the business will cease trading

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

As was previously the case, if you have completed all course requirements and paid your fees in full, your certificate will be issued.

Can I get a Statement of Attainment?

The Group is required to issue qualifications when a student has **completed** their program. Interim Statements of Attainment may be requested from student services. However please understand that due to high demands and limited staff availability, interim Statements of Attainment may be processed slower than usual.

What is the worst case scenario for students?

We are currently working with an interested party to implement a DOCA that would allow the Group to continue trading.

However, 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 will 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

I want to withdraw from my course because Administrators have been appointed. How can I do this?

The timing of your enrolment and commencement of studies will determine your eligibility for a refund.

If you were eligible for a refund and had made payment prior to 8 February 2017, you will rank as an unsecured creditor. Ranking as an unsecured creditor means that any debts payable to you have been frozen as at the date of the appointment of Administrators. In this regard please refer to the Frequently Asked Questions for cancelled students.

If you are not eligible for a refund you will still be liable for the fees associated with your course. Should you wish to proceed with cancelling your course, please contact the student support team on 1300 833 855.

I have heard that there have been redundancies, how will this affect my training?

As part of the Administrators' assessment, some small steps towards restructuring the Group have been undertaken to assist with its long term viability. Any changes to staffing have been made with the students' training requirements in mind and to ensure minimal to no interruption to students.

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.

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.