



Australian Government

Department of Education, Employment and Workplace Relations

CLOSURE OF SPARK HAIRDRESSING ACADEMY

Information for students as at 9 August 2010

Spark Hairdressing Academy ceased to teach students on January 11, 2010.

The Australian Government has in place comprehensive arrangements to ensure that your interests are safeguarded. Key elements include the tuition assurance scheme (TAS) and the Education Services for Overseas Students (ESOS) Assurance Fund.

Students affected by this closure were covered by the TAS managed by the Australian Council for Private Education and Training (ACPET).

Students that have not yet received an offer from ACPET, or have received an offer that they do not consider to be a suitable alternative course, should contact the Department of Education, Employment and Workplace Relations (DEEWR) at esosconsumerprotection@deewr.gov.au. These students will be referred to the ESOS Assurance Fund for consideration of their entitlements to either a placement in a suitable alternative course or a refund, depending in individual circumstances.

Please note that the ESOS Assurance Fund is managed outside of DEEWR. If you have already been referred to the ESOS Assurance Fund, and you have questions about the progress of your claim, please contact the ESOS Assurance Fund directly on esos.claims@au.pwc.com.

For further information please see the frequently asked questions for students at our website http://www.aei.gov.au/AEI/ESOS/Consumer_Protection_Info_on_closures.htm.

You should keep all records concerning your enrolment at Spark Academy including receipts and academic records.



IMPORTANT CONTACTS

- For information regarding your consumer protection entitlements, visit Australian Education International: www.aei.gov.au/ESOS or phone the ESOS Helpline on 1300 363 079.
- For visa information, visit www.immi.gov.au/students/education-providers-approval.htm or phone 131 881 in Australia; or
- For students located outside Australia, contact details are available on the Department of Immigration and Citizenship's website at www.immi.gov.au/contacts/overseas/index.htm
- If you cancelled your course before 11 January 2010, or are not an overseas student, and have questions about consumer protection law:
 - For questions about Queensland State Law, contact the Office of Fair Trading Queensland on 13 13 04 (Monday to Friday 8 am to 6 pm). Further contact details are available on their website:

<http://www.fairtrading.qld.gov.au/contact-us.htm>
 - For questions about Commonwealth Consumer Protection Law contact the Australian, Competition and Consumer Commission (ACCC):

ACCC Infocentre: 1300 302 502

Translating and Interpreting Service for information in languages other than English: call 131 450 and ask for 1300 302 502

<http://www.accc.gov.au/>
- To check on the progress of you claim with the ESOS Fund Manager contact esos.claims@au.pwc.com
- For other concerns please contact esosconsumerprotection@deewr.gov.au