

Tuition Protection Service

TPS Online Step-By-Step Instructions

TPS Online: Summary of tasks

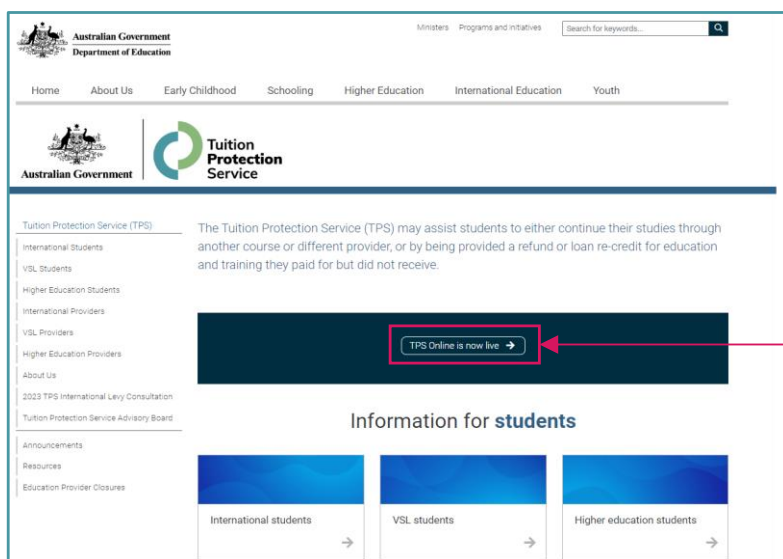
- ✓ Log in to TPS Online
- ✓ Change your password
- ✓ Indicate whether your provider owed you a refund of unspent tuition fees on the date of the default
- ✓ Provide proof of your identity
- ✓ Update your contact details
- ✓ If your provider owes you a refund of unspent tuition fees, upload your proof of payment documents
- ✓ If you are eligible to receive a refund of unspent tuition fees, apply for a refund
- ✓ Browse the alternative course list and contact alternative providers to request enrolment
- ✓ View and accept your alternative course offer from your new provider
- ✓ Check your emails and TPS Online **regularly** for notifications and tasks to complete. **Be quick to respond to TPS requests!**



www.tps.gov.au



TPS Online



Visit www.tps.gov.au and click on **TPS Online is now live** to be redirected to the TPS Online system.



www.tps.gov.au



TPS Online: Log-in page

Australian Government

Tuition Protection Service

Student Login

Log in using the details that we emailed you

Username
student@student.com

Password

☐ Remember my username

log in

[Forgotten your username/password?](#)

Provider Login

Log in using your PRISMS credentials

Login ID

Password

☐ Remember my login ID

log in

[Need a sample login to do testing?](#)

Log in using the username and password emailed to you from TPS Online.

If you have forgotten your log in details, click ***forgotten your username/password.***

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TPS Online: Change your password

Australian Government

Tuition Protection Service

You are here: [Home](#)

Welcome

[View/update my details](#) [Change my password](#) **LOG OUT**

CHANGE YOUR PASSWORD

CHANGE PASSWORD

Your password needs to be changed.

Welcome to the TPS

The TPS can assist you to either:

- complete your studies in another course or with another education provider, or
- receive a refund of the unspent component of your tuition fees.

As you work through this process you may be prompted for the following information:

Proof of identity

- A valid passport or Australian driver's licence.
- If you are under 18 years of age, proof of guardianship.

Proof of payment

- A copy of the written agreement with your provider.
- Copies of receipts, payment advice or bank statements.

Visa status

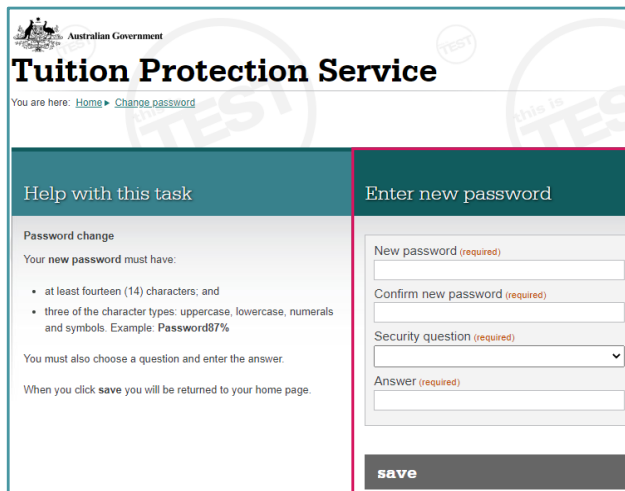
- Evidence of student visa.

You must ***change your password*** to continue.

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TPS Online: Change your password



Tuition Protection Service

You are here: [Home](#) > [Change password](#)

Help with this task

Password change

Your new password must have:

- at least fourteen (14) characters; and
- three of the character types: uppercase, lowercase, numerals and symbols. Example: Password87%

You must also choose a question and enter the answer.

When you click **save** you will be returned to your home page.

Enter new password

New password (required)

Confirm new password (required)

Security question (required)

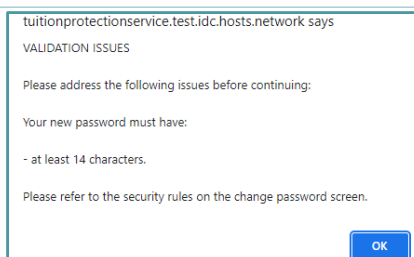
Answer (required)

save

- Enter your new password twice
- Choose a security question and answer
- Click **save**.

Your new password must have **fourteen (14) characters** including uppercase and lowercase letters, numbers, and symbols (e.g. !, \$ or #).

If your new password does not meet the criteria, you will see this message:



tuitionprotectionservice.test.idc.hosts.network says

VALIDATION ISSUES

Please address the following issues before continuing:

Your new password must have:

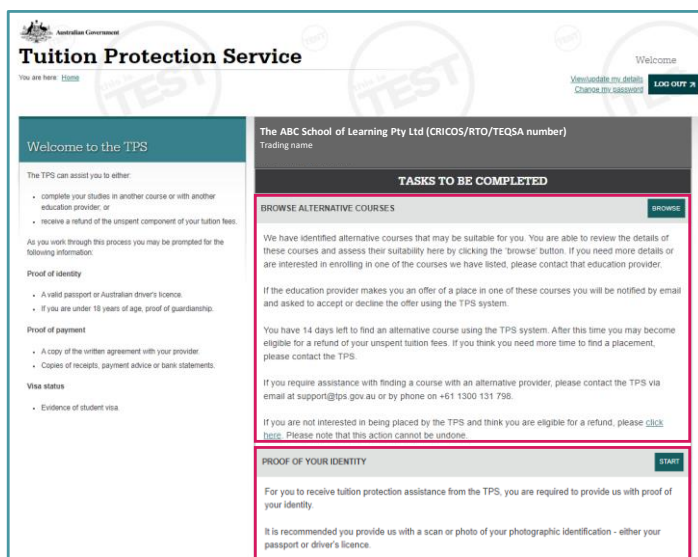
- at least 14 characters.

Please refer to the security rules on the change password screen.

OK



TPS Online: Home page



Tuition Protection Service

You are here: [Home](#)

Welcome

[View/update my details](#) [Change my password](#) [LOG OUT](#)

Welcome to the TPS

The TPS can assist you to either:

- complete your studies in another course or with another education provider; or
- receive a refund of the unspent component of your tuition fees.

As you work through this process you may be prompted for the following information:

Proof of identity

- A valid passport or Australian driver's licence.
- If you are under 18 years of age, proof of guardianship.

Proof of payment

- A copy of the written agreement with your provider.
- Copies of receipts, payment advice or bank statements.

Visa status

- Evidence of student visa.

The ABC School of Learning Pty Ltd (CRICOS/RTO/TEQSA number)

Trading name

TASKS TO BE COMPLETED

BROWSE ALTERNATIVE COURSES

We have identified alternative courses that may be suitable for you. You are able to review the details of these courses and assess their suitability here by clicking the 'browse' button. If you need more details or are interested in enrolling in one of the courses we have listed, please contact that education provider.

If the education provider makes you an offer of a place in one of these courses you will be notified by email and asked to accept or decline the offer using the TPS system.

You have 14 days left to find an alternative course using the TPS system. After this time you may become eligible for a refund of your unspent tuition fees. If you think you need more time to find a placement, please contact the TPS.

If you require assistance with finding a course with an alternative provider, please contact the TPS via email at support@tps.gov.au or by phone on +61 1300 131 798.

If you are not interested in being placed by the TPS and think you are eligible for a refund, please [click here](#). Please note that this action cannot be undone.

PROOF OF YOUR IDENTITY

For you to receive tuition protection assistance from the TPS, you are required to provide us with proof of your identity.

It is recommended you provide us with a scan or photo of your photographic identification - either your passport or driver's licence.

Your home page will list any tasks you need to complete to progress your claim with the TPS.

Check your home page regularly for tasks to complete!



TPS Online: Your provider's obligation to you

YOUR PROVIDER'S OBLIGATION TO YOU

[NEXT](#)

It is important for you to know whether your previous education provider owes you any unspent tuition fees at the date the default occurred and, if this is the case, has the provider fulfilled its obligation to you.

To tell us about your provider's obligations to you, please click the "next" button to start.

It is important to know whether your provider owed you a refund of any unspent tuition fees at the date of the default and whether the provider fulfilled its obligations to you.

On your home page, click **next** on **YOUR PROVIDER'S OBLIGATION TO YOU**.



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TPS Online: Your provider's obligation to you

Help with this task	Provider obligations								
Provider obligations Please indicate whether your previous provider owed you any unspent tuition fees at the time the default occurred.	Your course details <table><tr><td>Provider</td><td>The ABC School of Learning Pty Ltd (CRICOS/RTO/TEQSA number)</td></tr><tr><td>Course</td><td>Name of course you were enrolled in (course code)</td></tr><tr><td>Location</td><td>Campus name</td></tr><tr><td>Date of default</td><td>10 Jan 2023</td></tr></table> <div>Your provider's obligation to you At the date of default my provider...<div>did not owe me unspent tuition fees</div><div>owed me unspent tuition fees</div></div>	Provider	The ABC School of Learning Pty Ltd (CRICOS/RTO/TEQSA number)	Course	Name of course you were enrolled in (course code)	Location	Campus name	Date of default	10 Jan 2023
Provider	The ABC School of Learning Pty Ltd (CRICOS/RTO/TEQSA number)								
Course	Name of course you were enrolled in (course code)								
Location	Campus name								
Date of default	10 Jan 2023								

On the date of the default, did your provider owe you any *unspent* tuition fees?

- If you select **owed me unspent tuition fees**, you will need to provide proof of payment documents.
- If you select **did not owe me unspent tuition fees**, the financial assessment process will end. You will only be able to browse alternative courses.



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TPS Online: Your provider's obligation to you

Outcome

- ☐ My provider has offered me a place in an alternative course at their own expense, which I have accepted.
- ☐ My provider has refunded all of my unspent tuition fees.
- ☐ My provider has only refunded some of my unspent tuition fees.
- ☒ My provider has not refunded any of my unspent tuition fees.

save

[Return to my home page](#)

Select the option that applies to you.

Click **save**.



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TPS Online: Proof of your identity

PROOF OF YOUR IDENTITY

START

For you to receive tuition protection assistance from the TPS, you are required to provide us with proof of your identity.

It is recommended you provide us with a scan or photo of your photographic identification - either your passport or driver's licence.

Before you start, you may need to scan documents and save them on your computer to upload.

Please click 'Start' to begin.

To receive any assistance from the TPS, you must provide proof of your identity.

On your home page, click **start** on **PROOF OF YOUR IDENTITY**.



www.tps.gov.au



TPS Online: Upload your proof of identity document

Help with this task	Step 1 of 3 - Upload proof of identity document
<p>Proof of identity</p> <p>You need to prove your identity. The acceptable documents are a passport and/or a driver's licence.</p> <p>If you are the guardian of a student under 18 years of age, you must also provide evidence of guardianship.</p> <p>Note: You may need to scan your documents and save them to your computer first.</p> <p>To upload a document:</p> <ol style="list-style-type: none">1. click Browse to locate the document on your computer;2. click next to upload the document and navigate to the next screen, where you will be able to upload another document.	<p>Document</p> <p>C:\fakepath\passport.pdf Browse</p> <p>next</p> <p>Return to my home page</p>

You will need to upload a photo of your passport (preferable) or driver's licence from your device to prove your identity.

- Click **browse** and select the file you wish to upload
- Click **ok** and then **next**.



TPS Online: Review your proof of identity document

Help with this task	Step 2 of 3 - Review your proof of identity documents				
<p>Proof of identity</p> <p>All the documents you have uploaded for proof of identity are listed here.</p> <p>This screen allows you to view and if required or delete documents. You can also add another document.</p>	<p>Once you have finished uploading your proof of identity documents, please click next to continue.</p> <p>Proof of identity document view delete</p> <table><tbody><tr><td>Name</td><td>passport.pdf</td></tr><tr><td>Date uploaded</td><td>30 Jan 2023 10:30:19AM</td></tr></tbody></table> <p>Add another document</p> <p>next</p> <p>Return to my home page</p>	Name	passport.pdf	Date uploaded	30 Jan 2023 10:30:19AM
Name	passport.pdf				
Date uploaded	30 Jan 2023 10:30:19AM				

View the document you uploaded to make sure it is the right document.

If you have uploaded an incorrect document, click **delete** and then **add another document**.

If you are happy with the document, click **next**.



TPS Online: Submit your proof of identity document

Help with this task	Step 3 of 3 - Submit your proof of identity for assessment
<p>Proof of identity</p> <p>Read the declaration and click each checkbox to acknowledge that you have read and understand the statements.</p> <p>Once you submit your document/s, the TPS will review them and notify you via email when your proof of identity has been approved.</p>	<p>Once you are happy with the proof of identity documents you have uploaded please submit it for assessment.</p> <p>To view or change information you have already provided, use the link(s) below.</p> <p>Review the proof of identity documents I uploaded</p> <div><p>Declaration</p><p><input checked="" type="checkbox"/> I declare that to the best of my knowledge, the information I provide is true and correct in every respect.</p><p><input checked="" type="checkbox"/> I declare that I will abide by the requirements of the TPS and associated legislative requirements.</p><p><input checked="" type="checkbox"/> I understand that giving false or misleading information is a serious offence.</p></div> <div><p>submit</p></div> <p>Return to my home page</p>

Read the declaration.

If you are happy to proceed, **tick all three boxes** and click **submit**.



TPS Online: Review your contact details

REVIEW YOUR CONTACT DETAILS		REVIEW
Please click on the review button to view your contact details and make corrections if necessary.		

Tuition Protection Service		Welcome									
You are here: Home > Review contact details - Step 1 of 2		View/update my details Change my password LOG OUT									
Help with this task	Step 1 of 2 - Review your details										
<p>Contact details</p> <p>Your contact details must include at least one phone number, your email address and street address.</p> <p>If the student is under 18 years of age, the guardian's contact details are shown.</p> <p>If your contact details are incorrect or incomplete, please update your contact details.</p>	<p>Your contact details</p> <table><tr><td>Email</td><td>student@student.com</td></tr><tr><td>Australian mobile phone</td><td>None</td></tr><tr><td>Can contact by SMS</td><td>Yes</td></tr><tr><td>Other phone</td><td>None</td></tr><tr><td>Address</td><td>50 Marcus Clarke Street Canberra ACT 2600</td></tr></table> <div><p>update my contact details</p></div> <p>Return to my home page</p>	Email	student@student.com	Australian mobile phone	None	Can contact by SMS	Yes	Other phone	None	Address	50 Marcus Clarke Street Canberra ACT 2600
Email	student@student.com										
Australian mobile phone	None										
Can contact by SMS	Yes										
Other phone	None										
Address	50 Marcus Clarke Street Canberra ACT 2600										

The TPS will send you any notifications or requests using your contact details in TPS Online.

On your home page, click **review** on **REVIEW YOUR CONTACT DETAILS** to make sure your contact details are correct.

Click **update my contact details**.



TPS Online: Update your contact details

Help with this task	Update your contact details
Contact details You must complete all required fields and at least one phone number. When you have entered the correct details, click save at the bottom of the page.	Contact details <div><div>Email (required) student@student.com</div><div>Email (confirmation) student@student.com</div><div>Australian mobile phone 1234567890</div><div>Can contact by SMS Yes</div><div>Other phone</div></div> Address <div><div>Country (required) Australia</div><div>Address (required) 50 Marcus Clarke Street</div><div>Suburb/City (required) Canberra</div><div>State (required) ACT</div><div>Postcode (required) 2600</div></div> <div>save</div>

Update your contact details and click **save**.



TPS Online: Review your contact details

Help with this task	Step 1 of 2 - Review your details										
Contact details Your contact details must include at least one phone number, your email address and street address. If the student is under 18 years of age, the guardian's contact details are shown. If your contact details are incorrect or incomplete, please update your contact details.	Are these contact details correct? <table><tr><td>Email</td><td>student@student.com</td></tr><tr><td>Australian mobile phone</td><td>0412345678</td></tr><tr><td>Can contact by SMS</td><td>Yes</td></tr><tr><td>Other phone</td><td>None</td></tr><tr><td>Address</td><td>50 Marcus Clarke Street Canberra ACT 2600 Australia</td></tr></table> <div>yes, my contact details are correct</div> <div>no, update my contact details</div> Return to my home page	Email	student@student.com	Australian mobile phone	0412345678	Can contact by SMS	Yes	Other phone	None	Address	50 Marcus Clarke Street Canberra ACT 2600 Australia
Email	student@student.com										
Australian mobile phone	0412345678										
Can contact by SMS	Yes										
Other phone	None										
Address	50 Marcus Clarke Street Canberra ACT 2600 Australia										

After updating your contact details, you will be asked to confirm that they are correct.



TPS Online: Review your contact details

Help with this task

Step 2 of 2 - Review your details

Personal details
Your contact details must include at least one phone number, your email address and street address.

If the student is under 18 years of age, the guardian's contact details are shown.

If your contact details are incorrect or incomplete, please update your contact details.

If your personal details are incorrect, please use the link to send an email to the TPS Administrator. You may be required to provide proof of changes to your personal details.

Personal details	
Name	Sample Student
Gender	Male
Date of birth	1 January 2000
Country of birth	China
Nationality	China
Country of passport	China
Passport number	AB12345678
Visa effective date	17 Dec 2018
Visa end date	15 Mar 2023
Visa sub class	Student - Simplified Student Visa Framework (SSVF)
Enrolment (affected)	Secondary Senior Years 7-12 (014800C) The Kilmore International School (00671E) 30 Jan 2019 to 20 Dec 2022 (Studying)

yes, my personal details are correct

no, update my personal details

Return to my home page

If your details are correct, click **yes, my personal details are correct**.

If any of your details are incorrect, click on **no, update my personal details**. You will be advised to send an email to support@tps.gov.au.



TPS Online: Proof of payment

PROOF OF PAYMENT

START

We need some further information from you to help us calculate your unspent tuition fees.

Please provide proof of payment for any tuition fees you paid that are directly related to the course. This may include documents such as receipts, bank statements or written agreements. Please include anything else you think might assist us. For example, additional information may include any email correspondence that you have had previously with your provider regarding a claim for refund.

If you are eligible for placement, you may be able to use this money towards the cost of placement in an alternative course, or get a refund if there is no suitable alternative available.

Please click the 'start' button to enter your proof of payment.

If your provider owes you a refund of unspent tuition fees, you must submit proof of payment documents.

On your home page, click **start** on **PROOF OF PAYMENT**.



TPS Online: Proof of payment

Help with this task	Step 1 of 4 - Review our payment information
<p>Payment information</p> <p>Please review our record of payments you have made to your provider and compare it with your own records.</p> <p>We will ask you for a statement about your transactions with your provider and then we will ask you to upload documents that support your statement.</p>	<p>Please review the payment information we have recorded in our systems. We need further information from you to complete our records.</p> <p>next</p> <p>Return to my home page</p>

Payments you made to your provider may have been recorded in our systems.
Click **next** to review our payment information.



TPS Online: Proof of payment

Help with this task	Step 2 of 4 - Statement by student
<p>Student statement</p> <p>Use the statement to respond to our questions in your own words.</p> <p>When you have finished your statement, click next to go to the next screen where you can upload documents that support your statement.</p>	<p>In your statement, please tell us about:</p> <ul style="list-style-type: none">• Details of any payments you believe are incorrect.• Details of any payments that are missing from our records. <p>You will be given the opportunity to upload documents to support your statement in the next step.</p> <p>Student statement (required)</p> <p>I paid \$2000 to my provider for my course on 28 November 2022 and I have not yet started it.</p> <p>next</p> <p>Return to my home page</p>

In the student statement box, please provide:

- details about all payments made to your provider (and your agent, if applicable) for your course; and
- a brief explanation of your individual circumstances.

Click **next** to begin uploading documents to support your statement.



TPS Online: Proof of payment

Help with this task	Step 3 of 4 - Upload documents to support your statement
<p>Proof of payment</p> <p>You must upload documents that support the statement you have made.</p> <p>Documents can be reviewed or deleted before you submit your proof of payment.</p> <p>To upload your document:</p> <ul style="list-style-type: none">• click Browse to locate the document on your computer;• click next to upload the document and navigate to the next screen, where you will be able to upload another document.	<p>Please upload documents that support your statement. Documents may include:</p> <ul style="list-style-type: none">• receipts for payment or bank statements• your written agreement with your course provider• information about your student visa, for example your visa refusal letter• anything else you think might assist us, such as email correspondence you may have had with your provider regarding your claim for a refund <div><p>Document</p><p>C:\fakepath\document.pdf Browse</p><p>next</p></div>

Click **browse** to select documents to upload from your device.

Refer to the following checklist to ensure you upload all of the required documentation.

This task will be returned to you to upload additional documentation if necessary.



TPS Online: Proof of payment document checklist

You must upload the following documents for the TPS to calculate your unspent tuition fees:

- ☐ **Provider and bank receipts** for **all** payments made to your provider for your course
- ☐ **Bank statements** showing **all** payments made to your provider for your course. Bank statements must indicate who owns the bank account.
- ☐ **Letter of offer** outlining **all** payments due to your provider for your course
- ☐ **Any other documentation** (e.g. emails) that will assist us in assessing your financial claim.

Do you have an agent? If you have an agent, you must upload the following documentation:

- ☐ **Receipts or bank statements** for **all** payments made to your agent
- ☐ **Receipts** for **all** payments your agent made to your provider on your behalf. You may need to contact your agent to obtain these.
- ☐ **Agent commission statement** or **invoice**. You may need to contact your agent to obtain these.

Did you defer your course? If you deferred your course, you must upload the following documentation:

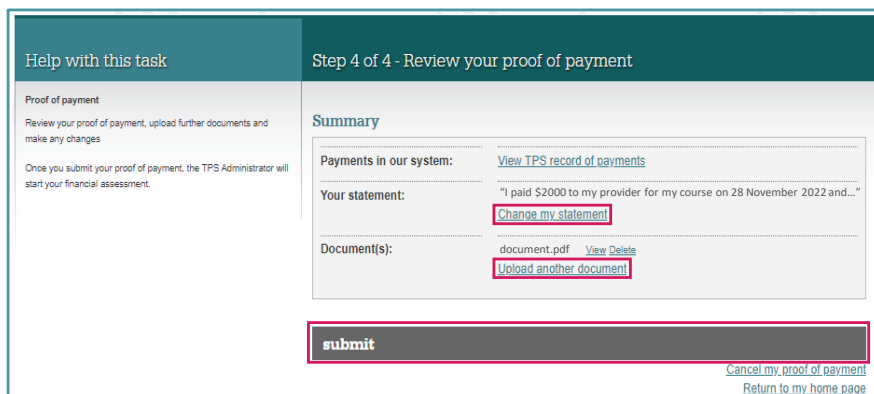
- ☐ **Approval of deferment**
- ☐ Your **deferment form**



TPS Online: Proof of payment



Click **next** once you have uploaded all of the required documents.



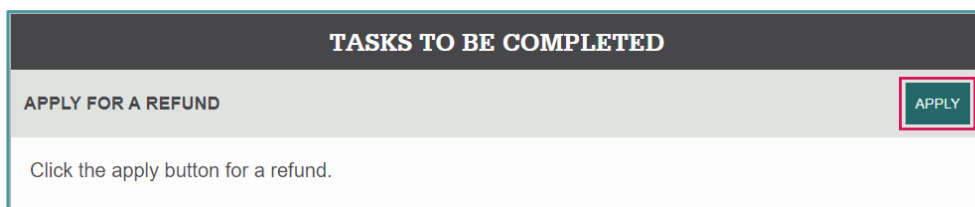
Review your statement and your proof of payment documents.

To make any changes, click **change my statement** or **upload another document**.

Click **submit** to upload your statement and proof of payment documents.



TPS Online: Apply for a refund



If the TPS determines that you are eligible for a refund of unspent tuition fees, you will need to apply for a refund.

On your home page, click **apply** on **APPLY FOR A REFUND**.



TPS Online: Apply for a refund

Help with this task

Refund application
Click submit application when you have entered all the details.

Apply for a refund

Refund details

Name Student name

CoE Course name

Refund amount Refund amount

☒ Transfer refund amount to my own bank account
☐ Transfer refund amount to my new provider's bank account

Bank account

Bank location
Australia

Account name (required)

BSB (required)

Account number (required)

submit application

Select whether you would like the refund to be transferred to your own bank account or to your new provider (if applicable).

Provide the details of the bank account you would like your refund to be transferred to.

Check the information you have provided, then click **submit application**.



TPS Online: Browse alternative courses

BROWSE ALTERNATIVE COURSES

BROWSE

Help with this task

Alternative courses

Providers who have been selected to offer you with a placement are listed on this page. You also have the option to find other providers yourself.

Please contact the provider directly either by phone or email to discuss your eligibility for enrolment. If you are accepted into a course, the provider will send you an offer via the TPS system.

You must accept or decline an offer using the TPS system and only one offer can be accepted per enrolment.

Note: If the course you select has a higher tuition fee than the defaulted course, you will be required to pay the difference.

Browse alternative courses

Sort courses by: [Provider](#) [Location](#) [Field](#) [Duration](#) [Tuition fee](#) [Distance](#)

Show these courses on a map

expand all

Example Course 1 [more detail](#)

Example Course 2 [more detail](#)

Example Course 3 [more detail](#)

On your home page, click **browse** on **BROWSE ALTERNATIVE COURSES** to view a list of suitable alternative course options.

Click on the course links to see information about the course and the contact details for the alternative provider.



TPS Online: Alternative provider contact details

Provider contact details	Example Course 1 (123456G)
<p>ABC School of Learning (01010A) Providers who have been selected to offer you a placement are listed on this page.</p> <p>You are able to contact the provider directly, either by phone or email, to discuss your eligibility for enrolment. If you are accepted into a course, the provider will send you an offer via the TPS system.</p> <p>You must accept or decline an offer using the TPS system and only one offer can be accepted per enrolment.</p> <p>Note: If the course you select has a higher tuition fee than the defaulted course, you will have to pay the difference.</p>	
<p>Telephone 0312345678</p> <p>Email example@abclearning.vic.edu.au</p> <p>Website www.abclearning.com.au</p> <p>Address 123 Sample Street NORTH MELBOURNE VIC 3081 Australia</p>	<p>Course details</p> <p>Course name Example Course 1 (123456G)</p> <p>Course code 123456G</p> <p>Course level Senior Secondary Certificate of Education</p> <p>Course language English</p> <p>Duration in weeks 312 wks</p> <p>Total course fee \$20,000</p> <p>Location NORTH MELBOURNE</p> <p>State Victoria</p> <p>Dual qualification No</p> <p>Broad field of education Mixed Field Programmes</p> <p>Narrow field of education General Education Programmes</p> <p>Detailed field of education General Primary and Secondary Education Programmes</p> <p>Foundation studies No</p> <p>Work component No</p> <p>Distance from affected course (km) 54.62</p>

[Return to my alternate courses list](#)

Contact the new provider to request enrolment using the contact details provided.

Your new provider will upload an offer in TPS Online. **You must log into TPS Online and accept this offer.**



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TPS Online: Summary of tasks

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