Tuition Protection Service

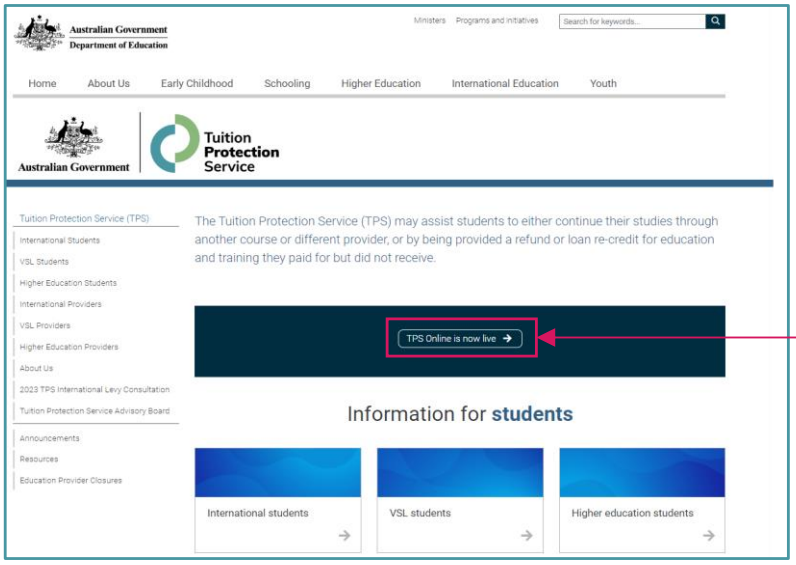
TPS Online Step-By-Step Instructions

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

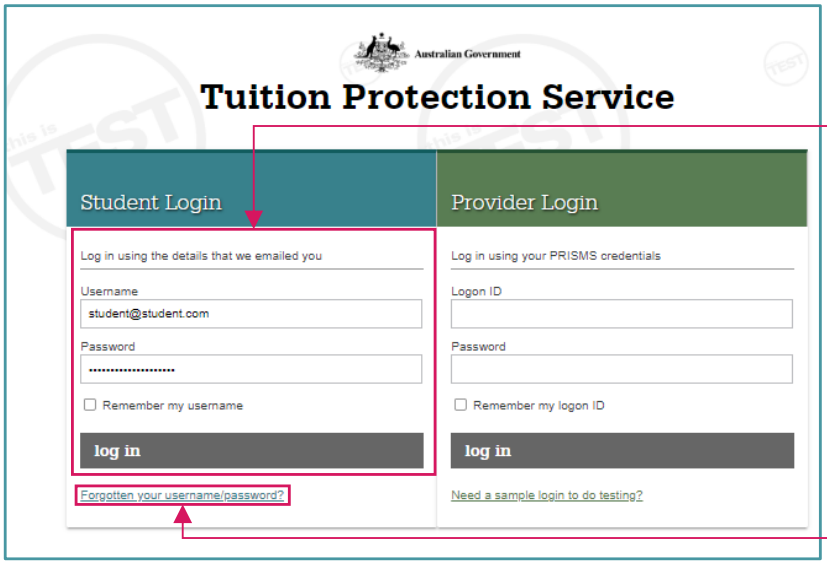


Visit www.tps.gov.au and click on ***TPS Online is now live*** to be redirected to the TPS Online system.

www.tps.gov.au

W: www.tps.gov.au | E: support@tps.gov.au | P: 1300 131 798

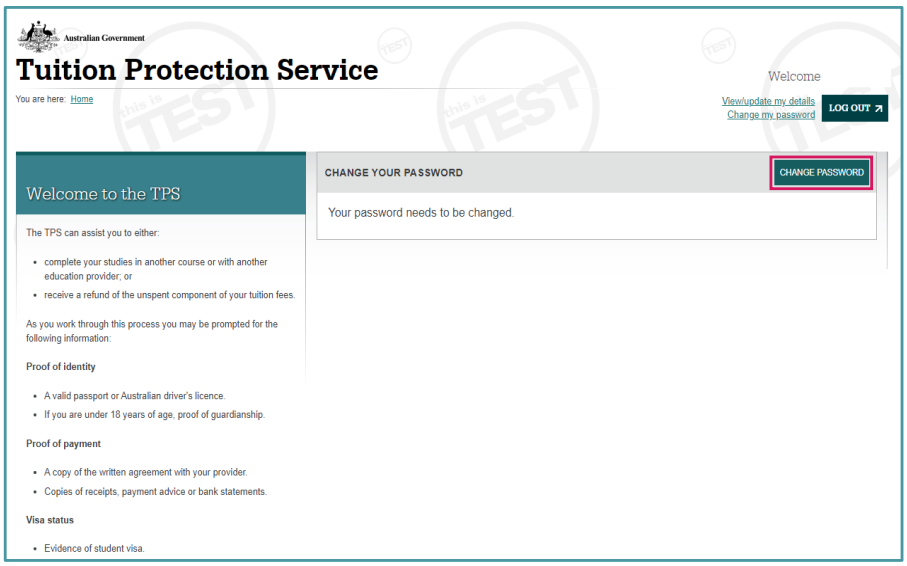
TPS Online: Log-in page



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

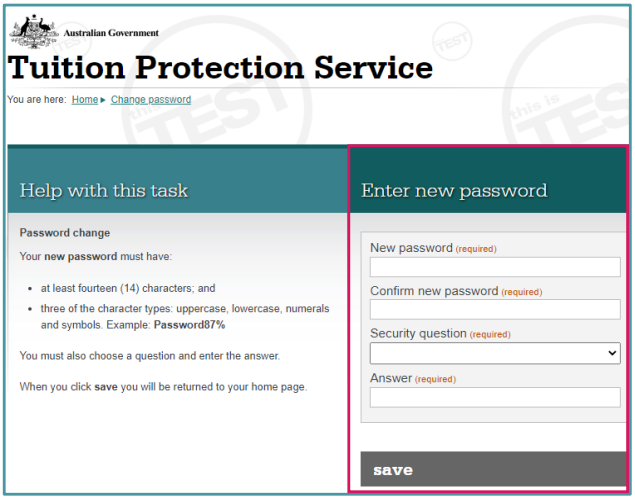
If you have forgotten your log in details, click ***forgotten your username/password***.

TPS Online: Change your password



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

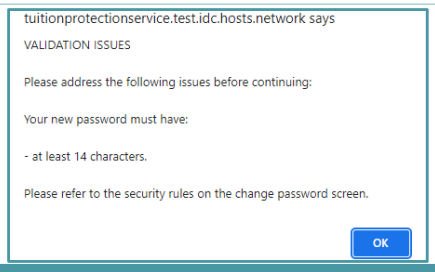
TPS Online: Change your password



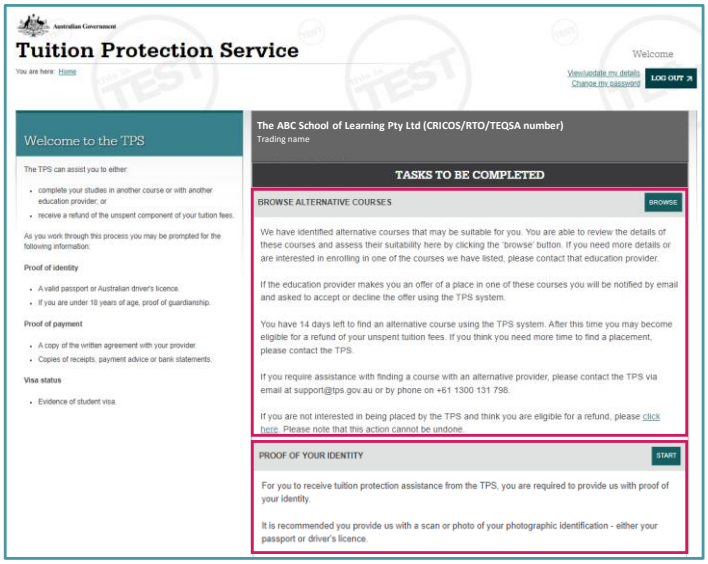
- Enter your new password twice
- Choose a security question and answer
- Click ***save***.

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:



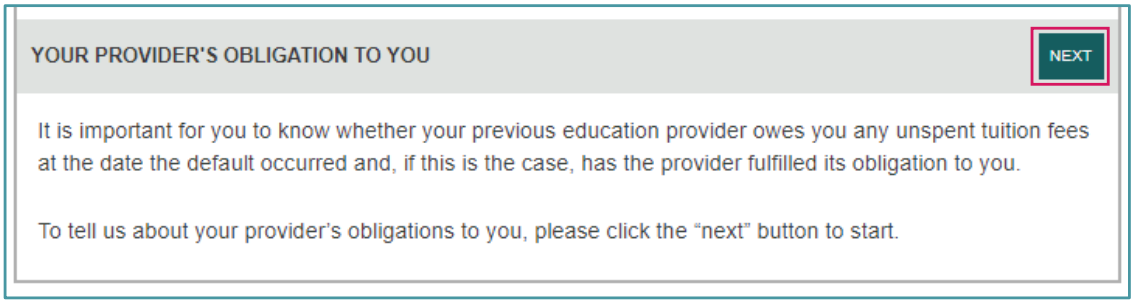
TPS Online: Home page



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!

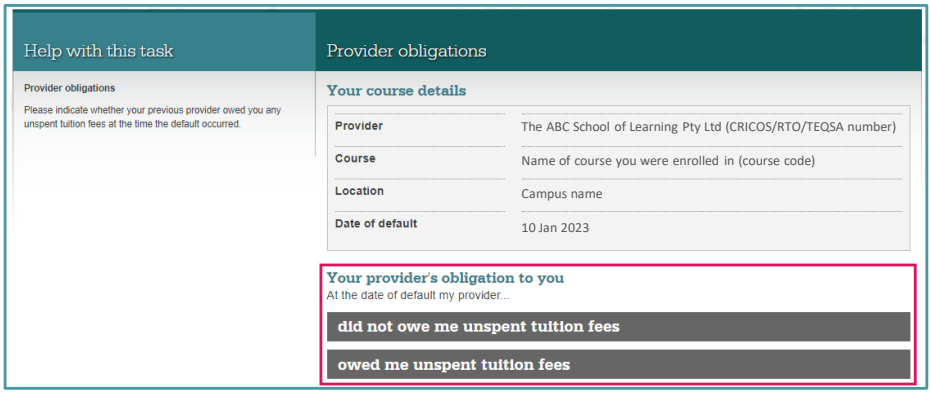
TPS Online: Your provider's obligation to you



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**.

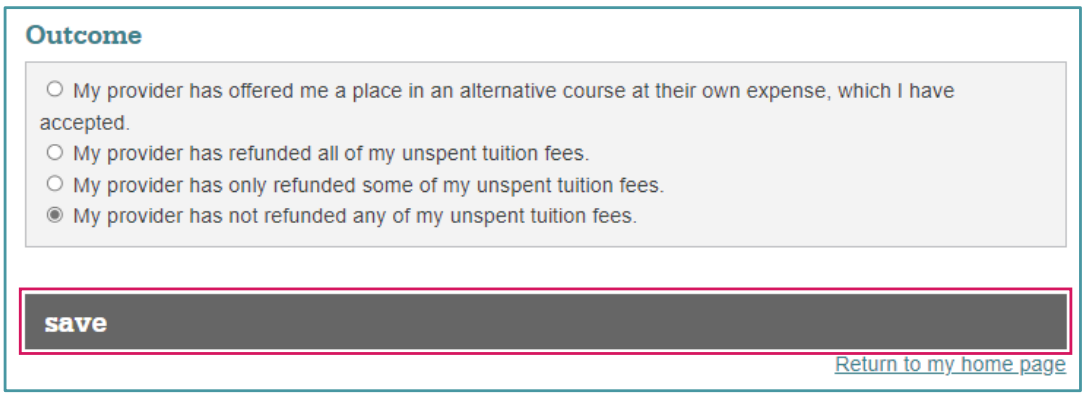
TPS Online: Your provider's obligation to you



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.

TPS Online: Your provider's obligation to you

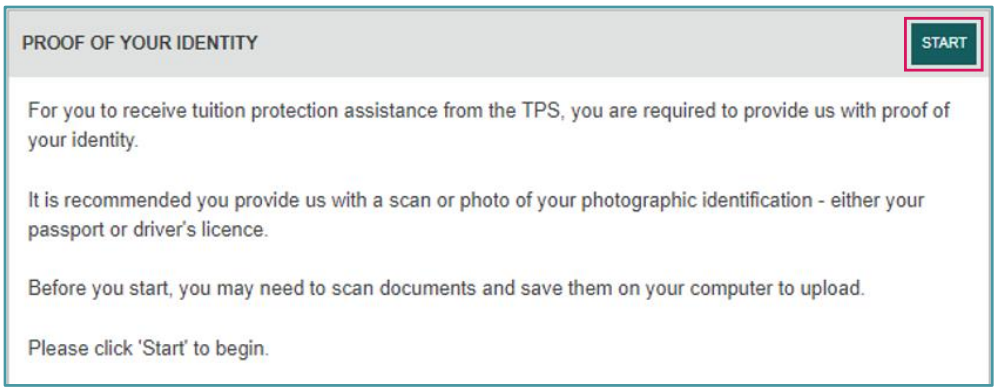


Select the option that applies to you.

Click ***save***.

www.tps.gov.au

TPS Online: Proof of your identity

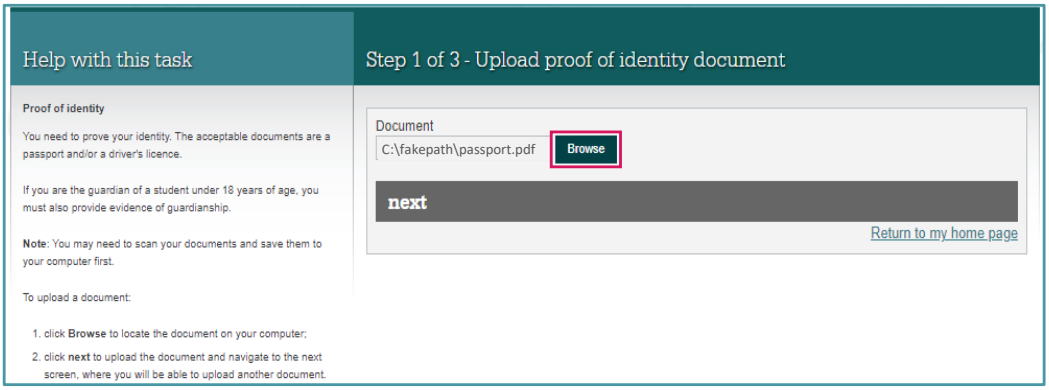


To receive any assistance from the TPS, you must provide proof of your identity.

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

www.tps.gov.au

TPS Online: Upload your proof of identity document

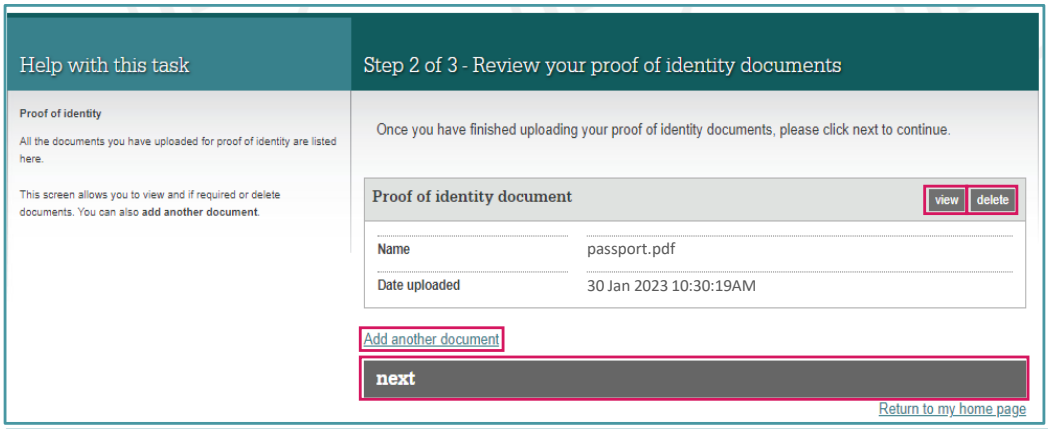


You will need to upload a photo of your passport (preferable) or driver's licence from your device to prove your identity.

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

www.tps.gov.au

TPS Online: Review your proof of identity document



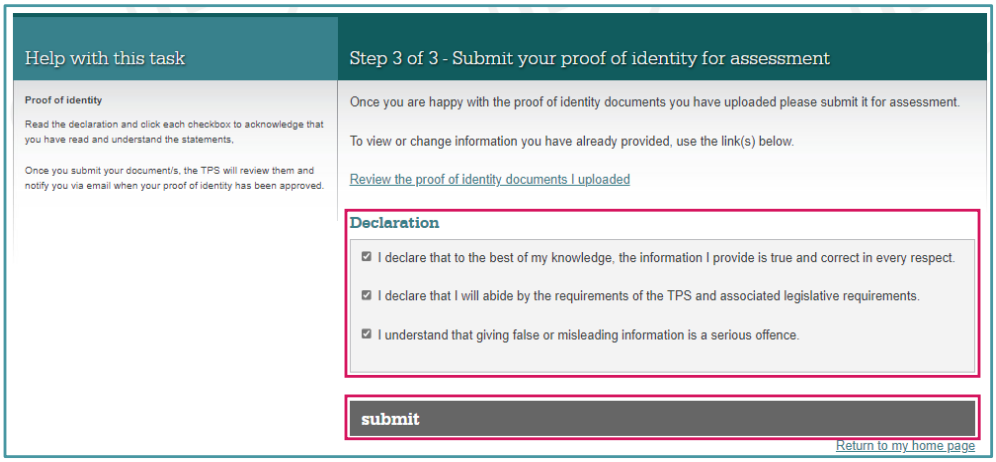
View the document you uploaded to make sure it is the right document.

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

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

www.tps.gov.au

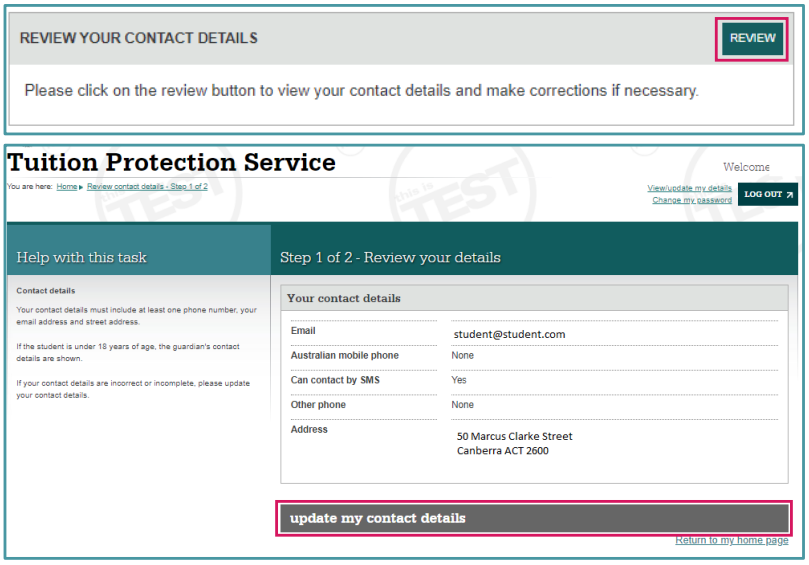
TPS Online: Submit your proof of identity document



Read the declaration.

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

TPS Online: Review your contact details

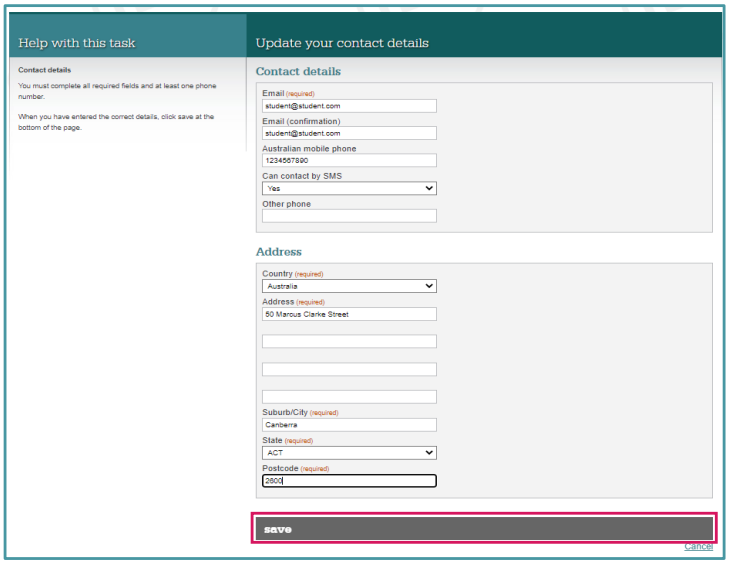


The TPS will send you any notifications or requests using your contact details in TPS Online.

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

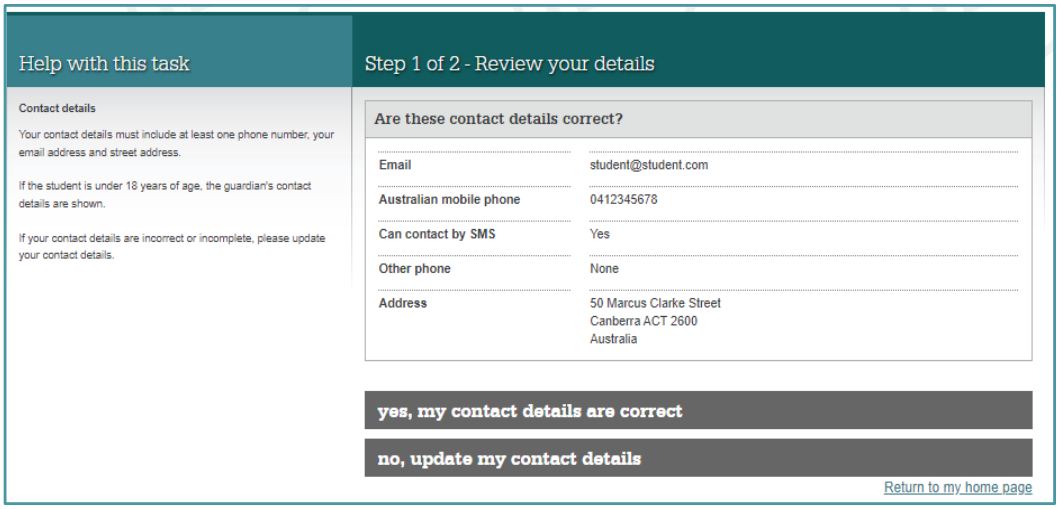
Click ***update my contact details***.

TPS Online: Update your contact details



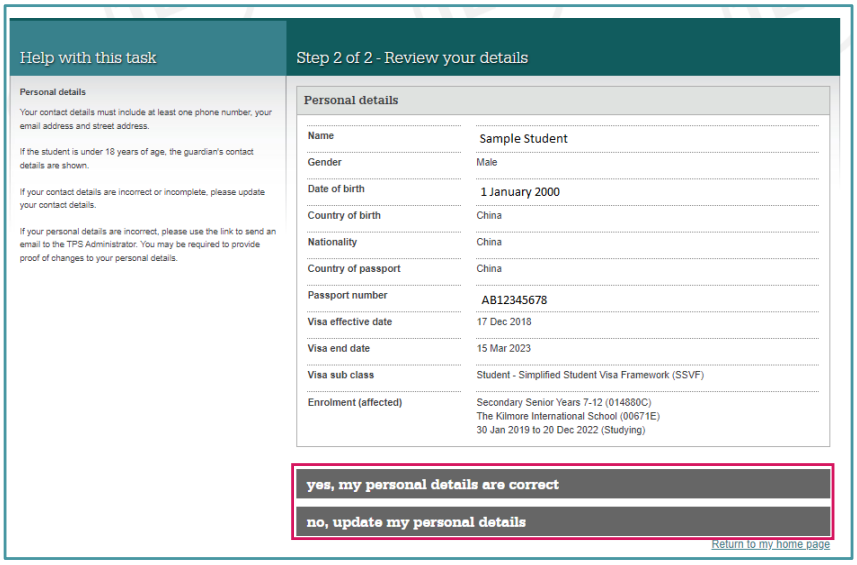
Update your contact details and click ***save***.

TPS Online: Review your contact details



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

TPS Online: Review your contact details

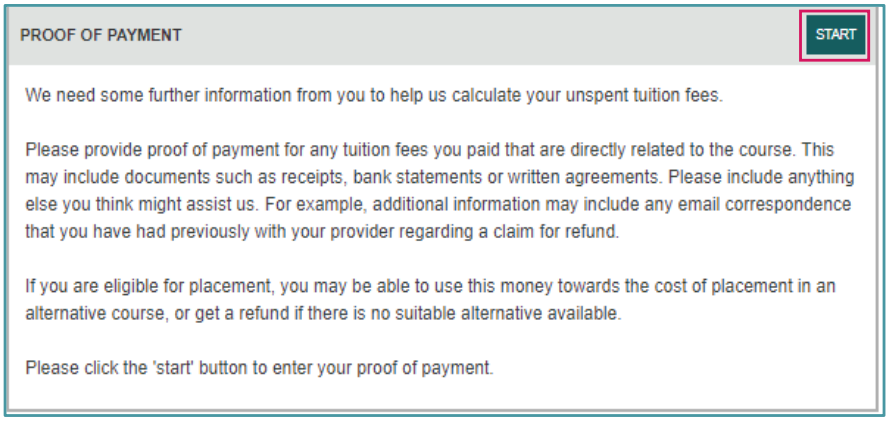


If your details are correct, click ***yes, my personal details are correct***.

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.

www.tps.gov.au

TPS Online: Proof of payment

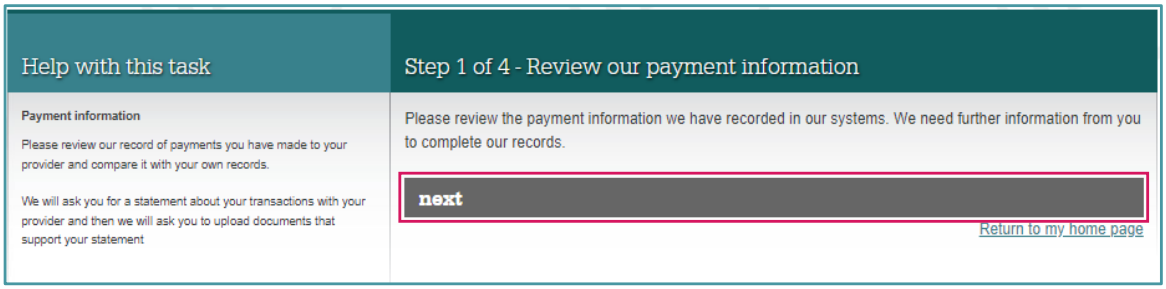


If your provider owes you a refund of unspent tuition fees, you must submit proof of payment documents.

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

www.tps.gov.au

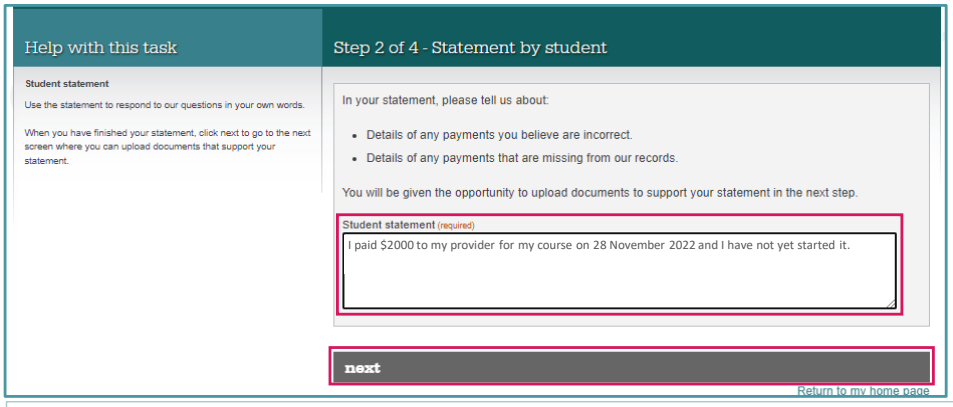
TPS Online: Proof of payment



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

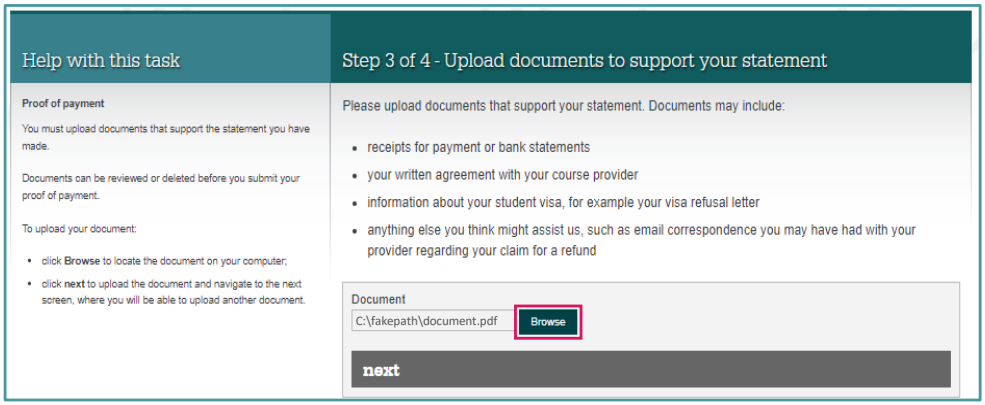


In the student statement box, please provide:

- 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



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.

www.tps.gov.au

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.

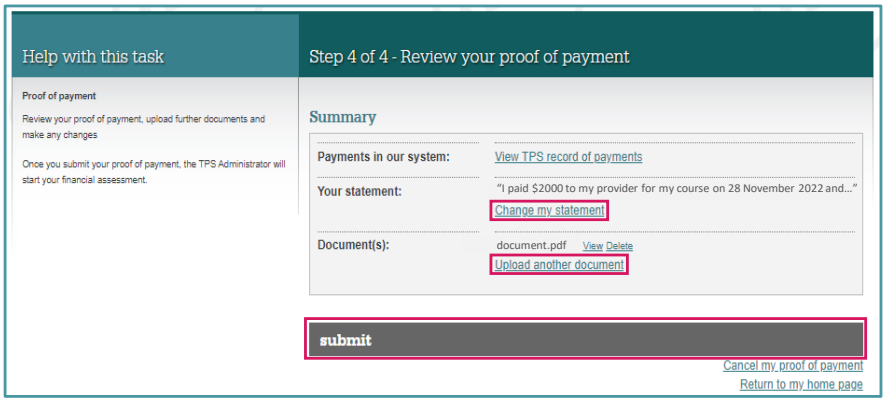
Did you defer your course? If you deferred your course, you must upload the following documentation:

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

www.tps.gov.au

TPS Online: Proof of payment

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

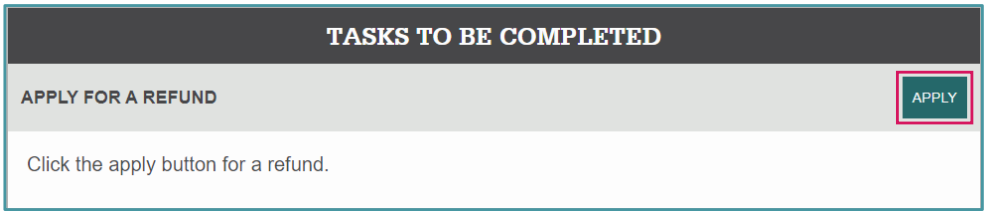


Review your statement and your proof of payment documents.

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

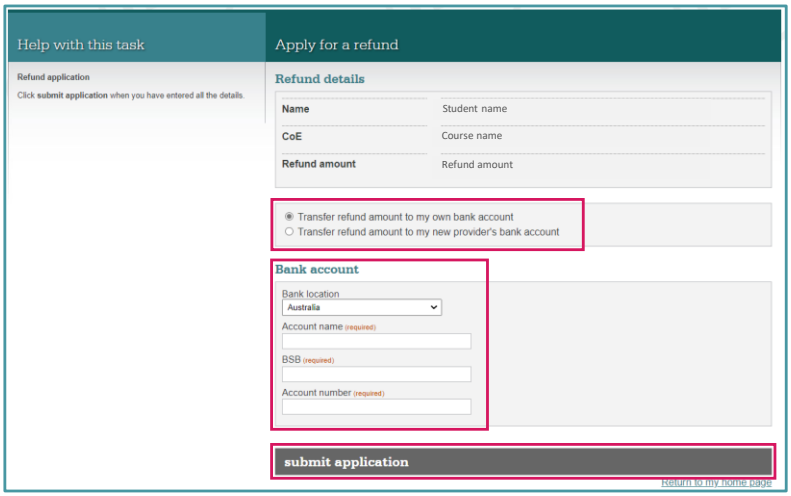


If the TPS determines that you are eligible for a refund of unspent tuition fees, you will need to apply for a refund.

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

W: www.tps.gov.au | E: support@tps.gov.au | P: 1300 131 798

TPS Online: Apply for a refund

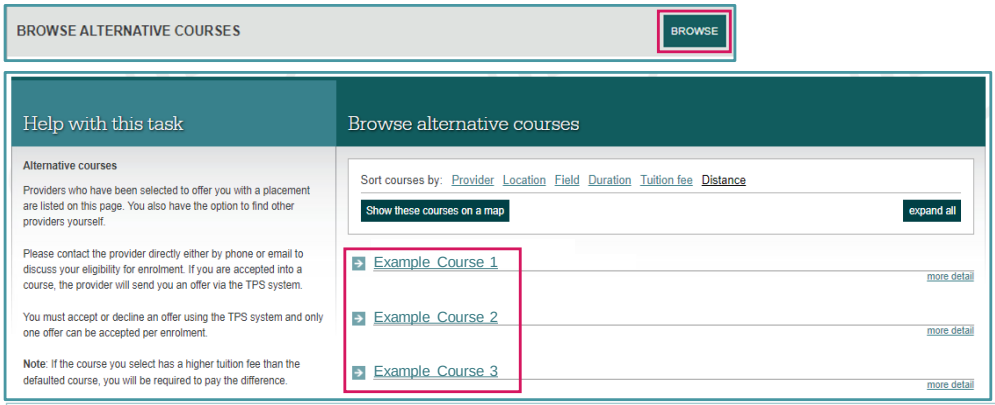


Select whether you would like the refund to be transferred to your own bank account or to your new provider (if applicable).

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***.

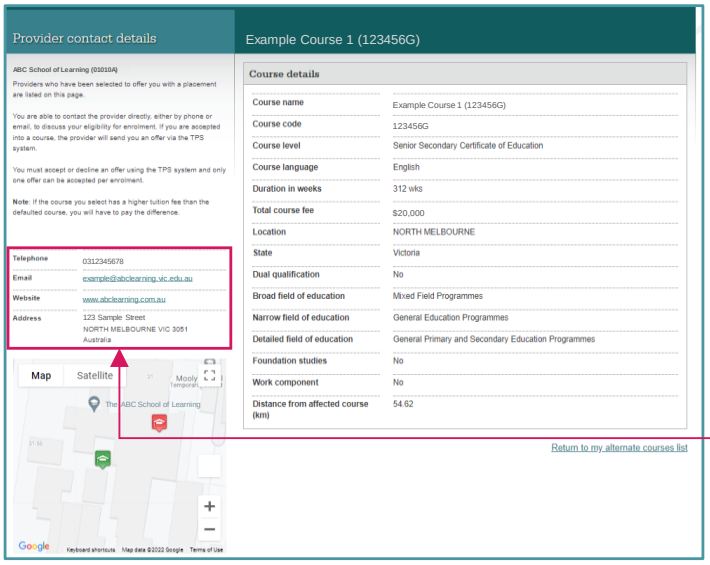
TPS Online: Browse alternative courses



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



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**.

www.tps.gov.au

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