

# TPS Online Step-By-Step Instructions

## How to use TPS Online to receive assistance from the Tuition Protection Service

The Tuition Protection Service (TPS) is an Australian Government initiative that supports international students on student visas and eligible domestic students when their education provider closes or stops offering their course. This situation is called a **'provider default'**.

If your education provider defaults, the TPS can help you to:

- find a course with another education provider to continue your studies, and
- receive a refund of your unspent tuition fees.

**TPS Online** is the system students use to request and receive assistance from the TPS. This document shows students how to use TPS Online.

Please check your emails regularly. You will receive email notifications from the TPS when further information is required from you and when you have tasks to complete in TPS Online.

For more information or support, please visit the [TPS website](https://www.tps.gov.au)<sup>1</sup>, or contact us by emailing [support@tps.gov.au](mailto:support@tps.gov.au) or calling [1300 131 798](tel:1300131798).

### TPS Online: Task Checklist

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<sup>1</sup> [www.tps.gov.au](https://www.tps.gov.au)


## Step 1: Log in to TPS Online

If you are eligible for TPS assistance, login details will be emailed to you.

**1.1** To access TPS Online, visit the [TPS website](#)<sup>2</sup> and click **Access TPS Online**.



**1.2** Log in on the left-hand side under 'Student Login'. If you are logging in for the first time, use the username and password emailed to you.



**Tuition Protection Service**

Student Login	Provider Login
<p>Log in using the details that we emailed you</p> <p>Username <input type="text"/></p> <p>Password <input type="password"/></p> <p><input type="checkbox"/> Remember my username</p> <p><b>log in</b></p> <p><a href="#">Forgotten your username/password?</a></p>	<p>Log in using your PRISMS credentials</p> <p>Logon ID <input type="text"/></p> <p>Password <input type="password"/></p> <p><input type="checkbox"/> Remember my logon ID</p> <p><b>log in</b></p>

<sup>2</sup> [www.tps.gov.au](http://www.tps.gov.au)

## Step 2: Change your password

When you log in for the first time, you will need to change your password.

### 2.1 Click **Change Password**.

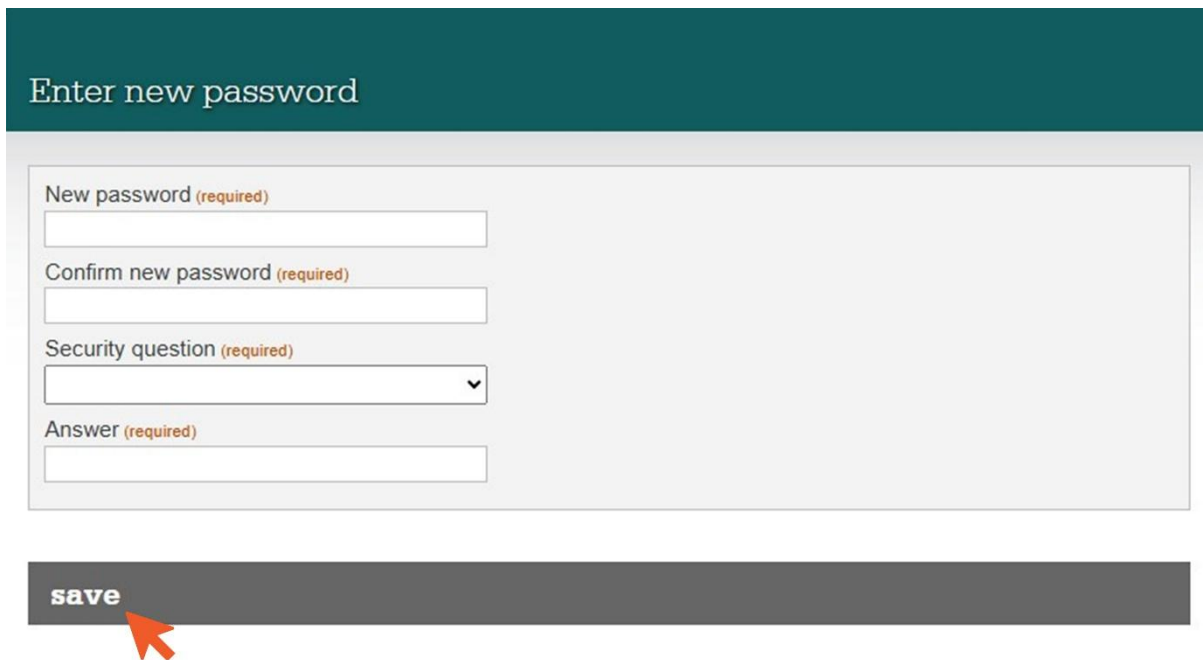


**CHANGE YOUR PASSWORD**

**CHANGE PASSWORD**

Your password needs to be changed.

### 2.2 Enter your new password, choose a security question and answer, then click **save**.



**Enter new password**

New password *(required)*

Confirm new password *(required)*

Security question *(required)*

Answer *(required)*

**save**

### Step 3: Confirm your provider's obligation to you

The TPS needs to know whether your education provider owed you a refund of unspent tuition fees on the date of the default.

**3.1** Click **Next** to begin this task.

**Provider name**  
Course name  
Course location  
Course dates

**TASKS TO BE COMPLETED**

**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.

**3.2** Indicate whether your provider owed you a refund of unspent tuition fees on the date of the default. To be eligible for TPS assistance, you must click **owed me unspent tuition fees**.

**Provider obligations**

**Your course details**

<b>Provider</b>	Provider name
<b>Course</b>	Course name
<b>Location</b>	Course location
<b>Date of default</b>	Default date

**Your provider's obligation to you**  
At the date of default my provider...

**did not owe me unspent tuition fees**

**owed me unspent tuition fees**

**3.3** Confirm whether your provider met its obligations to you. We recommend selecting **My provider has not refunded any of my unspent tuition fees**. Click **save** to proceed.

## Provider obligations

### Your course details

Provider	Provider name
Course	Course name
Location	Course location

### Provider obligation outcome

Your provider may have fulfilled its obligations either by arranging an offer of a place in an alternative course or by refunding you the unspent tuition fees owing to you.

Do you think your provider has met its obligations to you? If your education provider has not fulfilled its obligations you may be able to use the TPS to find an alternative course or to apply for a refund.

Please choose one option below to tell us what the provider has done to fulfil its obligations.

### 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**



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## Step 4: Provide proof of your identity

You must upload a photo of your passport in TPS Online as proof of your identity.

**4.1** Click **Start** to begin this task.

**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.

**4.2** Take a photo of the identity page of your passport. Click **Browse**, select your photo file to upload it, then click **next**.

Step 1 of 3 - Upload proof of identity document

Document

Browse

next

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**4.3** Check that your document is correct then click **next**.

### Step 2 of 3 - Review your proof of identity documents

Once you have finished uploading your proof of identity documents, please click next to continue.

Proof of identity document		<a href="#">view</a>	<a href="#">delete</a>
Name	Passport.jpg		
Date uploaded	11 Jun 2025 02:39:07PM		

[Add another document](#)

**next**

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**4.4** Tick the declaration boxes then click **submit**.

### Step 3 of 3 - Submit your proof of identity for assessment

Once you are happy with the proof of identity documents you have uploaded please submit it for assessment.

To view or change information you have already provided, use the link(s) below.

[Review the proof of identity documents I uploaded](#)

#### Declaration

☐ I declare that to the best of my knowledge, the information I provide is true and correct in every respect.

☐ I declare that I will abide by the requirements of the TPS and associated legislative requirements.

☐ I understand that giving false or misleading information is a serious offence.

**submit**

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You will need to wait for the TPS to accept your proof of identity document before you can complete the next task.



## Step 5: Review and update your contact details

Your contact details are used to send you updates about your case. It is important that they are correct.

**5.1** Click **Review** to check your contact details.

**REVIEW YOUR CONTACT DETAILS**

REVIEW

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

**5.2** If your contact details are correct, click **yes, my contact details are correct**. To change your contact details, select **no, update my contact details**.

Step 1 of 2 - Review your details

**Are these contact details correct?**

Email	student@email.com
Australian mobile phone	0123456789
Can contact by SMS	Yes/No
Other phone	None
Address	123 Main Street Suburb/Town State and Postcode Country

**yes, my contact details are correct**

**no, update my contact details**

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**5.3** Review your personal details. If your personal details are correct, click **yes, my personal details are correct**. To change your personal details, select **no, update my personal details**.

## Step 2 of 2 - Review your details

### Personal details

Name	First name LAST NAME
Gender	Male/Female/Indeterminate
Date of birth	01 Jan 2000
Country of birth	India
Nationality	India
Country of passport	India
Passport number	A1234567
Enrolment (affected)	Course name Provider name Course dates

**yes, my personal details are correct**

**no, update my personal details**



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## Step 6: Upload proof of payment

If your education provider owes you a refund, you must submit proof of all payments made for your course.

**6.1** Click **Start** to begin this task.

**Provider name**  
Course name  
Course location  
Course dates

**TASKS TO BE COMPLETED**

**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.

**6.2** Review the payment information already in the system, then click **next**.

Step 1 of 4 - Review our payment information

Please review the payment information we have recorded in our systems. We need further information from you to complete our records.

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**6.3** You can tell us about any payment details you think are incorrect in your student statement. You can also provide any information you think will help the TPS to calculate your refund amount. Once you have completed your statement, click **next**.

## Step 2 of 4 - Statement by student

In your statement, please tell us about:

- Details of any payments you believe are incorrect.
- Details of any payments that are missing from our records.

You will be given the opportunity to upload documents to support your statement in the next step.

Student statement (required)

**next**



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6.4 You **must** upload the following documents for the TPS to calculate your refund amount:

- **Visa Notification** from the Department of Home Affairs
- signed **Letter of Offer** outlining **all** payments due to your education provider for your course
- **bank statements** or **bank receipts** for **all** payments you made for your course.

If you have an education agent, you must also upload:

- **bank statements** or **bank receipts** for **all** payments you made to your agent
- **bank statements** or **bank receipts** for **all** payments your agent made to your education provider on your behalf
- **agent commission statement.**

Click **Browse** and upload all required documents, then click **next**.

### Step 3 of 4 - Upload documents to support your statement

Please upload documents that support your statement. Documents may include:

- 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

Document

**Browse**

**next**

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6.5 Check that your student statement is complete and that you have uploaded all required documents. To edit your student statement, click **Change my statement**. Click **Upload another document** if any documents are missing. If everything is correct, click **submit**.

### Step 4 of 4 - Review your proof of payment

#### Summary

Payments in our system:	<a href="#">View TPS record of payments</a>
Your statement:	"I paid \$5,000 to my provider for my course." <a href="#">Change my statement</a>
Document(s):	<div>Visa Notification.pdf <a href="#">View</a> <a href="#">Delete</a></div> <div>Signed Letter of Offer.pdf <a href="#">View</a> <a href="#">Delete</a></div> <div>Bank Statements or Bank Receipts - All Student Payments.pdf <a href="#">View</a> <a href="#">Delete</a></div> <div>Bank Statements or Bank Receipts - All Agent Payments.pdf <a href="#">View</a> <a href="#">Delete</a></div> <div>Agent Commission Statement.pdf <a href="#">View</a> <a href="#">Delete</a></div> <div><a href="#">Upload another document</a></div>

**submit**

[Cancel my proof of payment](#)  
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A Case Officer will review your documents and contact you if anything else is needed.

## Step 7: Apply for a refund

If the TPS confirms that you are owed a refund, you will need to provide the bank account details for the account you would like your refund to be paid to.

**7.1** Click **Apply** to begin this task.

<b>Provider name</b> Course name Course location Course dates	
<b>OUTCOMES</b>	
<b>YOUR UNSPENT TUITION FEE HAS BEEN CALCULATED</b>	
We have calculated your unspent tuition fee to be <b>\$5,000.00</b>	
<a href="#">Show me how my unspent tuition fee was calculated</a>	
<b>TASKS TO BE COMPLETED</b>	
<b>APPLY FOR A REFUND</b>	<b>APPLY</b>
Click the apply button for a refund.	

**7.2** Enter your chosen bank account details. Check that they are correct, then click **submit application**.

## Apply for a refund

### Refund details

Name	First name LAST NAME
CoE	Course name
Refund amount	\$5,000.00

- ☒ 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**



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