

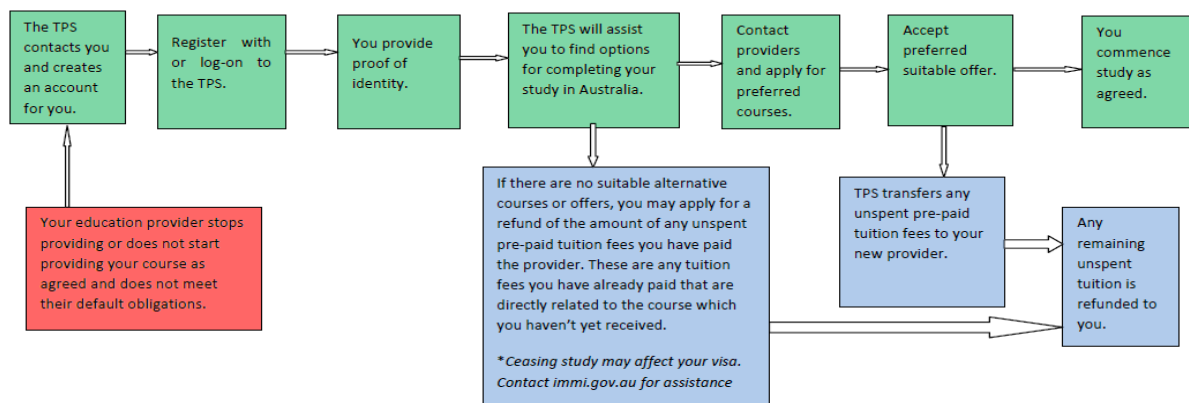
Student Information Handout

Contact Information

Please find below useful contacts to assist you following the closure of your education provider.

Tuition Protection Service (TPS)

The TPS overview – how does it work for international students?



Note: The above flow diagram is for guidance purposes only. To the extent that the diagram is inconsistent with the *Education Services for Overseas Students Act (the ESOS Act) 2000* the ESOS Act prevails. Providers should not rely on this diagram alone and must read the requirements in the ESOS Act.

If you have any questions about the above process or would like a copy of the instructions sent to you via email, please contact a member of the TPS Support Team:

Email – support@tps.gov.au

Phone - 1300 131 798

For further information about the Tuition Protection Service please visit the Tuition Protection Service website at: tps.gov.au

Department of Home Affairs (DoHA)

Home Affairs has information for students affected by a provider closure which you can find at the following link: [Education provider default \(homeaffairs.gov.au\)](http://Education%20provider%20default%20(homeaffairs.gov.au))

If you have specific questions about your visa, please contact DoHA as soon as possible. If students are in Australia they can contact DoHA on 131 881. If students are outside Australia, a list of immigration offices is available at: www.homeaffairs.gov.au/about/contact/offices-locations

Australian Skills Quality Authority (ASQA)

If you have any queries regarding your student records, certificates of attainment etc you may contact ASQA at: www.asqa.gov.au/contact/contact.html or telephone 1300 701 801.