

TPS Online Instructions

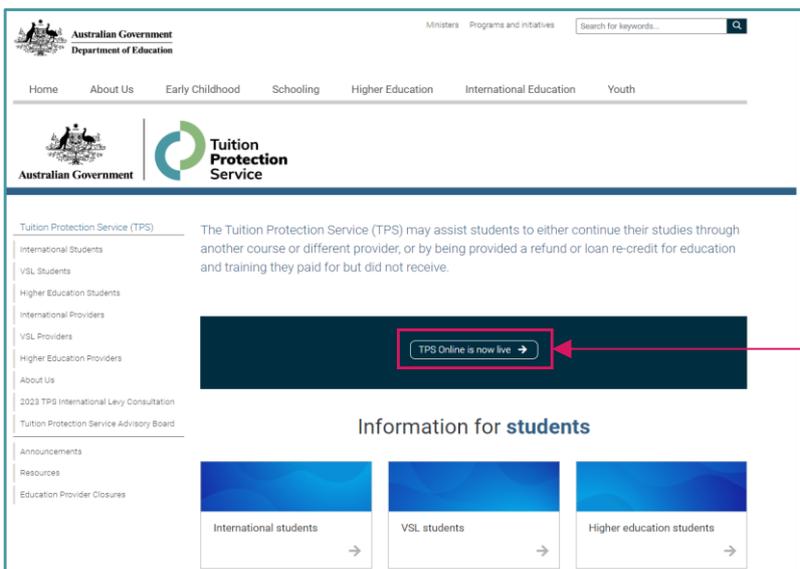
Requesting a Refund

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
- ✓ Check your emails and TPS Online **regularly** for notifications and tasks to complete. **Be quick to respond to TPS requests!**



TPS Online



The screenshot shows the Australian Government Department of Education website. The main navigation bar includes links for Home, About Us, Early Childhood, Schooling, Higher Education, International Education, and Youth. The Tuition Protection Service (TPS) section is highlighted, with a sub-header 'Information for students' and three buttons for 'International students', 'VSL students', and 'Higher education students'. A red box highlights a button that says 'TPS Online is now live' with a right-pointing arrow. A red line connects this button to a text box on the right.

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



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

Logon ID

Password

Remember my logon 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.***

 www.tps.gov.au



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.

 www.tps.gov.au



TPS Online: Change your password

Australian Government
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

Australian Government
Tuition Protection Service

You are here: [Home](#)

Welcome

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

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Visa status

- Evidence of student visa.

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

Trading name
Campus

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.

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								
<p>Provider obligations</p> <p>Please indicate whether your previous provider owed you any unspent tuition fees at the time the default occurred.</p>	<p>Your course details</p> <table border="1"><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> <p>Your provider's obligation to you</p> <p>At the date of default my provider...</p> <p>did not owe me unspent tuition fees</p> <p>owed me unspent tuition fees</p>	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**.



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TPS Online: Upload your proof of identity document

Help with this task

Proof of identity
You need to prove your identity. The acceptable documents are a passport and/or a driver's licence.
If you are the guardian of a student under 18 years of age, you must also provide evidence of guardianship.
Note: You may need to scan your documents and save them to your computer first.
To upload a document:
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.

Step 1 of 3 - Upload proof of identity document

Document
C:\fakepath\passport.pdf **Browse**

next

[Return to my home page](#)

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**.



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TPS Online: Review your proof of identity document

Help with this task

Proof of identity
All the documents you have uploaded for proof of identity are listed here.
This screen allows you to view and if required or delete documents. You can also add another document.

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		view	delete
Name	passport.pdf		
Date uploaded	30 Jan 2023 10:30:19AM		

Add another document

next

[Return to my home page](#)

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

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> <p>Declaration</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> I declare that to the best of my knowledge, the information I provide is true and correct in every respect.<input checked="" type="checkbox"/> I declare that I will abide by the requirements of the TPS and associated legislative requirements.<input checked="" type="checkbox"/> I understand that giving false or misleading information is a serious offence. <p>submit</p> <p>Return to my home page</p>

Read the declaration.

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



www.tps.gov.au



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> <p>update my contact details</p> <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**.



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TPS Online: Update your contact details

Help with this task

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.

Update your contact details

Contact details

Email (required)
student@student.com

Email (confirmation)
student@student.com

Australian mobile phone
1234567890

Can contact by SMS
Yes

Other phone

Address

Country (required)
Australia

Address (required)
50 Marcus Clarke Street

Suburb/City (required)
Canberra

State (required)
ACT

Postcode (required)
2600

save

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



TPS Online: Review your contact details

Help with this task

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.

Step 1 of 2 - Review your details

Are these contact details correct?

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

yes, my contact details are correct

no, update my contact details

[Return to my home page](#)

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																								
<p>Personal 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>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.</p>	<table border="1"><thead><tr><th colspan="2">Personal details</th></tr></thead><tbody><tr><td>Name</td><td>Sample student</td></tr><tr><td>Gender</td><td>Male</td></tr><tr><td>Date of birth</td><td>1 January 2000</td></tr><tr><td>Country of birth</td><td>China</td></tr><tr><td>Nationality</td><td>China</td></tr><tr><td>Country of passport</td><td>China</td></tr><tr><td>Passport number</td><td>AB12345678</td></tr><tr><td>Visa effective date</td><td>17 Dec 2018</td></tr><tr><td>Visa end date</td><td>15 Mar 2023</td></tr><tr><td>Visa sub class</td><td>Student - Simplified Student Visa Framework (SSVF)</td></tr><tr><td>Enrolment (affected)</td><td>Course name (course code) Provider (CRICO/RTO/TEQSA number) Period of study</td></tr></tbody></table> <p>Return to my home page</p> <p>yes, my personal details are correct</p> <p>no, update my personal details</p>	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)	Course name (course code) Provider (CRICO/RTO/TEQSA number) Period of study
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)	Course name (course code) Provider (CRICO/RTO/TEQSA number) Period of study																								

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

PROOF OF PAYMENT	START
<p>We need some further information from you to help us calculate your unspent tuition fees.</p> <p>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.</p> <p>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.</p> <p>Please click the 'start' button to enter your proof of payment.</p>	

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**.



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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 <p>Document</p> <p>C:\fakepath\document.pdf Browse</p> <p>next</p>

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.



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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

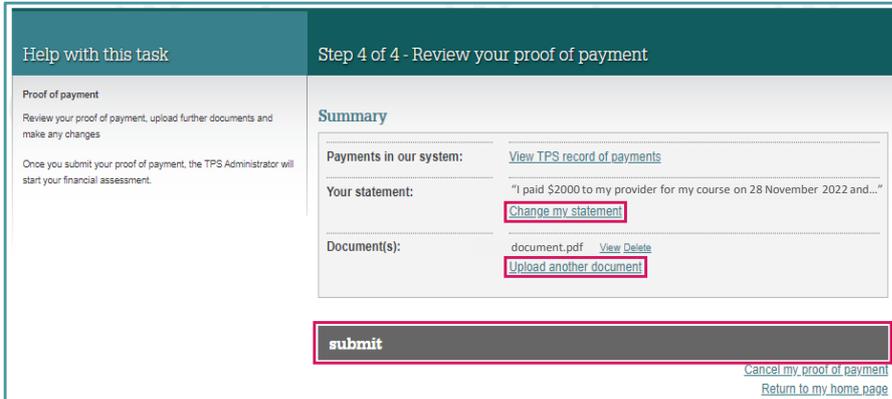


TPS Online: Proof of payment



Document
C:\fakepath\document.pdf [Browse](#)
next

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



Help with this task **Step 4 of 4 - Review your proof of payment**

Proof of payment
Review your proof of payment, upload further documents and make any changes.
Once you submit your proof of payment, the TPS Administrator will start your financial assessment.

Summary

Payments in our system: [View TPS record of payments](#)

Your statement: "I paid \$2000 to my provider for my course on 28 November 2022 and..."
[Change my statement](#)

Document(s): document.pdf [View](#) [Delete](#)
[Upload another document](#)

submit

[Cancel my proof of payment](#)
[Return to my home page](#)

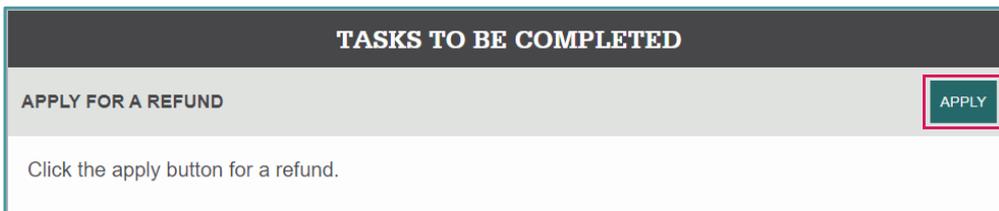
Review your statement and your proof of payment documents.

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



TASKS TO BE COMPLETED

APPLY FOR A REFUND [APPLY](#)

Click the apply button 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

Apply for a refund

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

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

REGULATED BY THE FINANCIAL LARPS

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: Summary of tasks

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- ✓ 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
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