

# Pacific Training Group Closure

## Education Agents Information Session

July 2023

**Mirah Lambert**  
Director, Program Management



# Outline

- Tuition Protection Service (TPS)
- Visa matters (Home Affairs)
- Student records (ASQA)
- Study Queensland, Study Gold Coast and Study New South Wales
- How to use TPS Online

# Purpose of this meeting

- Inform education agents of how the Tuition Protection Service can assist students
- Present information on visa matters
- Present information on getting a copy of a student's study records
- Identify other assistance available



# Pacific Training Group (OHS Media Services Pty Ltd)

- Pacific Training Group ceased delivering courses to students on Wednesday 19 July 2023
- Pacific Training Group did not meet its obligations to students and the Tuition Protection Service (TPS) activated on Friday 21 July 2023
- We will be working to arrange for students to continue their studies with an alternative provider, or provide students with a refund of their unspent tuition fees



# What is the Tuition Protection Service (TPS)?



[www.tps.gov.au](http://www.tps.gov.au)



# Tuition Protection Service (TPS)

- Australian Government initiative within the Department of Education
- Student tuition fee protection scheme
- Supports students following an education provider closure by:
  1. arranging for students to continue their studies with an alternative provider; or
  2. providing students with a refund of unspent tuition fees



# TPS Operations Team



- Led by TPS Director
- Small team of around 16
- Located in Canberra



# TPS Online system

- TPS Online is the system used to request and receive TPS assistance
- Students, or agents on students' behalf, can request a place with an alternative provider or request a refund in TPS Online
- We will show you how to use TPS Online later in this presentation
- TPS Online step-by-step instructions are on the TPS website
- If a student would like their agent to act on their behalf in TPS Online, **the student** must request and return an ***Authority to Act*** form by emailing [support@tps.gov.au](mailto:support@tps.gov.au)





# Continuing studies with an alternative provider

- **Our priority:** to help students find a new education and training provider so they can continue their studies
- TPS Online contains a list of alternative courses at different providers nearby
- **Students will need to contact the new provider to enrol** with them. The provider will upload an offer in TPS Online that **students will need to accept**. The TPS will pay what is owed to the student by Pacific Training Group *directly to the new provider*
- If a student has already enrolled at a new education provider, the TPS can pay their unspent tuition fees through TPS Online



# Unspent tuition fees

- Unspent tuition fees are the fees that were paid to Pacific Training Group for education or training that a student did not receive:

For example, if 10 weeks of tuition were paid and a student only attended classes for 7 weeks, the remaining 3 weeks are their **unspent** tuition fees.

- The TPS can provide students with a refund of any **unspent tuition fees** that were paid to Pacific Training Group for their tuition



# Unspent tuition fees

- A student's refund can be deposited to:
  - their personal bank account
  - another nominated bank account (for example: a family member)
  - their new education provider (if they have secured a placement in an alternative course)
  - their education agent.
- If a student would like their agent to receive their refund on their behalf, **the student** must request and return an ***Authority to Act*** form by emailing [support@tps.gov.au](mailto:support@tps.gov.au)



# TPS website home page



Australian Government  
Department of Education

Ministers Programs and initiatives

Search for keywords...



Home

About Us

Early Childhood

Schooling

Higher Education

International Education

Youth



Australian Government



Tuition  
Protection  
Service

## Tuition Protection Service (TPS)

International Students

VSL Students

Higher Education Students

International Providers

VSL Providers

Higher Education Providers

About Us

2023 TPS International Levy Consultation

Tuition Protection Service Advisory Board

Announcements

Resources

Education Provider Closures

The Tuition Protection Service (TPS) may assist students to either continue their studies through another course or different provider, or by being provided a refund or loan re-credit for education and training they paid for but did not receive.

TPS Online is now live →

For TPS Online, click on  
***TPS Online is now live***

For information  
about the Pacific  
Training Group  
closure, click on  
***Education Provider  
Closures***

## Information for students

International students →

VSL students →

Higher education students →



www.tps.gov.au





Australian Government  
Department of Home Affairs

## Visa Matters

- Applications and visa status
- Visa Application Charge exemptions
- Contacts and further information





**Australian Government**

**Department of Home Affairs**

# Information session on education provider closures

Department of Home Affairs

# What will we cover?

- Applications and visa status
- VAC exemption
- Welfare for students under 18
- Work conditions
- Travelling home
- Contacts and further information

# What is my status?

- International student visa holders need to maintain enrolment in a course that is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at all times while in Australia.
- You can continue staying in Australia on your valid student visa if you enrol with another provider to study a course at the same level.
- Students affected by provider default are afforded an extended period of three months in which to finalise a new enrolment.
- If you have a student visa application that has not yet been decided and your provider has closed, the Department of Home Affairs will contact you to request a new CoE from another provider. Your application will be assessed based on the new course you have chosen to study and you will be afforded additional time to provide a new CoE.



# Do I need a new visa?

- Please check the expiry date of your student visa. If you require more time to finish your new course, or you move to a new course that is at a lower AQF level than your previous course, you must apply for a further student visa.
- There are arrangements in place to waive the Visa Application Charge (VAC) for students affected by an education provider closure if you apply within 12 months.
  - You must hold a student visa or your last substantive visa must have been a student visa.
  - When you apply let us know you have been affected by a provider default and attach evidence of your enrolment with the new education provider, such as your CoE.

# Do I need a new visa?

- You can check your visa expiry date by using the Department of Home Affairs' Visa Entitlement Verification Online (VEVO) service at <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online/visa-holders>

# Students under 18

- You must maintain welfare arrangements at all times as a condition of your student visa if you are under 18.
- If your education provider issued a Confirmation of Appropriate Accommodation and Welfare (CAAW) to take responsibility for your welfare in Australia, you must seek alternative enrolment immediately and make alternative welfare arrangements.
- If you will turn 18 soon, you will still need to ensure you have appropriate arrangements in place until you turn 18.

# Work arrangements

## Condition 8105 – Work restriction

- All student visa holders have this condition on their visa. Normally there are two main scenarios to consider:
  1. Study has started – *you can work 48 hours per fortnight*
  2. Study has not yet started – *you cannot work if you have not commenced your course unless you held a visa when you applied for your student visa and your previous visa permitted you to work.*
- If you are on a Bridging visa (BV), you will need to refer to the conditions attached to your BV regarding work and other conditions

# Travelling home and delays

- You are able to travel home and return to Australia while you arrange your enrolment and commencement in another course. You must have a valid Student visa to enter Australia on your return.
  - If you have applied for a Student visa and are awaiting a decision, you must have a valid Bridging Visa B in order to travel.
- Students affected by provider default have up to three months to finalise a new enrolment.
- If it takes longer than three months to finalise your enrolment, the Department of Home Affairs may further extend its special arrangements on a case-by-case basis. You must provide relevant information for consideration.

# Further information and contacts

- For further information about your Student visa,  
<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>
- Queries or concerns about visa arrangements, <http://www.homeaffairs.gov.au/>
- Specific information on education provider default  
<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/education-provider-default>
- Service Centre: telephone 131 881 (in Australia).



Australian Government

Australian Skills Quality Authority

## Australian Skills Quality Authority

- Getting a copy of a student's study records





Australian Government

Australian Skills Quality Authority



When closing, a registered training organisation (RTO) is expected to issue:

- an Australian Qualifications Framework (AQF) testamur and record of results to any student who has completed the requirements of the relevant qualification, or
- a statement of attainment to a student who has not completed the requirements of a qualification, but has completed one or more units of competency.

You will need evidence of the competencies you have achieved to transfer and continue the rest of your training at another RTO. The easiest way to do this is to provide the new training provider with a statement of attainment.

If you have been unable to obtain either a statement of attainment or testamur, ASQA may be able to assist you with a letter and transcript confirming competencies that you have achieved. This confirmation is only possible if ASQA holds records of competency completion from the closed RTO.

**[www.asqa.gov.au/students/student-record](http://www.asqa.gov.au/students/student-record)**



# Contact details for ASQA

- [www.asqa.gov.au/students/how-asqa-can-help-students](http://www.asqa.gov.au/students/how-asqa-can-help-students)
- [www.asqa.gov.au/students/student-record](http://www.asqa.gov.au/students/student-record)
- **Phone from in Australia:** [1300 701 801](tel:1300701801) between 9am to 7pm (AEDT) Monday to Friday
- **Phone from outside Australia:** [+61 3 8613 3910](tel:+61386133910)

# **STUDY QUEENSLAND**

START HERE. GO ANYWHERE.

STUDY

# **GOLDCOAST™**

## **Study Queensland and Study Gold Coast**

- Support for international students





## STUDENT SUPPORT

Queensland offers a range of student support resources, including the Queensland Student Hub Network, an international student hotline and student support staff dedicated to supporting and encouraging students.

<https://www.studyqueensland.qld.gov.au/live-in-queensland/student-support>

<https://eqi.com.au/student-support/hotline>



## WHAT IS THE GCSH?

The Gold Coast Student Hub is the ultimate social and study space for current Gold Coast Students, boasting monthly events, modern workstations, free Wi-Fi and unlimited tea and coffee.



## HOW DO I SIGN UP?

On your first visit, bring your current student ID card and then you're ready to go! You have complete access to the hub services and facilities any weekday from 9:30am - 4:30pm.



## WHY USE THE HUB?

As well as being an excellent place to study, the hub also hosts a number of events in and outside of the space - giving you the perfect opportunity to connect with other Gold Coast students.



## NEED SUPPORT?

Access free student support, helping you with: accommodation, mental health & well-being, basic careers support, navigating Australian systems, referrals to legal, social or community organisations.

<https://www.goldcoaststudenthub.com/>

<https://www.goldcoaststudenthub.com/support/>



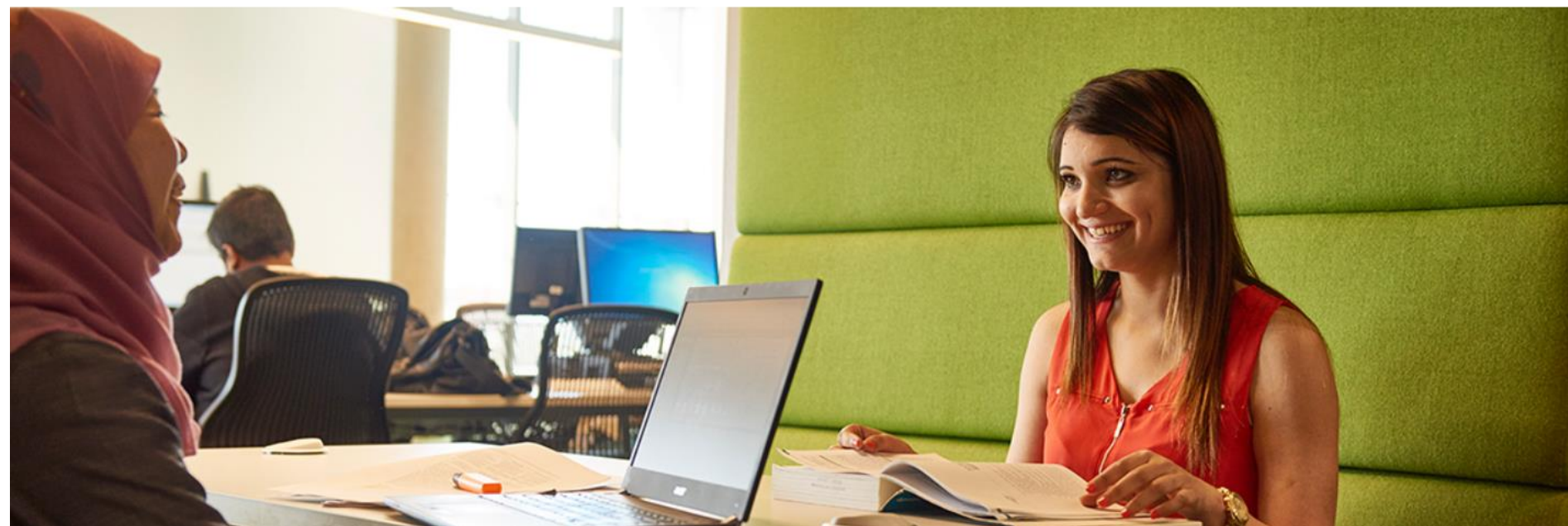
**Study NSW**

## **Study New South Wales**

- Support for international students



HOME TRAVEL ADVICE ▼ DESTINATIONS ▼ STUDY ▼ LIVE ▼ WORK ▼ NEWS ▼ INDUSTRY ▼ ABOUT ▼ CONTACT US



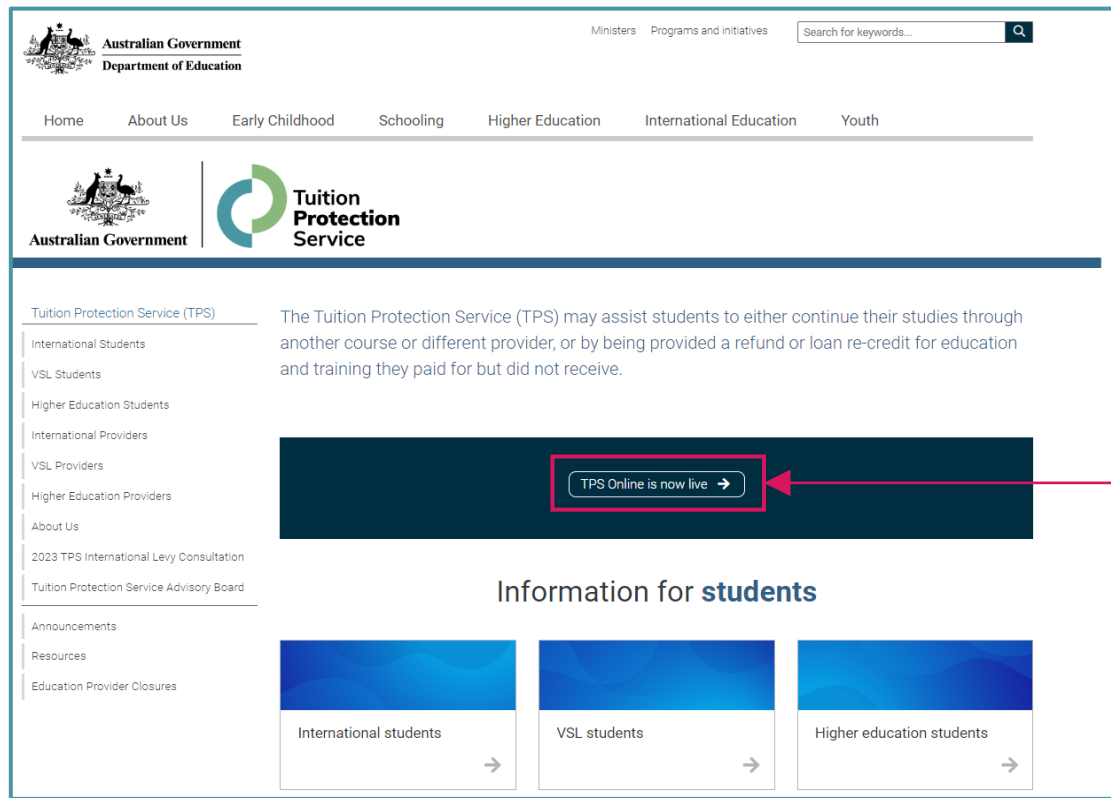
<https://www.study.nsw.gov.au/live/support-services>



## How to use TPS Online

- Accessing TPS Online
- Using TPS Online to receive a refund of unspent tuition fees
- Summary of tasks to complete in TPS Online

# TPS Online



Australian Government  
Department of Education

Ministers Programs and Initiatives Search for keywords...

Home About Us Early Childhood Schooling Higher Education International Education Youth

Australian Government Tuition Protection Service

Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) may assist students to either continue their studies through another course or different provider, or by being provided a refund or loan re-credit for education and training they paid for but did not receive.

TPS Online is now live →

Information for **students**

International students → VSL students → Higher education students →

Visit [www.tps.gov.au](http://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 login ID

**log in**

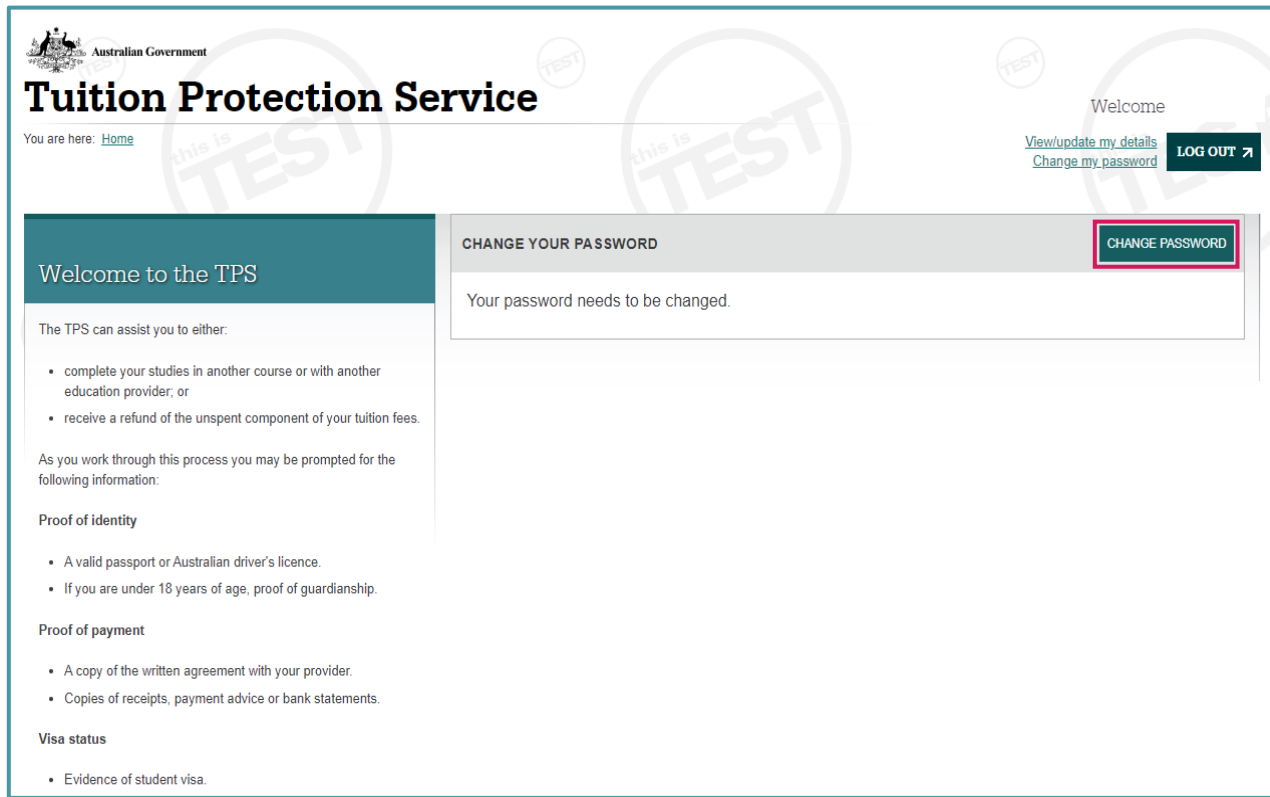
[Need a sample login to do testing?](#)

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.***



# TPS Online: Change your password



Australian Government

## 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.

**CHANGE YOUR PASSWORD**

[CHANGE PASSWORD](#)

Your password needs to be changed.

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



# 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:

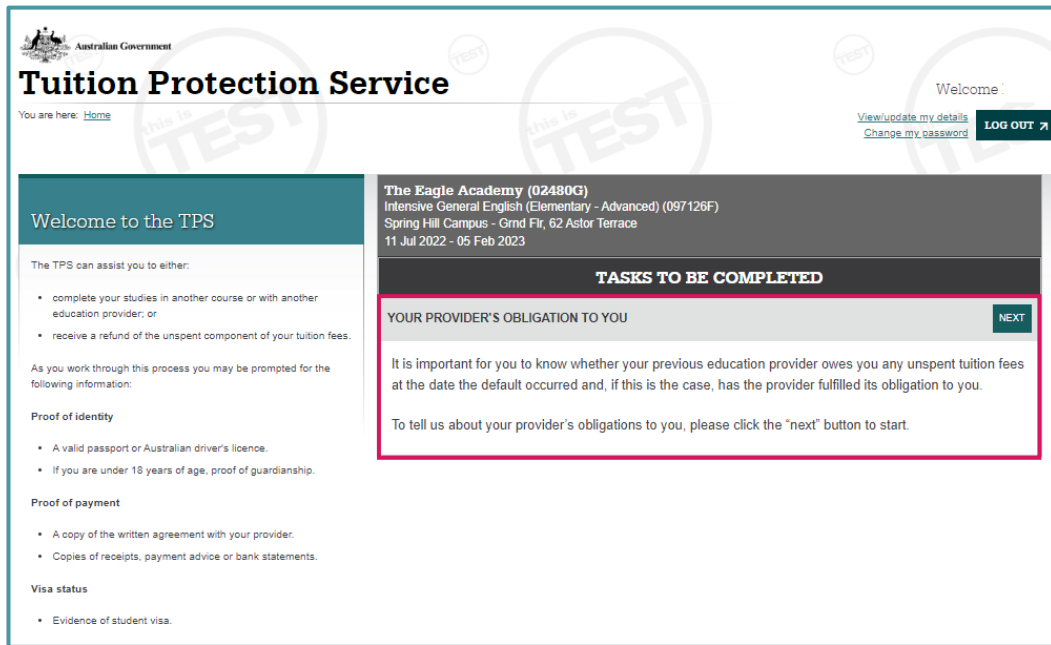
- at least 14 characters.

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 Eagle Academy (02480G)**  
Intensive General English (Elementary - Advanced) (097126F)  
Spring Hill Campus - Grnd Flr, 62 Astor Terrace  
11 Jul 2022 - 05 Feb 2023

### 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**.



# TPS Online: Your provider's obligation to you

Help with this task	Provider obligations								
<p><b>Provider obligations</b></p> <p>Please indicate whether your previous provider owed you any unspent tuition fees at the time the default occurred.</p>	<p><b>Your course details</b></p> <table><tbody><tr><td>Provider</td><td>The Eagle Academy (02480G)</td></tr><tr><td>Course</td><td>Intensive General English (Elementary - Advanced) (097126F)</td></tr><tr><td>Location</td><td>Spring Hill Campus - Grnd Flr, 62 Astor Terrace</td></tr><tr><td>Date of default</td><td>04 Oct 2022</td></tr></tbody></table> <p><b>Your provider's obligation to you</b></p> <p>At the date of default my provider...</p> <div><p><b>did not owe me unspent tuition fees</b></p><p><b>owed me unspent tuition fees</b></p></div>	Provider	The Eagle Academy (02480G)	Course	Intensive General English (Elementary - Advanced) (097126F)	Location	Spring Hill Campus - Grnd Flr, 62 Astor Terrace	Date of default	04 Oct 2022
Provider	The Eagle Academy (02480G)								
Course	Intensive General English (Elementary - Advanced) (097126F)								
Location	Spring Hill Campus - Grnd Flr, 62 Astor Terrace								
Date of default	04 Oct 2022								

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

## 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**.



# 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**.





# 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**.



# 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		<a href="#">view</a>	<a href="#">delete</a>
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***.



# TPS Online: Submit your proof of identity document

Help with this task	Step 3 of 3 - Submit your proof of identity for assessment
<p><b>Proof of identity</b></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><a href="#">Review the proof of identity documents I uploaded</a></p> <div><p><b>Declaration</b></p><ul style="list-style-type: none"><li><input checked="" type="checkbox"/> I declare that to the best of my knowledge, the information I provide is true and correct in every respect.</li><li><input checked="" type="checkbox"/> I declare that I will abide by the requirements of the TPS and associated legislative requirements.</li><li><input checked="" type="checkbox"/> I understand that giving false or misleading information is a serious offence.</li></ul></div> <div><b>submit</b></div> <p><a href="#">Return to my home page</a></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.

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.

Tuition Protection Service

You are here: [Home](#) > [Review contact details - Step 1 of 2](#)

View/update my details

Change my password

LOG OUT

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

Your contact details

Email	student@student.com
Australian mobile phone	None
Can contact by SMS	Yes
Other phone	None
Address	50 Marcus Clarke Street Canberra ACT 2600

update my contact details

[Return to my home page](#)

Click **update my contact details**.



# 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)

2800

save

cancel

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



# TPS Online: Review your contact details

Help with this task	Step 1 of 2 - Review your details										
<p><b>Contact details</b></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><b>Are these contact details correct?</b></p> <table><tbody><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></tbody></table> <p><b>yes, my contact details are correct</b></p> <p><b>no, update my contact details</b></p> <p><a href="#">Return to my home page</a></p>	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

**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.

### Step 2 of 2 - Review your 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 (014880C) 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](mailto: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><b>Payment information</b></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> <div><b>next</b></div> <div><a href="#">Return to my home page</a></div>

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

**Student statement**

Use the statement to respond to our questions in your own words.

When you have finished your statement, click next to go to the next screen where you can upload documents that support your statement.

### 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)

I paid \$2000 to my provider for my course on 28 November 2022 and I have not yet started it.

**next**

[Return to my home page](#)

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

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

**next**

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

### Help with this task

#### 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.

## 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 \$2000 to my provider for my course on 28 November 2022 and..." <a href="#">Change my statement</a>
Document(s):	document.pdf <a href="#">View</a> <a href="#">Delete</a> <a href="#">Upload another document</a>

**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	<a href="#">APPLY</a>
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

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

[Return to my home page](#)

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 mapexpand all

→ <a href="#">Example Course 1</a>	<a href="#">more detail</a>
→ <a href="#">Example Course 2</a>	<a href="#">more detail</a>
→ <a href="#">Example Course 3</a>	<a href="#">more detail</a>

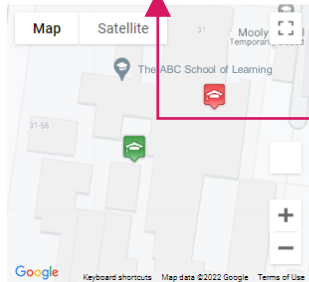
On your home page, click **browse** on **BROWSE ALTERNATIVE COURSES** to view a list of suitable alternative course options.

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)</p> <p>Providers who have been selected to offer you with 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><b>Note:</b> If the course you select has a higher tuition fee than the defaulted course, you will have to pay the difference.</p>	<table><thead><tr><th colspan="2">Course details</th></tr></thead><tbody><tr><td>Course name</td><td>Example Course 1 (123456G)</td></tr><tr><td>Course code</td><td>123456G</td></tr><tr><td>Course level</td><td>Senior Secondary Certificate of Education</td></tr><tr><td>Course language</td><td>English</td></tr><tr><td>Duration in weeks</td><td>312 wks</td></tr><tr><td>Total course fee</td><td>\$20,000</td></tr><tr><td>Location</td><td>NORTH MELBOURNE</td></tr><tr><td>State</td><td>Victoria</td></tr><tr><td>Dual qualification</td><td>No</td></tr><tr><td>Broad field of education</td><td>Mixed Field Programmes</td></tr><tr><td>Narrow field of education</td><td>General Education Programmes</td></tr><tr><td>Detailed field of education</td><td>General Primary and Secondary Education Programmes</td></tr><tr><td>Foundation studies</td><td>No</td></tr><tr><td>Work component</td><td>No</td></tr><tr><td>Distance from affected course (km)</td><td>54.62</td></tr></tbody></table>	Course details		Course name	Example Course 1 (123456G)	Course code	123456G	Course level	Senior Secondary Certificate of Education	Course language	English	Duration in weeks	312 wks	Total course fee	\$20,000	Location	NORTH MELBOURNE	State	Victoria	Dual qualification	No	Broad field of education	Mixed Field Programmes	Narrow field of education	General Education Programmes	Detailed field of education	General Primary and Secondary Education Programmes	Foundation studies	No	Work component	No	Distance from affected course (km)	54.62
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Work component	No																																
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<p>Telephone 0312345678</p> <p>Email <a href="mailto:example@abclearning.vic.edu.au">example@abclearning.vic.edu.au</a></p> <p>Website <a href="http://www.abclearning.com.au">www.abclearning.com.au</a></p> <p>Address 123 Sample Street NORTH MELBOURNE VIC 3051 Australia</p>																																	
	<a href="#">Return to my alternate courses list</a>																																

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.**



# 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 closure
- ✓ 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](http://www.tps.gov.au)



[support@tps.gov.au](mailto:support@tps.gov.au)



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