

Tuition Protection Service

Guide to TPS Online for VSL Students

TPS Online

The Tuition Protection Service (TPS) assists VET Student Loans (VSL) students who are impacted by an education provider closure to continue their studies with a replacement provider or, if a replacement provider is not available, arrange a loan re-credit.

TPS Online is the case management system students use to receive assistance from the TPS following an education provider closure. TPS Online can be accessed by visiting the [TPS website](#)¹.

This document guides VSL students through TPS Online.

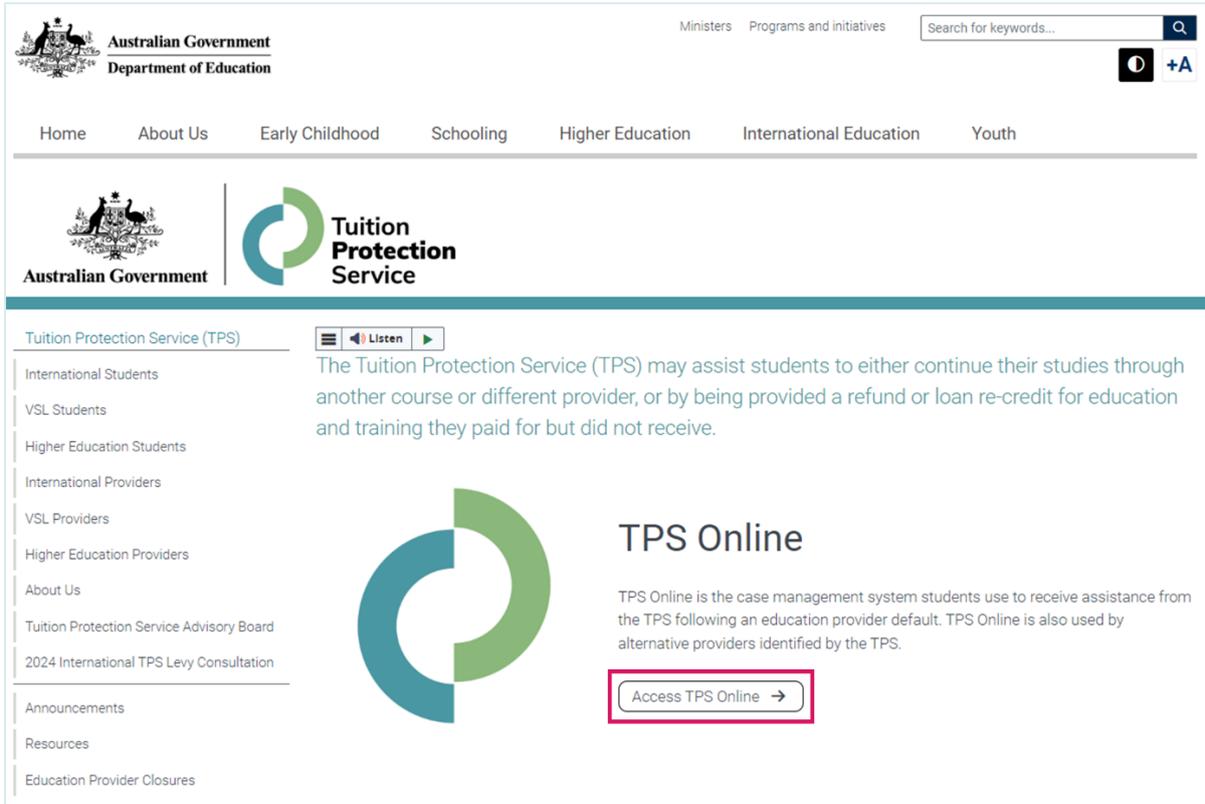
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¹ www.education.gov.au/tps

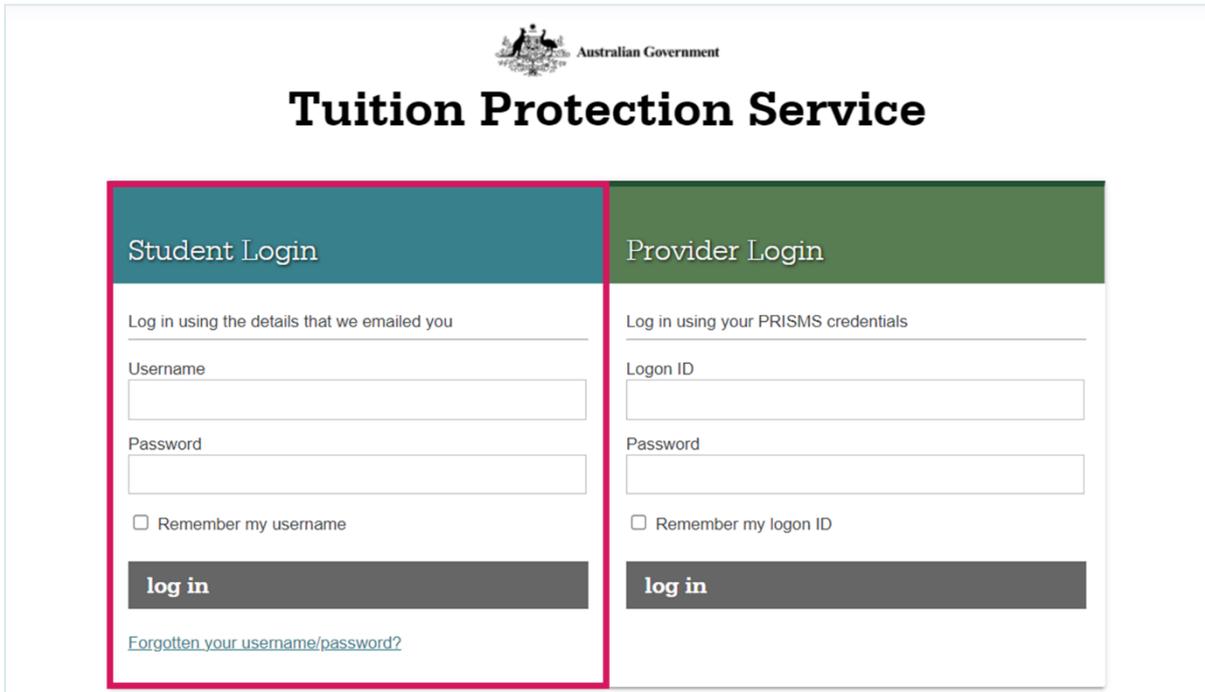
Step 1: Log in to TPS Online

Visit the [TPS website](https://www.education.gov.au/tps)² and click **Access TPS Online** to be redirected to TPS Online.



The screenshot shows the Australian Government Department of Education website. At the top, there is a navigation menu with links for Home, About Us, Early Childhood, Schooling, Higher Education, International Education, and Youth. A search bar is located in the top right corner. Below the navigation menu, the Tuition Protection Service (TPS) logo is displayed. The main content area features a large circular graphic and a section titled "TPS Online". The text describes the service and includes a button labeled "Access TPS Online" with a right-pointing arrow. A sidebar on the left lists various categories such as International Students, VSL Students, Higher Education Students, International Providers, VSL Providers, Higher Education Providers, About Us, Tuition Protection Service Advisory Board, 2024 International TPS Levy Consultation, Announcements, Resources, and Education Provider Closures.

Log in to TPS Online using the login details emailed to you from the TPS.



The screenshot shows the Tuition Protection Service login page. The page is titled "Tuition Protection Service" and features two login options: "Student Login" and "Provider Login". The "Student Login" section includes fields for Username and Password, a "Remember my username" checkbox, and a "log in" button. The "Provider Login" section includes fields for Logon ID and Password, a "Remember my logon ID" checkbox, and a "log in" button. A link for "Forgotten your username/password?" is also visible.

² www.education.gov.au/tps

Step 2: Multi-factor authentication

After logging in to TPS Online for the first time, you will be asked if you would like to enable multi-factor authentication to enhance the security of your account. By enabling multi-factor authentication, you will receive one-time codes each time you log in to TPS Online.

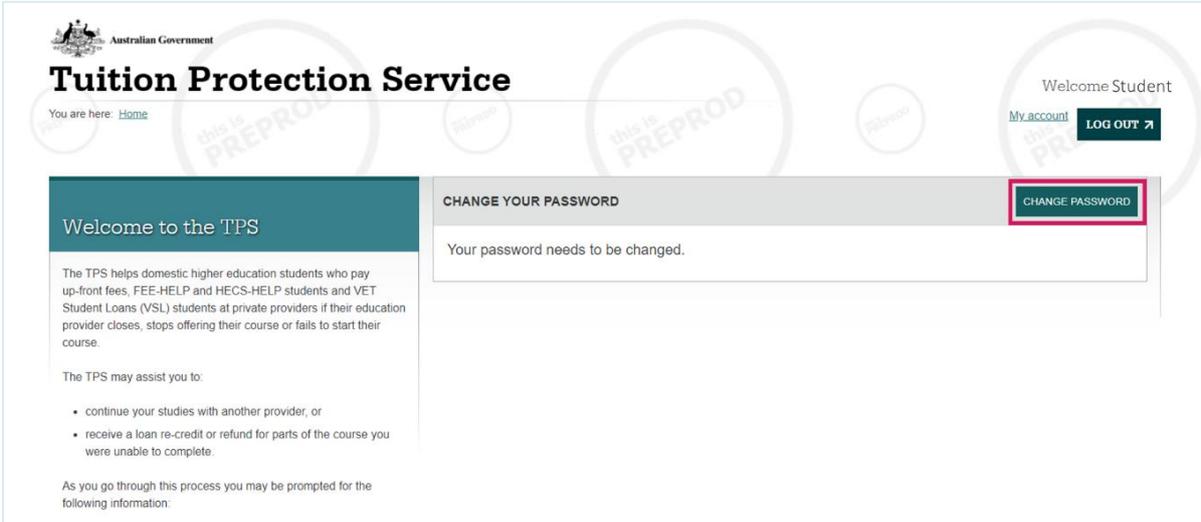
To enable multi-factor authentication, click **enable**. You can choose to receive one-time codes via an authenticator app or via email.

If you do not wish to enable multi-factor authentication or if you would like to enable it later, click **enable later**. You can enable multi-factor authentication later by clicking **My account** then **Multi-Factor Authentication**.



Step 3: Change your password

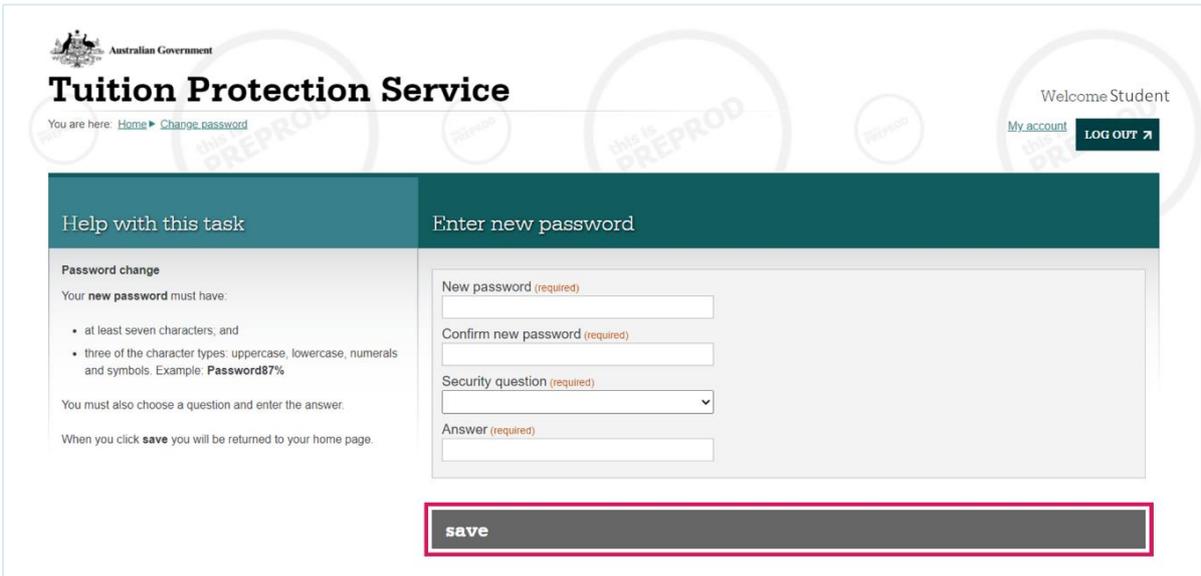
When logging in to TPS Online for the first time, you will be prompted to change your password. From your TPS Online homepage, click **change password**.



The screenshot shows the Australian Government Tuition Protection Service homepage. The header includes the Australian Government logo, the title 'Tuition Protection Service', and a 'Welcome Student' message with 'My account' and 'LOG OUT' links. The breadcrumb trail shows 'You are here: Home'. A teal sidebar on the left contains a 'Welcome to the TPS' section with introductory text and a list of services. The main content area has a grey header 'CHANGE YOUR PASSWORD' and a message 'Your password needs to be changed.' A red box highlights a 'CHANGE PASSWORD' button in the top right corner of the main content area.

Your new password must be at least **14 characters** long and include **three different character types** (e.g. uppercase and lowercase letters, numerals and symbols).

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



The screenshot shows the 'Change password' form on the Tuition Protection Service website. The breadcrumb trail is 'You are here: Home > Change password'. The form is divided into two columns. The left column, titled 'Help with this task', provides instructions for password requirements (at least seven characters, including uppercase, lowercase, numerals, and symbols) and security question requirements. The right column, titled 'Enter new password', contains four input fields: 'New password (required)', 'Confirm new password (required)', 'Security question (required)' (a dropdown menu), and 'Answer (required)'. A red box highlights a 'save' button at the bottom of the form.

Step 4: Your current situation

For the TPS to assist you, you will need to tell the TPS about your situation in relation to the provider closure. From your homepage, click **next** on the task titled 'Your Current Situation'.

Tuition Protection Service

Welcome Student
My account LOG OUT

Welcome to the TPS

The TPS helps domestic higher education students who pay up-front fees, FEE-HELP and HECS-HELP students and VET Student Loans (VSL) students at private providers if their education provider closes, stops offering their course or fails to start their course.

The TPS may assist you to:

- continue your studies with another provider, or
- receive a loan re-credit or refund for parts of the course you were unable to complete.

As you go through this process you may be prompted for the following information:

Provider name (RTO 12345)
Name of affected course [course code] / Name of second affected course (if applicable) [course code] / Name of third affected course (if applicable) [course code]

TASKS TO BE COMPLETED

YOUR CURRENT SITUATION **NEXT**

It is important to know your current situation with your previous education provider.

To tell us about this, please click the "next" button to start.

Read each option carefully and select the option that best describes your situation, then click **save**.

Tuition Protection Service

Welcome Student
My account LOG OUT

Help with this task **TPS Assistance**

Your course details

Provider	Provider Name (RTO 12345)
Course(s)	Name of course you were enrolled in [course code] Name of any other courses you were enrolled in (if applicable) [course code]

Please choose an option below that best describes your situation in relation to this default:

- I have already completed my studies in this course with my previous provider and do not need assistance
- I have not completed my studies with this provider, but they have placed me with another provider or re-credited my loan or refund me and do not need assistance
- I am no longer studying with this provider and do not need assistance
- I had deferred my studies with this provider, and I need assistance
- I have not completed my course and I need assistance

Please be aware, if you select that you do not need assistance this means you will not be assisted to transfer to a replacement course and will remain liable for any debt reported by your previous provider.

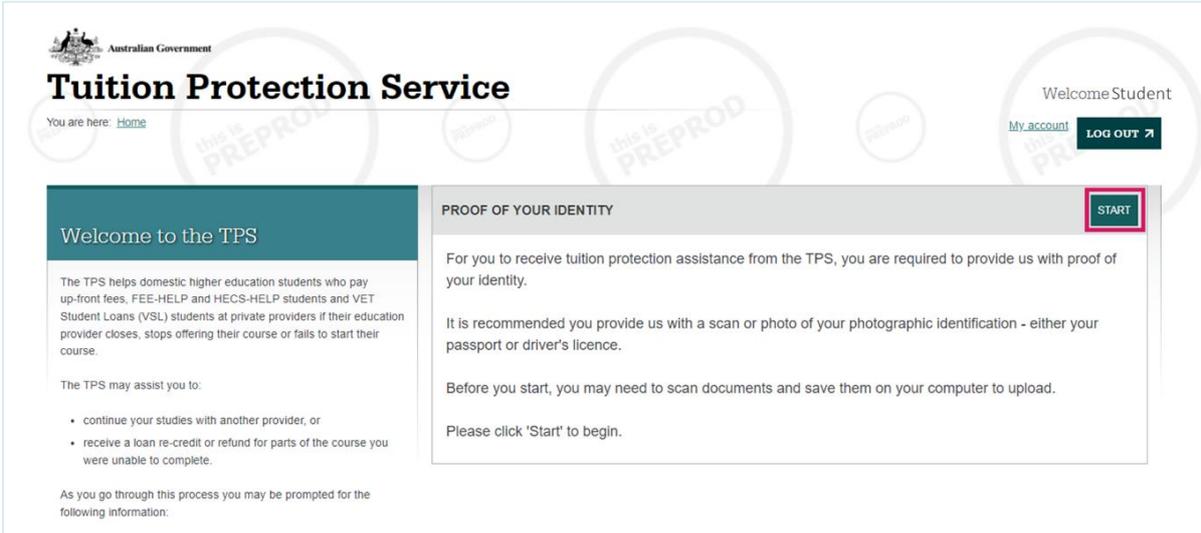
If you have any further queries, please contact the TPS via email to support@tps.gov.au or by calling 1300 131 798.

We wish you all the best in your future endeavours.

save [Return to my home page](#)

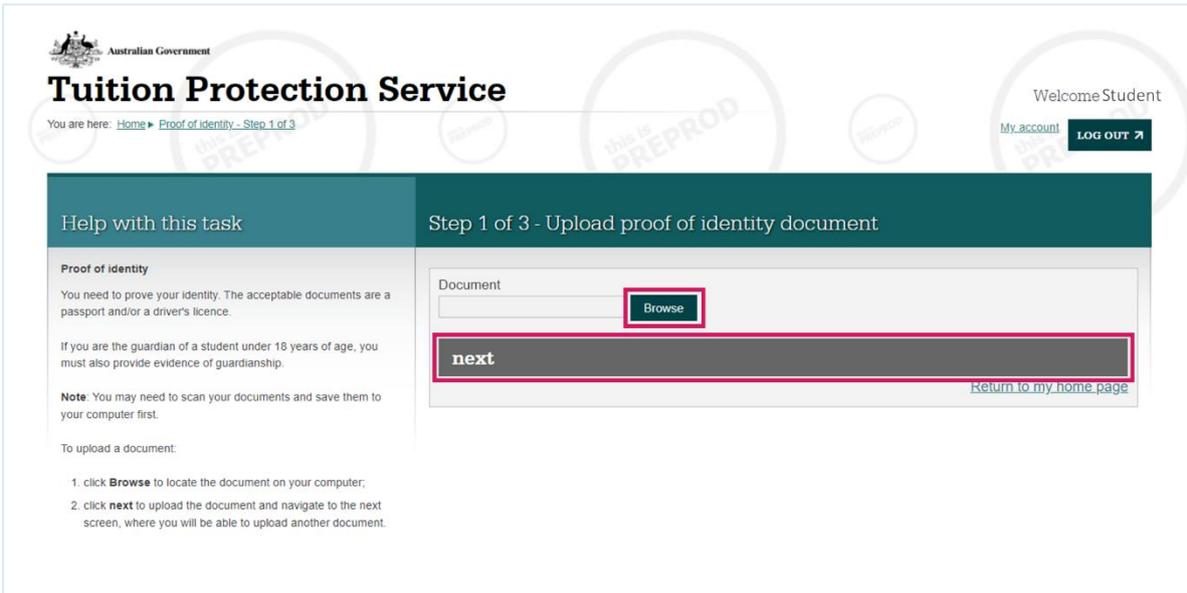
Step 5: Proof of your identity

You must provide proof of your identity, such as a copy of your passport or driver's licence, to receive assistance from the TPS. From your homepage, click **start** on the task titled 'proof of your identity'.



The screenshot shows the Australian Government Tuition Protection Service homepage. The header includes the logo and 'Welcome Student' with links for 'My account' and 'LOG OUT'. The main content area is titled 'PROOF OF YOUR IDENTITY' and features a 'START' button highlighted with a red box. The text explains that users need to provide proof of identity, such as a scan of a passport or driver's licence, and that they may need to scan documents before starting. A 'START' button is also highlighted with a red box.

Click **browse** to upload a copy of your passport or driver's licence from your device. Click **next** once you have uploaded your document.



The screenshot shows the 'Step 1 of 3 - Upload proof of identity document' page. The left sidebar contains instructions on how to provide proof of identity, including a note about scanning documents and a list of steps: 1. click **Browse** to locate the document on your computer; 2. click **next** to upload the document and navigate to the next screen. The main content area features a 'Document' input field with a 'Browse' button highlighted in red, and a 'next' button highlighted in red. A 'Return to my home page' link is also visible.

You will be asked to review your proof of identity document(s). **View** the document you uploaded to make sure it is the right document. If you have uploaded an incorrect document, click **delete** then **add another document**. If you are happy with the document, click **next**.

The screenshot shows the 'Tuition Protection Service' interface at Step 2 of 3. The page header includes the Australian Government logo, the title 'Tuition Protection Service', and a 'Welcome Student' message with 'My account' and 'LOG OUT' links. The breadcrumb trail indicates 'Home > Proof of identity - Step 2 of 3'. The main content area is divided into two columns. The left column, titled 'Help with this task', contains information about proof of identity documents and instructions on how to view, delete, or add documents. The right column, titled 'Step 2 of 3 - Review your proof of identity documents', contains instructions to click 'next' after reviewing. A table lists the uploaded document: 'Proof of ID.jpg' with a date of '27 Feb 2024 11:19:10AM'. Below the table are buttons for 'Add another document' and 'next', and a 'Return to my home page' link.

Proof of identity document		view	delete
Name	Proof of ID.jpg		
Date uploaded	27 Feb 2024 11:19:10AM		

Read the declaration. If you are happy to proceed, **tick all three boxes** then click **submit**.

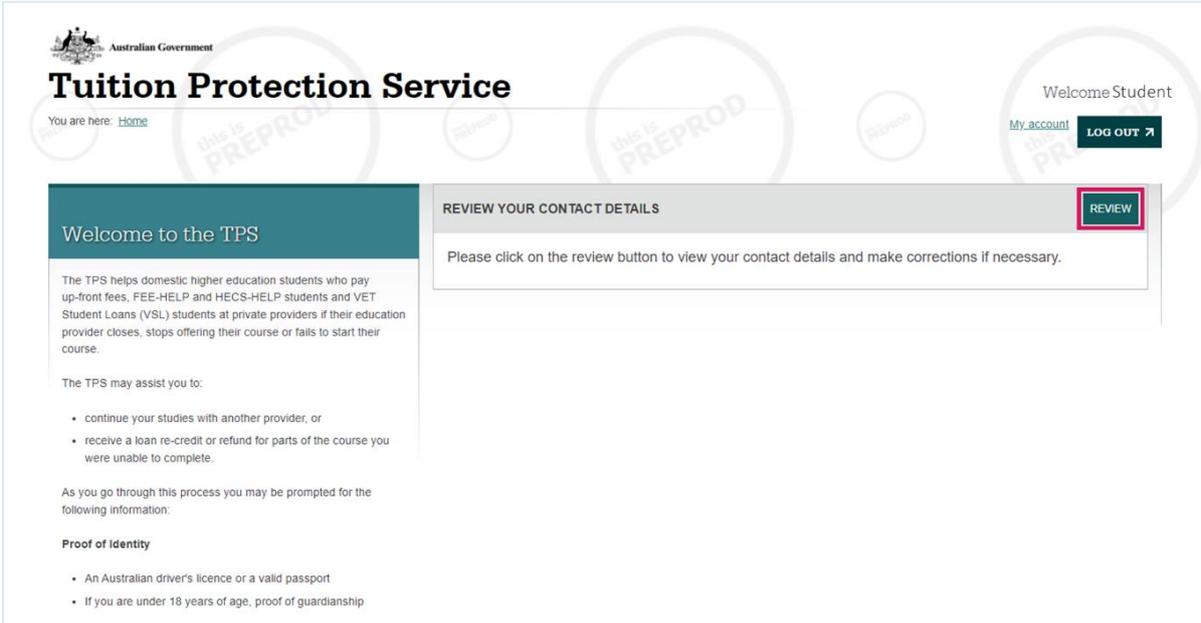
The screenshot shows the 'Tuition Protection Service' interface at Step 3 of 3. The page header includes the Australian Government logo, the title 'Tuition Protection Service', and a 'Welcome Student' message with 'My account' and 'LOG OUT' links. The breadcrumb trail indicates 'Home > Proof of identity - Step 3 of 3'. The main content area is divided into two columns. The left column, titled 'Help with this task', contains information about proof of identity documents and instructions on how to read the declaration and submit documents. The right column, titled 'Step 3 of 3 - Submit your proof of identity for assessment', contains instructions to submit documents and a link to review uploaded documents. A 'Declaration' section contains three checkboxes for the user to tick. Below the declaration is a 'submit' button and a 'Return to my home page' link.

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.

Step 6: Review your contact details

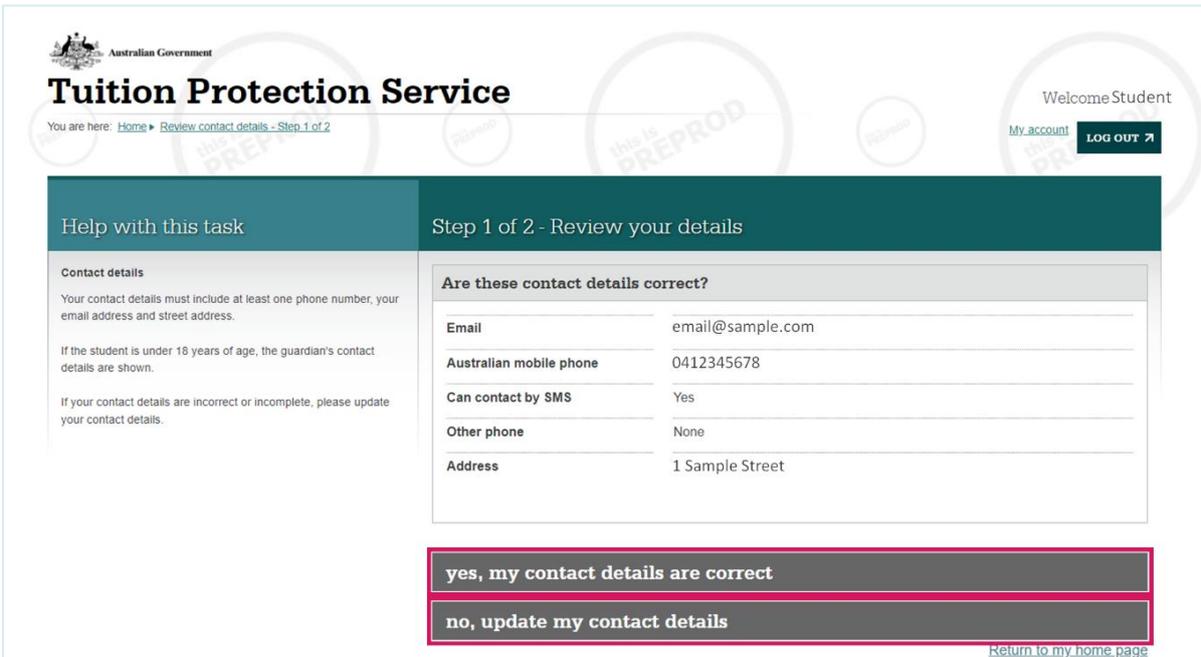
From your homepage, click **review** on the task titled 'review your contact details' to make sure your contact details are correct.



The screenshot shows the Tuition Protection Service homepage. At the top left is the Australian Government logo. The main heading is 'Tuition Protection Service'. Below it, there is a navigation breadcrumb: 'You are here: Home'. On the right, there is a 'Welcome Student' message with a 'My account' link and a 'LOG OUT' button. The main content area is divided into two columns. The left column has a teal header 'Welcome to the TPS' and contains introductory text about the service and a list of assistance options. The right column has a grey header 'REVIEW YOUR CONTACT DETAILS' and a 'REVIEW' button highlighted with a red box. Below the header, there is a message: 'Please click on the review button to view your contact details and make corrections if necessary.'

Click **yes, my contact details are correct** if all details are correct.

If your contact details are incorrect, click **no, update my contact details** and make any necessary changes.



The screenshot shows the 'Review your details' page. At the top left is the Australian Government logo. The main heading is 'Tuition Protection Service'. Below it, there is a navigation breadcrumb: 'You are here: Home > Review contact details - Step 1 of 2'. On the right, there is a 'Welcome Student' message with a 'My account' link and a 'LOG OUT' button. The main content area is divided into two columns. The left column has a teal header 'Help with this task' and contains instructions for contact details. The right column has a teal header 'Step 1 of 2 - Review your details' and a form titled 'Are these contact details correct?'. The form contains the following fields: 'Email' (email@sample.com), 'Australian mobile phone' (0412345678), 'Can contact by SMS' (Yes), 'Other phone' (None), and 'Address' (1 Sample Street). Below the form, there are two buttons: 'yes, my contact details are correct' and 'no, update my contact details', both highlighted with red boxes. At the bottom right, there is a link: 'Return to my home page'.

Repeat this process for the second page.



Tuition Protection Service

You are here: [Home](#) > [Review personal details](#)

Welcome Student [My account](#) **LOG OUT**

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	Student's Name
Gender	None
Date of birth	10 Jan 2000
Enrolment (affected)	Name of affected course [course code]
Enrolment (affected)	Name of second affected course (if applicable) [course code]
Enrolment (affected)	Name of third affected course (if applicable) [course code]

yes, my personal details are correct

no, update my personal details

[Return to my home page](#)

Step 7: Enrolment information

You will be asked to provide information about your studies with the provider that closed. From your homepage, click **start** on the task titled 'enrolment information'.

Tuition Protection Service

Welcome Student

You are here: [Home](#) [My account](#) [LOG OUT](#)

Welcome to the TPS

The TPS helps domestic higher education students who pay up-front fees, FEE-HELP and HECS-HELP students and VET Student Loans (VSL) students at private providers if their education provider closes, stops offering their course or fails to start their course.

The TPS may assist you to:

- continue your studies with another provider, or
- receive a loan re-credit or refund for parts of the course you were unable to complete.

As you go through this process you may be prompted for the following information:

Provider name (RTO 12345)
Name of affected course [course code] / Name of second affected course (if applicable) [course code] / Name of third affected course (if applicable) [course code]

TASKS TO BE COMPLETED

ENROLMENT INFORMATION [START](#)

We need some information from you about your studies with your previous provider.

Please provide any details of your enrolment/s.

Please click 'start' to continue.

Review your enrolment information, then click **next**.

Tuition Protection Service

Welcome Student

You are here: [Home](#) > [Review enrolment information- Step 1 of 4](#) [My account](#) [LOG OUT](#)

Help with this task

Enrolment information

Please review our record of your enrolment and study information and compare it with your own records.

We will ask you to advise if the enrolment information is correct or not, provide a statement if any information is incorrect and ask that you upload evidence to support your response.

Step 1 of 4 - Review your enrolment information

Course: Name of affected course [course code]

Unit of Study Code	Commencement Date	Census Date	Unit Status	Mode of Study	Delivery Location	Loan Amount	Loan Fee
ABCDE12	01 Jan 2024	04 Apr 2023	Withdrawn	Online	1001	\$2,700.00	\$540.00

Course: Name of second affected course (if applicable) [course code]

Unit of Study Code	Commencement Date	Census Date	Unit Status	Mode of Study	Delivery Location	Loan Amount	Loan Fee
FGHIJ12	01 Jan 2024	04 Apr 2023	Withdrawn	Online	1001	\$2,700.00	\$540.00

Course: Name of third affected course (if applicable) [course code]

Unit of Study Code	Commencement Date	Census Date	Unit Status	Mode of Study	Delivery Location	Loan Amount	Loan Fee
KLMNO12	01 Jan 2024	04 Apr 2023	Ongoing	Online	1001	\$2,700.00	\$540.00
PQRST12	01 Jan 2024	01 Oct 2023	Ongoing	Online	1001	\$2,700.00	\$540.00

[next](#) [Return to my home page](#)

Indicate whether the enrolment information recorded in TPS Online is complete and correct using the drop-down menu.

If your enrolment information is correct, please confirm this in the 'student statement' box.

If your details are incorrect, please specify clearly which details are incorrect in the 'student statement' box. You will have the opportunity to upload supporting documentation in the next step. You are welcome to also email the TPS at support@tps.gov.au advising of any inconsistencies in your enrolment information and attach any relevant documentation to support your case.

Click **next** to proceed.

Australian Government
Tuition Protection Service
You are here: [Home](#) > [Statement by student - Step 2 of 4](#)

Welcome Student
[My account](#) **LOG OUT**

Help with this task

Student statement
Answer the question asking if the enrolment information is complete and correct.

Add a statement to provide details of any discrepancies, or advise if details are correct or you are not sure.

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

Step 2 of 4 - Statement by student

Is the enrolment information we have about you complete and correct? (required)

Please complete the student statement.

If your details are incorrect, please specify. Otherwise where your details are correct, please confirm this in your statement.

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

Student statement (required)

next

[Return to my home page](#)

Regardless of whether your enrolment information was correct or incorrect, you **must** upload a copy of any documents that support your statement and will help the TPS to verify your enrolment information. Documents may include:

- Notification of acceptance into your course(s)
- Course structure
- Statement of Covered Fees
- Academic transcript and/or statements of attainment
- Anything else you think might assist the TPS in verifying your enrolment information, such as email correspondence you may have had with your provider regarding your enrolment.

Click **browse** to upload your first document, then click **upload**.

The screenshot shows the Australian Government Tuition Protection Service (TPS) interface. The page title is "Tuition Protection Service" and the user is logged in as "Welcome Student". The breadcrumb trail indicates the user is at "Home > Upload supporting documents - Step 3 of 4". The main heading for this step is "Step 3 of 4 - Upload documents to support your statement".

Help with this task

Evidence of enrolment
You must upload documents that support your response (and statement).
Documents can be reviewed or deleted before you submit the review of enrolment information.
To upload your document/s:
• 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.

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

- notification of acceptance into course
- course structure
- Statement of Covered Fees
- academic transcript and/or Statements of Attainment
- anything else you think might assist us, such as email correspondence you may have had with your provider regarding your enrolment.

Please note that failure to submit documentation may affect the assistance you receive.

Document **Browse**
Documents should not be more than 5mb in size.

upload

next

[Return to my home page](#)

You can upload additional documents from this screen by clicking **upload another document**.

When you have uploaded all the documents you wish to upload, review your statement then click **submit**.

The screenshot shows the 'Step 4 of 4 - Review your enrolment information statement' page. On the left, there is a 'Help with this task' section with 'Enrolment information' details. The main content area is titled 'Summary' and contains a table with the following information:

Enrolment information in our system:	View TPS record of enrolment
Is the enrolment information we have about you complete and correct?	Yes
Your statement:	Student statement Change my statement or responses
Document(s):	document.pdf View Delete Upload another document

At the bottom of the page, there is a prominent 'submit' button. Below the button, there are links for 'Cancel my review of enrolment' and 'Return to my home page'.

After submitting your review of enrolment information, the following notice will appear on your homepage.

The screenshot shows the homepage after submission. The 'Welcome to the TPS' section provides an overview of the service. The 'TASKS TO BE COMPLETED' section is highlighted and contains the following information:

Provider name (RTO 12345)
Name of affected course [course code] / Name of second affected course (if applicable) [course code] / Name of third affected course (if applicable) [course code]

REVIEW OF ENROLMENT INFORMATION SUBMITTED

You have submitted your review of your enrolment information.

We are assessing your documents and will notify you via email when you can proceed.

If any of the details you have submitted needs amending please contact the [TPS](#).

[View my submission](#)

If the TPS requires more documentation to assess your enrolment information, you will be notified via email to log back in to TPS Online to provide further information. From your homepage, click **revise** on the task titled 'revise your enrolment information' to provide the additional information requested.

The screenshot shows the Tuition Protection Service (TPS) homepage. At the top left is the Australian Government logo. The main heading is 'Tuition Protection Service'. Below it, there is a navigation bar with 'You are here: Home' and 'Welcome Student' with a 'LOG OUT' button. The main content area is divided into two columns. The left column is titled 'Welcome to the TPS' and contains introductory text and a list of services. The right column is titled 'TASKS TO BE COMPLETED' and contains a task titled 'REVISE YOUR ENROLMENT INFORMATION'. A red box highlights the 'REVISE' button next to this task. Below the task title, there is a message: 'The enrolment information you submitted has been returned to you for revision and re-submission. The assessor provided the following comments: "Please provide additional documentation showing..."'

Once the TPS has assessed and verified your enrolment information, the following confirmation notice will appear on your TPS Online homepage.

The screenshot shows the Tuition Protection Service (TPS) homepage after a successful review. The layout is similar to the previous screenshot, but the task in the 'TASKS TO BE COMPLETED' section is now titled 'REVIEW OF ENROLMENT INFORMATION COMPLETED'. Below this title, there is a message: 'Thank you for using the Tuition Protection Service. We will email you directly to provide you with further advice.'