

Alternative Providers' Guide

Enrolling students following a CRICOS provider default

Following a CRICOS provider default, the Tuition Protection Service (TPS) aims to provide affected international students with options for continuing their studies in a similar course with an alternative Australian provider, if any such courses are available. The TPS may contact providers identified as offering suitable alternative courses with an opportunity to enrol affected students.

Alternative providers must complete the following tasks in TPS Online when enrolling international students affected by a CRICOS provider default:

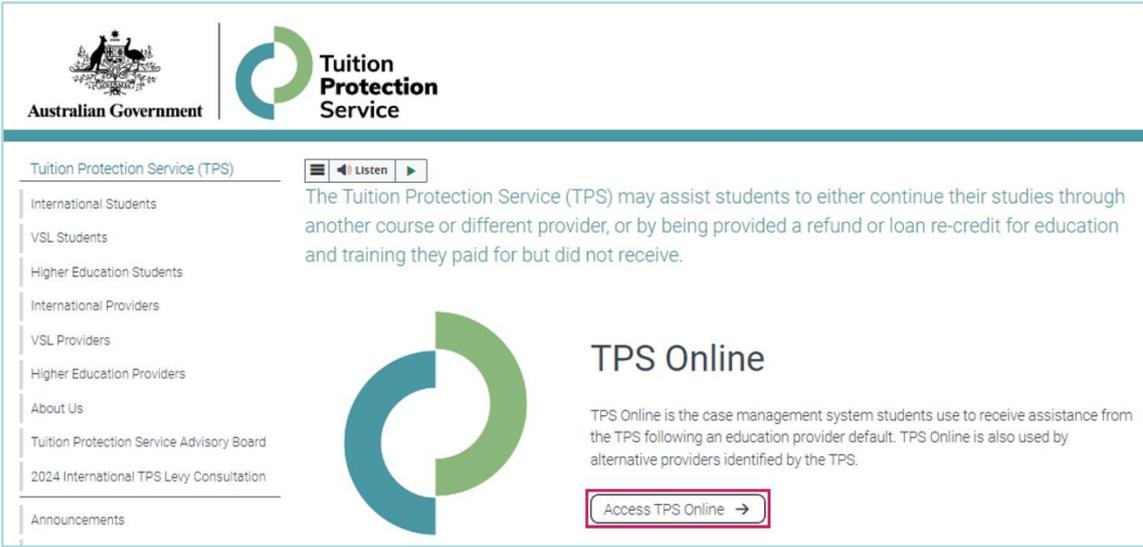
1. Log in to TPS Online using PRISMS credentials
2. Enter bank account details
3. Make an offer to a student
4. Wait for the student to accept the offer in TPS Online
5. Create a Confirmation of Enrolment (CoE) in PRISMS
6. Link the accepted offer to the new CoE.

This document guides alternative providers through this process.

Step 1: Log in to TPS Online

TPS Online is the case management system used by students and alternative providers following a provider default. Only staff members with **COE Create** or **COE Administrator** access in the Provider Registration and International Student Management System (PRISMS) can log in to TPS Online.

- 1.1 To access TPS Online, visit the [TPS website](#) and click **Access TPS Online**.



The screenshot shows the Tuition Protection Service (TPS) website. At the top left is the Australian Government logo, and at the top right is the Tuition Protection Service logo. Below the logos is a navigation menu with the following items: 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, and Announcements. The main content area features a 'Listen' button, a paragraph stating: '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.' Below this is a large circular graphic and the heading 'TPS Online'. Underneath the heading is a paragraph: 'TPS Online is the case management system students use to receive assistance from the TPS following an education provider default. TPS Online is also used by alternative providers identified by the TPS.' At the bottom right of the main content area is a button labeled 'Access TPS Online' with a right-pointing arrow.

- 1.2 A staff member with **COE Create** or **COE Administrator** access in PRISMS can log in to TPS Online using their PRISMS credentials.

Australian Government

Tuition Protection Service

Student Login

Log in using the details that we emailed you

Username

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

Step 2: Enter your bank account details

Alternative providers must enter their bank account details in TPS Online. The TPS will deposit any relevant fees for the placement of international students into the nominated bank account.

- 2.1 From your TPS Online home page, click **Enter bank details**.

Home - Alternative Provider (CRICOS Code)

Enter your bank account details

The TPS Administrator uses this account to deposit the initial prepaid fees for the placement of students.

Enter bank details >

Make an offer to a student

An offer can be made once you have discussed the course and the placement with the student. This discussion takes place offline.

Note: A written agreement, between you and the student, must be created before the offer is made.

Note: The student's email address and date of birth are required for this process.

Make offer >

View nominated courses

To display the list of courses nominated by the TPS Administrator, click 'View nominated courses'.

View nominated courses >

- 2.2** Provide the bank account details for the account you would like any payments to be transferred to then click **Save**.

Update bank account details

i Enter your new bank account details and click **Save**.

Account name required

BSB required

Account number required

Save
Cancel

Step 3: Make an offer to a student

An enrolment offer can be made to a student after discussing the course and placement with the student. The student’s email address and date of birth are required for this task.

Please note that a written agreement must be created before making an offer to a student.

- 3.1** From your TPS Online home page, click **Make offer**.

Make an offer to a student

An offer can be made once you have discussed the course and the placement with the student. This discussion takes place offline.

Note: A written agreement, between you and the student, must be created before the offer is made.

Note: The student's email address and date of birth are required for this process.

Make offer >

- 3.2** Your organisation may have multiple courses listed as suitable alternative courses. In the example below, only one course is listed as a suitable alternative course.

Select the course relevant to the student to whom you are making an offer then click **Next**.

Make offer step 1 of 4 (choose nominated course)

i This is a list of courses the TPS Administrator has identified as suitable alternatives for the students who have been affected by a default. Once you have discussed the course and the placement with the student, an offer can be made. Select a course to offer the student.

	Course Id	Course name	Course code	Location name
<input type="checkbox"/>	98765	Diploma of Leadership and Management	987654C	Location of Alternative Provider

1 record found

Cancel
Next

3.3 Search for the student using their email address and date of birth.

Make offer step 2 of 4 (identify student)

i To identify the student, enter the student's email address and date of birth.

Email address **required**

Date of birth **required** 

3.4 Confirm that the details for the student are correct before proceeding.

Make offer step 3 of 4 (confirm student and CoE details)

i These are the student's current details. Confirm that you have the right student and click **Next**.

Title	Ms
First name	Sample name
Second name	Sample name
Family name	Sample name
Gender	Female
Date of birth	01 Jan 2000
Country of birth	Philippines
Nationality	Philippines
Country of passport	Philippines
Passport number	123456789
Visa grant number	9786756453423
Postal address	10 Sample Street Sydney NSW 2000 Australia
Affected course	Diploma of Leadership and Management
Affected course provider	Defaulted Provider Name (CRICOS Code)
Affected CoE code	A98B76C5
Start date	01 Jan 2023
End date	31 Dec 2023

3.5 Enter the following details:

- Initial prepaid fee required prior to commencement
- Total course tuition fee
- Course start and end dates
- A copy of the written agreement between your organisation and the student.

Please note that an initial prepaid fee of \$0 will result in no payment being completed.

Check that the information entered is correct then click **Finish**.

Make offer step 4 of 4 (enter offer details)

i The details of the placement offer made to the student are entered here.
Click **Finish** to complete the offer process and notify the student of your offer.
If the student accepts your offer, you will be notified by email.
Note:You will be required to create a CoE in PRISMS to confirm this enrolment. Instructions will be detailed in the email confirming the student's acceptance.

Initial prepaid fee required prior to commencement of course (\$) **required**

Total course tuition fee (\$) **required**

Start date **required**

End date **required**

Written agreement **required**

3.6 After making an offer to a student, you will be able to **view all offers** and **withdraw an offer from a student** from your TPS Online home page.

Make an offer to a student

An offer can be made once you have discussed the course and the placement with the student. This discussion takes place offline.
Note: A written agreement, between you and the student, must be created before the offer is made.
Note: The student's email address and date of birth are required for this process.

Withdraw an offer from a student

This process enables you to withdraw an offer made to a student. You can withdraw an offer only if the student has not yet accepted it. If you want to withdraw an offer after the student has accepted it, contact the TPS.

View nominated courses

To display the list of courses nominated by the TPS Administrator, click 'View nominated courses'.

View all offers

To display the list of offers made to students, through TPS, click 'View Offers'.

Update your bank account details

Changes to your bank account details are entered here.
Payments approved before this update are deposited into the account specified at the time of approval.

Step 4: Wait for the student to accept the offer in TPS Online

- ### 4.1
- After making an offer to a student in TPS Online, the student will be notified of your offer via email and must accept or reject it in TPS Online. You will receive an email notification when the student accepts or rejects the offer.

Step 5: Create a Confirmation of Enrolment in PRISMS

5.1 After a student accepts an offer, a CoE **must be created in PRISMS**. Refer to the [PRISMS Provider User Guide](#) for instructions on how to add a CoE in PRISMS.

Step 6: Link an accepted offer to a Confirmation of Enrolment

An accepted offer must be linked to a CoE. The TPS will not process any payments until this task is complete.

6.1 From your TPS Online home page, click **Link offer to CoE**.

Link an accepted offer to a confirmation of enrolment (CoE)

This process enables you to allocate a CoE code to an accepted offer. Once this is finalised, the TPS Administrator will process your payment after student account is fully validated and financial assessment completed.

Click **Link offer to CoE** to start the process.

Note: A CoE must be created in PRISMS beforehand. To create a CoE, click on the [PRISMS](#) link at the top right corner of the screen.

Note: If the initial prepaid fee for the course you are offering is \$0, a payment will not be made.

Note: If the student is assessed as not being owed any unspent tuition fees for their affected enrolment, a payment will not be made.

[Link offer to CoE >](#)

6.2 Select the offer you wish to link to a CoE then click **Next**.

Link an accepted offer to a CoE - step 1 of 2 (choose offer)

Select the relevant offer and click Next.

Showing offers where offer status is one of Accepted - awaiting CoE, Accepted (on student's behalf) - awaiting CoE:

First name	Family name	Date of birth	Gender	Affected provider	Affected course	Alternative course
Sample	Sample	01 Jan 2000	Female	Defaulted Provider Name (CRICOS Code)	Diploma of Leadership and Management (Defaulted Provider Name)	Diploma of Leadership and Management (Course Code), Name of Alternative Provider

1 record found (show 20 records)

[Cancel](#) [Next](#)

6.3 Enter the code of the CoE created in PRISMS, confirm the CoE details are correct, then click **Finish**.

Link an accepted offer to a CoE - step 2 of 2 (enter CoE code)

Once you have created a CoE for the student in PRISMS, enter the code here.

When we receive the CoE code the TPS Administrators will begin processing your payment. The payment amount is shown below as **amount payable by the TPS**.

The payment will contribute towards the initial prepaid fee for the placement. The amount payable by the TPS is dependent on what we calculate the student's unspent prepaid tuition fee amount to be. It may or may not entirely cover the initial prepaid fee.

The student is responsible for paying the **amount payable by the student**, which is their contribution to the initial prepaid fee. They are also responsible for paying for the remainder of the total course tuition fee.

The TPS Administrator will send you an email once the payment has been approved.

CoE code **required**

Student name	Sample name
Gender	Female
Date of birth	01 Jan 2000
Course name	Diploma of Leadership and Management
Location	1 Alternative Provider Road Sydney NSW 2000 Australia
Start date	01 Sep 2023
End date	31 Aug 2024
Total course tuition fee	\$10,500.00
Initial prepaid fee	\$500.00
Amount payable by the TPS	
Amount payable by student	

[Show full details of the offer](#)

[Back](#) [Finish](#)

6.4 You can check that an offer has been linked to a CoE by clicking **View offers** from your TPS Online home page.

View all offers

To display the list of offers made to students, through TPS, click 'View Offers'.

[View offers >](#)

Offer history - Alternative Provider (CRICOS Code)

i This is a list of the offers you have made to students, for courses nominated by the TPS Administrator.
Click on a record to view the details of the offer.

Search

First name	Family name	Date of birth	Gender	Affected course	Alternative course	Status	Status changed
Sample	Sample	01 Jan 2000	Female	Diploma of Leadership and Management (Defaulted Provider Name)	Diploma of Leadership and Management (Course Code), Name of Alternative Provider	Linked to CoE	Date

1 record found (show 20 records)

[Return to my home page](#)