

# Perth International College of English

## Alternative Providers Information Session

17 June 2025

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TPS Director



# Purpose of this meeting

Role of the Tuition Protection Service (TPS) after a provider default

Finding international students a course with an alternative provider

Student visa information

How to use the TPS Online case management system



# **Perth International College of English**

## **(PAXMIL Education Holdings Pty Ltd)**

Perth International College of English closed on Monday 16 June 2025

Perth International College of English did not meet its obligations to students and the Tuition Protection Service (TPS) activated on Monday 16 June 2025

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



# Tuition Protection Service (TPS)

Australian Government initiative supported by the Department of Education

Student tuition fee protection scheme

Supports students following an education provider default to:

1. continue studying with an alternative provider

**and/or**

2. receive a refund of unspent tuition fees

Works with education providers to assist students affected by a provider default



# TPS Team



# TPS Online system

TPS Online is the system students use to request and receive TPS assistance

Alternative providers enrol students affected by a provider default through TPS Online

A guide to using TPS Online is on the TPS website

Access TPS Online via the TPS website



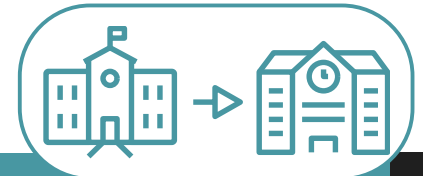
# Finding students a course with an alternative provider

**Our priority:** To help students continue their studies with a new education provider

Students can view suitable alternative courses with other providers in TPS Online

**Students need to contact an alternative provider to enrol** with them. The provider will then upload an offer in TPS Online for students to accept.

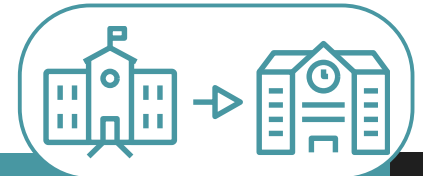
If a student that enrolls with an alternative provider through TPS Online is owed a refund of unspent tuition fees, we can pay their refund amount directly to the alternative provider



# Suitable alternative courses

The TPS must meet the following criteria outlined in the [Education Services for Overseas Students \(Suitable Alternative Courses\) Instrument 2022](#) when identifying suitable alternative courses:

- courses are of a **similar level and field of education** as the original course
- courses are delivered in **close geographical proximity** to the original course
- providers have **capacity to enrol additional students**
- providers are **not facing regulatory action**





# TPS website

**Australian Government** | **Tuition Protection Service**

[Tuition Protection Service \(TPS\)](#) [Listen](#)

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**

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.

[Access TPS Online →](#)

[Education Provider Notices](#)

For TPS Online, click **Access TPS Online**.

For information about provider defaults, click **Education Provider Notices**.



# Student visa information

Student visa holders must remain enrolled in a registered course

Students must finalise a new enrolment within 3 months of their provider defaulting

Students can continue studying on their current visa if:

- they enrol in a new course which is at the same or a higher AQF level than their original course, and
- they will finish studying before their current visa expires



# How to use TPS Online

Using TPS Online to enrol students  
affected by a provider default

Summary of tasks you must complete in  
TPS Online

# Access TPS Online

Visit [tps.gov.au](https://tps.gov.au) and click **Access TPS Online**.



## Tuition Protection Service (TPS)

International Students

VSL Students

Higher Education Students

International Providers

VSL Providers

Higher Education Providers

About Us

Tuition Protection Service Advisory Board

Contact us

Announcements

Resources

Education Provider Notices

## Listen

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## TPS Online

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.

Access TPS Online →



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



# Log in to TPS Online

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

Staff members with **COE Create** or **COE Administrator** access in PRISMS can log in to TPS Online using their PRISMS credentials.



# Enter bank account details

Enter your bank account details.

The TPS will deposit any relevant fees for the placement of international students into the nominated bank account.

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 >](#)



# Make an offer to a student

An enrolment offer can be made to a student after discussing the course and placement with the student. **A written agreement must be created before making an offer to a student.**

The student must accept or reject the offer in TPS Online.

## 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 >

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.



# Create a CoE in PRISMS

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.

**An accepted offer must be linked to a CoE.** The TPS will not process any payments until this task has been completed.

## 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 >](#)





# TPS Online: Summary of tasks

- ✓ Log in to TPS Online using PRISMS credentials
- ✓ Enter bank account details
- ✓ Make an offer to a student
- ✓ Wait for the student to accept the offer in TPS Online
- ✓ Create a Confirmation of Enrolment (CoE) in PRISMS
- ✓ Link the accepted offer to the new CoE
- ✓ Refer to the Alternative Providers' Guide on the TPS website when completing these tasks





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



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