

Cocoon International College

International Students Information Session

6 August 2025

Tanya Benton-Hall
Case Management Team



Purpose of this meeting

How the Tuition Protection Service (TPS) can assist you

Student visa information

Getting a copy of your student record

Other assistance available

How to use the TPS Online case management system



Lifetime International.Com Pty Ltd **(Cocoon International College)**

Cocoon International College closed on Tuesday 29 July 2025

Cocoon International College did not meet its obligations to students

The Tuition Protection Service (TPS) activated on Wednesday 6 August 2025

We will help you to find an alternative education provider to continue your studies, and provide you with a refund of your 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. find an alternative provider to continue studying

and

2. receive a refund of unspent tuition fees



TPS Team



TPS Online system

TPS Online is the system you will use to request and receive TPS assistance

You can request a refund of your unspent tuition fees 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

Access TPS Online via the TPS website



Continuing your studies with an alternative provider

Our priority: To help you to continue your studies with a new education provider

You will be emailed links to find alternative courses at different providers

You will need to contact the new provider to enrol with them

Alternative courses may cost more or less than your current course. If costs are higher, you will need to meet those costs.



Unspent tuition fees

Unspent tuition fees: The fees that you paid to Cocoon International College for education or training that you did not receive

For example, if you paid for 10 weeks of tuition and only attended classes for 7 weeks, the remaining 3 weeks are your **unspent tuition fees**

The TPS can provide you with a refund of any **unspent tuition fees** that were paid to Cocoon International College



Unspent tuition fees

Your refund can be paid to:

- your personal bank account
- another nominated bank account (e.g. a family member)
- your new education provider
- your education agent

If you would like your agent to receive your refund on your behalf, you must request and return an **Authority to Act/Refund** form by emailing support@tps.gov.au



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 your provider default, click **Education Provider Notices**.





Australian Government
Department of Home Affairs

Student visa information

Information about your student visa

Applying for a new student visa

Work conditions

Travelling home



Information about your student visa

Student visa holders must remain enrolled in a registered course

You must finalise a new enrolment within 3 months of your provider defaulting

If you cannot finalise a new enrolment within 3 months, the Department of Home Affairs may offer you an extension. You must provide relevant information for consideration.

If your student visa has not yet been granted, you must finalise a new enrolment and send information about your new enrolment to the Department of Home Affairs. Your visa application will be assessed based on your new enrolment.

Do I need a new student visa?

You **will** need to apply for a new student visa if you enrol in a new course which:

- is at a lower Australian Qualification Framework (AQF) level than your previous course, or
- will finish after your current visa expires

You **will not** need to apply for a new student visa if you enrol in a new course which:

- is at the same or a higher AQF level than your previous course, and
- will finish before your current visa expires

Check the expiry date of your student visa by viewing your visa grant notice or by using the Visa Entitlement Verification Online (VEVO) service at online.immi.gov.au/evo/firstParty?actionType=query

Visa Application Charge exemption

If you need to apply for a new student visa because your provider defaulted, you will be eligible for a Visa Application Charge (VAC) exemption **if**:

- you currently hold a student visa, or your last substantive visa was a student visa, and
- you were enrolled with the provider when it defaulted, and
- you apply for your new visa within 12 months of your provider defaulting

When you apply, tell the Department of Home Affairs that you have been affected by a provider default and attach evidence of your enrolment with a new education provider, such as your CoE

Work conditions

You **cannot** work more than 48 hours per fortnight **while your course is in session**

You **can** work more than 48 hours per fortnight **when your enrolment has been cancelled due to a provider default**

If you are on a Bridging Visa (BV), refer to the conditions attached to your BV regarding work and other conditions

Travelling home

You can travel home while you arrange your enrolment 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 you are awaiting a decision, you must have a valid Bridging Visa B (BVB) to travel

Further information and contacts

Information about your student visa:

immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

Information about how an education provider default may affect your student visa:

immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/education-provider-default

Call the Global Service Centre:

- **In Australia:** 131 881
- **Outside Australia:** +61 2 6196 0196



Australian Government

Australian Skills Quality Authority

Getting a copy of your student record

Australian Skills Quality Authority (ASQA)



ASQA: Getting a copy of your student record

When closing, a provider is expected to issue:

- a **testamur** and **record of results** to a student who has completed the requirements of a qualification, or
- a **statement of attainment** to a student who has not completed a qualification, but has completed one or more units of competency

You will need evidence of the units of competency you have achieved to continue your training at another provider

If you are unable to obtain an up-to-date copy of your student record, ASQA may be able to assist you

ASQA: Further information and contacts

Information about how ASQA can help students:

www.asqa.gov.au/students/how-asqa-can-help-students

Information about student records:

www.asqa.gov.au/students/student-record

Call ASQA:

- **In Australia:** 1300 701 801
- **Outside Australia:** +61 3 8613 3910

STUDY QUEENSLAND

START HERE. GO ANYWHERE.

Study Queensland

Support for international students



Study Queensland

The Study Queensland website contains information and resources for international students in Queensland about:

- Studying in Queensland
- Living in Queensland
- Working in Queensland
- Student support services, news and events

Website: www.studyqueensland.qld.gov.au

Phone: 1800 778 839

Queensland Student Hub Network

2 student hubs offering a range of support services for students in Queensland

Gold Coast Student Hub: 43 Nerang Street, Southport

- **Website:** www.goldcoaststudenthub.com.au
- **Phone:** 07 5556 6100
- **Email:** info@goldcoaststudenthub.com

Cairns Student Hub: 93-105 Lake Street, Cairns

- **Website:** www.cairnsstudenthub.com.au
- **Phone:** 0455 521 077
- **Email:** studenthub@studycairns.com.au



How to use TPS Online

Using TPS Online to receive assistance
from the TPS

Summary of tasks you must complete in
TPS Online

Accessing TPS Online

Visit tps.gov.au and click **Access TPS Online**.



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
- Tuition Protection Service Advisory Board
- Contact us

- Announcements
- Resources
- Education Provider Notices

[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 →



TPS Online: Logging in

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

Log in.

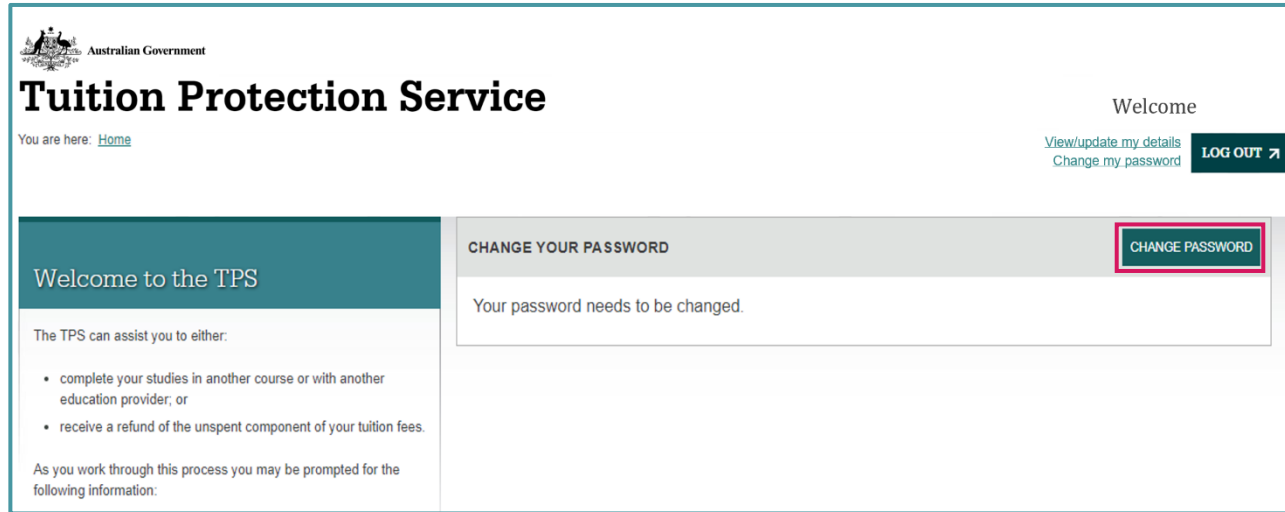
If you are logging in for the first time, use the username and password emailed to you.



TPS Online: Change your password

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!



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:

CHANGE YOUR PASSWORD

Your password needs to be changed.

CHANGE PASSWORD

After logging in for the first time, you must **change your password** to continue.



TPS Online: Your provider's obligation to you

It is important to know whether your provider owed you a refund of any unspent tuition fees on the date your provider defaulted, and whether your provider fulfilled its obligation to you.

On your home page, click **NEXT** to complete this task.

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.



TPS Online: Proof of your identity

To receive any assistance from the TPS, you must provide proof of your identity.

Upload a photo of your passport (preferably) or driver's licence for the TPS to review. You will be notified via email when your proof of identity has been approved.

On your home page, click **START** to complete this task.

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.



TPS Online: Review your contact details

The TPS will send you any notifications or requests using your contact details in TPS Online. Review your contact details to make sure they are correct and update them if necessary.

On your home page, click **REVIEW** to complete this task.

REVIEW YOUR CONTACT DETAILS

REVIEW

Please click on the review button to view your contact details and make corrections if necessary.



TPS Online: Proof of payment

If your provider owes you a refund of unspent tuition fees, you must submit proof of payment documents. The TPS will use these documents to calculate your refund amount.

On your home page, click **START** to complete this task.

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.



TPS Online: Proof of payment document checklist

You **must** upload the following documents for the TPS to calculate your refund amount:

- ☐ **Receipts** and **bank statements** for **all** payments made to your provider for your course
- ☐ **Letter of Offer** outlining **all** payments due to your provider for your course
- ☐ **Visa Grant Letter** from the Department of Home Affairs

If you have an education agent, you **must** upload the following additional documents:

- ☐ **Receipts** and **bank statements** for **all** payments made to your agent
- ☐ **Receipts** for **all** payments your agent made to your provider on your behalf
- ☐ **Agent commission statement** or **invoice**



TPS Online: Apply for a refund

If the TPS determines that you are eligible for a refund of unspent tuition fees, you must apply for a refund and provide bank account details for the TPS to process your refund.

On your home page, click **APPLY** to complete this task.

APPLY FOR A REFUND

APPLY

Click the apply button for a refund.



TPS Online: Summary of tasks



- ✓ Log in to TPS Online
- ✓ Change your password
- ✓ Indicate whether your provider owes you a refund of unspent tuition fees
- ✓ Provide proof of your identity
- ✓ Update your contact details
- ✓ If your provider owes you a refund of unspent tuition fees, upload 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





www.tps.gov.au



support@tps.gov.au



1300 131 798