

# **Astley English College**

#### **International Students Information Session**

17 September 2025

**Tegan Burt 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



# Astley English College (Astley College Australia Pty Ltd)

Astley English College closed on Friday 12 September 2025

Astley English College did not meet its obligations to all students

The Tuition Protection Service (TPS) activated on Wednesday 17 September 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 Astley English 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 <u>unspent</u> tuition fees that were paid to Astley English College



# **Unspent tuition fees**

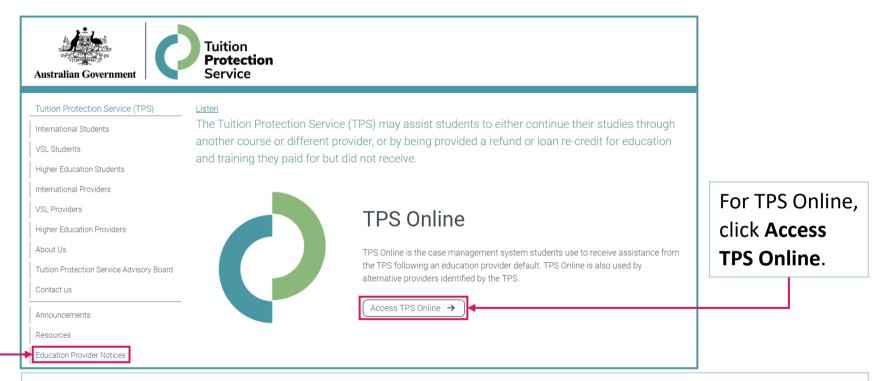
Your refund can be paid to:

- 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 <a href="mailto:support@tps.gov.au">support@tps.gov.au</a>



## **TPS** website



For information about your provider default, click **Education Provider Notices**.



#### Student visa information

Information about your student visa

Applying for a new student visa

Work conditions

Travelling home



## **Subclass 500 Student Visa**

The TPS can only assist students on a subclass 500 student visa

If you are **not** on a subclass 500 student visa, you will need to contact the appointed liquidator, Levi Consulting, by emailing <a href="mailto:mwei@leviconsulting.com.au">mwei@leviconsulting.com.au</a>



# 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 <a href="mailto:online.immi.gov.au/evo/firstParty?actionType=query">online.immi.gov.au/evo/firstParty?actionType=query</a>

# **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: <a href="mailto:immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500">immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500</a>

Information about how an education provider default may affect your student visa: <a href="mailto:immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/education-provider-default">immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/education-provider-default</a>

#### **Call the Global Service Centre:**

• In Australia: 131 881

• Outside Australia: +61 2 6196 0196



# 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 New South Wales** 

Support for international students



# **Study NSW**

The Study NSW website contains information and resources for international students in New South Wales about:

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



Website: www.study.nsw.gov.au/current-students





#### **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.





#### 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.

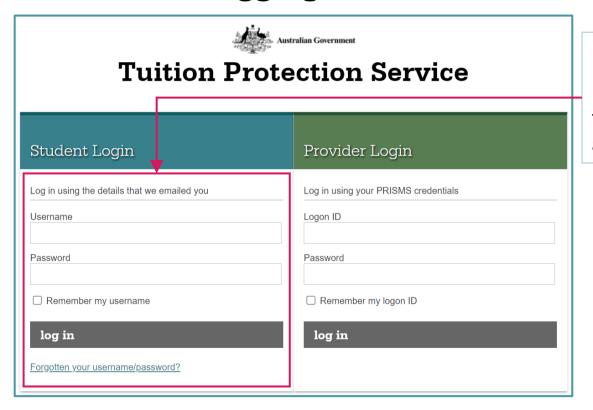


#### **TPS Online**

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**



Log in.

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

# **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.



# **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











www.tps.gov.au



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