

University Preparation College

International Students Information Session

19 December 2025

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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



University Preparation College (UPC Pty Ltd)

University Preparation College closed on 17 December 2025

University Preparation College did not meet its obligations to all students

The Tuition Protection Service (TPS) activated on Thursday 18 December 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 University Preparation 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 University Preparation 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

Students under 18

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, Westburn Advisory, by emailing joshua.beckett@westburnadvisory.com.au

You are eligible for TPS assistance if you applied for a subclass 500 student visa and:

- your visa application was **granted**
- your visa application was **rejected**
- you are **still awaiting a decision** on your visa application



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

Students under 18 years of age

You must maintain welfare arrangements at all times as a condition of your student visa if you are under 18 years of age

If your education provider issued a Confirmation of Appropriate Accommodation and Welfare (CAAW) to take responsibility for your welfare in Australia, you must seek alternative enrolment immediately and make alternative welfare arrangements

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 Melbourne

Support for international students



Study Melbourne Hub

The Study Melbourne Hub provides free help and advice to all international students in Victoria

Student support services include:

- Accommodation advice
- Wellbeing and mental health support
- Financial hardship
- Employability programs
- Legal information
- Education provider problems



STUDY MELBOURNE

Contact the Study Melbourne Hub

Contact the Study Melbourne Hub to speak with a caseworker.
All services are confidential.

Visit: 17 Hardware Lane, Melbourne
(Open Monday to Friday 9am – 5pm)

Phone: 1800 056 449

Email: info@studymelbourne.vic.gov.au

The logo consists of a white downward-pointing triangle on a dark blue background, with a pink triangle to its right.

STUDY MELBOURNE



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**.



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: 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



support@tps.gov.au



1300 131 798