

# ALACC Health College Australia

## International Students Information Session

7 May 2026

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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



# **ALACC Health College Australia**

## **(Australasian Lawrence Aged Care College Pty Ltd)**

ALACC Health College Australia closed on Wednesday 22 April 2026

ALACC did not meet its obligations to all students

The Tuition Protection Service (TPS) began assisting students on Thursday 7 May 2026



# 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 ALACC 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 ALACC



# 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](mailto: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, G S Andrews Advisory, by emailing [angela@gsandrews.com.au](mailto:angela@gsandrews.com.au)

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

- your visa was **granted**
- your visa was **refused**
- you are **still awaiting a decision** on your visa application, including if you are on a Bridging Visa



# 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](https://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 apply for the new visa within 12 months of the default

When you apply, tell the Department of Home Affairs that you were 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**

Use the letter you received from the liquidator advising that ALACC has ceased operating as evidence for your employer that you can work longer hours

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 outside Australia

# Further information and contacts

Information about your student visa:

[immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500](https://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](https://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](http://www.asqa.gov.au/students/how-asqa-can-help-students)

Information about student records:

[www.asqa.gov.au/students/student-record](http://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



# 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](mailto:info@studymelbourne.vic.gov.au)

The logo for Study Melbourne, featuring a white downward-pointing triangle on a dark blue background, with a purple triangle on the right side of the page.

**STUDY MELBOURNE**



# 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](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](#) →



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



[support@tps.gov.au](mailto:support@tps.gov.au)



1300 131 798

