

## Support for International Students Affected by Education Provider Closures

### Has your education provider closed or stopped offering courses to international students?

If your education provider has shut down or is no longer offering courses to international students, there are steps you can take to continue your education, seek a refund, or claim compensation. This fact sheet provides an overview of your rights and options, with links to detailed resources on each topic.

#### 1. Tuition Protection Scheme (TPS) – Support for Enrolled Students

The Tuition Protection Scheme (TPS) is designed to help international students when their education provider closes or stops offering courses to international students. The TPS ensures students can:

- Transfer to a similar course with another provider (at no extra cost to transfer), or
- Receive a refund for the unused portion of their tuition fees.

Read the full TPS Fact Sheet [here](#)

#### 2. How to Obtain a Record of Your Studies

It is important to obtain your student records so you can continue your studies with a new education provider. If your education provider has closed, you may still be able to access your student records.

Read more about where your records might be held and how to request them [here](#):

#### 3. Choosing a New Education Provider

If you prefer to source your own education provider rather than accept a TPS-arranged placement, you must obtain a new Confirmation of Enrolment (CoE) to maintain your student visa status. Ensure your chosen provider is CRICOS-registered and that your new course aligns with your visa requirements.

Read more about choosing your own education provider [here](#)

#### **4. Seeking Compensation from Education Providers**

If your education provider has closed or has failed to deliver promised services, you may have legal options for seeking compensation under Australian Consumer Law (ACL) and Contract Law. Your options depend on whether the provider is still operating or has shut down.

- For providers still operating: You may be able to claim a refund or compensation by making a formal request, lodging a complaint with consumer protection agencies or making a claim through the New South Wales Civil and Administrative Tribunal (NCAT).
- For providers that have closed: You may be able to recover funds through the Tuition Protection Scheme (TPS) or the provider's liquidator.

Read the full fact sheet on compensation claims [here](#)

#### **Need Further Assistance?**

If you are struggling with your education provider's closure or need legal advice, Redfern Legal Centre offers free, confidential support for international students.

**Call us: 02 9698 7277**

**Visit us: [www.rlc.org.au](http://www.rlc.org.au)**

**Redfern Legal Centre provides free, confidential legal advice to international students in NSW.**