

Tuition Protection Scheme (TPS) for International Students

Has your education provider closed? Here's how the Tuition Protection Scheme (TPS) can help.

If your education provider has closed, the Australian Government's Tuition Protection Scheme (TPS) may assist you by helping you continue your studies with another provider or receive a refund. Follow the steps below to understand your rights and options.

Step 1: Understanding the Tuition Protection Scheme (TPS)

The TPS is designed to assist international students when their education provider is unable to continue delivering their course. The scheme ensures that students are either:

- Placed in a similar course at another provider at no extra cost, or
- Provided with a refund for the unused portion of their tuition fees.

Who is covered?

International students on a student visa studying with a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered provider.

If your provider has closed, proceed to Step 2.

Step 2: What Happens When Your Provider Closes?

When an education provider closes, they must notify the TPS within 2 days and provide information about affected students

The TPS will then contact you within 5 business days to outline your options. These may include:

- Enrolling in a similar course with another provider (at no additional cost for the unused portion of your fees).
- Receiving a refund of prepaid tuition fees for the part of your course that was not delivered.

If you have not been contacted within 5 business days, proceed to Step 3.

Step 3: Check Your Eligibility for Placement or Refund

The TPS will work with you to find a suitable placement in a comparable course with a different provider. If you do not accept an alternative placement, you may be eligible for a refund.

Timeframe for placement or refund:

- Placement offers are generally arranged within 2-4 weeks.
- Refunds are processed within 30 business days after an application is submitted.

If you are unsure about your eligibility, proceed to Step 4.

Step 4: Choosing Your Own Education Provider

Students have the option to source their own education provider if they do not wish to accept a TPS-arranged placement. However, to continue studying in Australia, you must ensure that your new provider issues you a new Confirmation of Enrolment (CoE). Without a valid CoE, your student visa may be affected. Always check that your chosen provider is CRICOS-registered and that your new course aligns with your visa requirements.

Impact on Your Student Visa:

- If your new course has a later start date or a longer duration, you may need to apply for a student visa extension.
- Your visa end date must align with the completion of your new studies, so check your current visa expiry date and plan ahead.
- Applying for a new visa can take time, so submit your application well before your current visa expires.

If you need help with your choice or securing a CoE, proceed to Step 5.

Step 5: How to Access the Tuition Protection Service (TPS)

1. Visit the TPS website at www.tps.gov.au to check for updates and submit a claim.
2. Log into the TPS student portal and follow the instructions to apply for a course placement or refund.
3. Keep copies of your enrolment documents (CoE, payment receipts, academic transcripts) to support your application.

If you need help with your claim, proceed to Step 6.

Step 6: Need Further Assistance?

If you are having trouble accessing the TPS or securing your entitlements, you may need legal assistance.

Redfern Legal Centre can help if:

- You are unsure about your rights under the TPS.
- You are facing difficulties obtaining a refund or placement.
- You need support with legal action against an education provider.

Call us: 02 9698 7277

Visit us: www.rlc.org.au

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