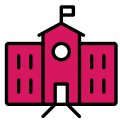


Student Support Process following an Education Provider Default



Your education or training provider:

- closes, fails to start a course you are enrolled in, or stops offering your course part way through; and
- the provider is not able to refund your tuition fees, is not actively refunding your tuition fees, or is not arranging for you to complete your studies with another provider.

The TPS calls this a **'provider default'**.



The **TPS** contacts you with the contact details you gave your provider.



The **TPS** invites you to attend an information session to provide advice on what to do next and show you how to use the TPS Online case management system.

The **TPS** sends you an email to log in. **You** can access TPS Online through www.tps.gov.au.



You log in to TPS Online.

In TPS Online, **you** will need to change your password, state whether your provider met its obligations to you, upload photo identification (passport or driver's licence), and update your contact details.



The **TPS** may assist you to find suitable options for commencing/continuing your education and training with an alternative Australian provider.



If a suitable alternative provider is not found, or the course transfer period has ended, the **TPS** will assess your claim for a refund of any fees you have paid that have not already been used by your provider in delivering your education and training.

The TPS calls this **'unspent tuition fees'**.

You will need to supply the TPS with financial documents showing your course fees and evidence of all payments made to your provider (and your agent, if you have one). These are essential to calculate your refund.



The **TPS** calculates your refund amount and sends you an email to provide bank account details in TPS Online.

You provide bank account details in TPS Online. The **TPS** reimburses your refund of unspent tuition fees to your nominated bank account.



If you are an international student, **you** need to enrol with another provider within three months to continue studying in Australia and to meet the requirements of your student visa.

You continue studying in Australia.