Australian Government | Tuition Protection Service

Western Sydney Technology College

International Students Information Session

March 2024

Tanya Benton-Hall
Case Management Team

Purpose of this meeting

- Inform students about how the Tuition Protection Service can assist
- Present information on visa matters
- Present information on getting a copy of your study record
- Identify other assistance available
- Show you how to use the TPS Online case management system

Western Sydney Technology College (Merage Group)

- Western Sydney Technology College closed on Monday 11 March 2024
- Western Sydney Technology College did not meet its obligations to students and the Tuition Protection Service (TPS) activated on Wednesday 13 March 2024
- We will be working to arrange for you to continue your studies with an alternative provider, or provide you with a refund of your unspent tuition fees

What is the Tuition Protection Service (TPS)?

Tuition Protection Service (TPS)

- Australian Government initiative within the Department of Education
- Student tuition fee protection scheme
- Supports students following an education provider closure by:
    1. arranging for students to continue their studies with an alternative provider

       or

    2. providing students with a refund of unspent tuition fees

TPS Operations Team

- Led by TPS Director
- Small team of around 16
- Located in Canberra

TPS Online system

- TPS Online is the system you will use to request and receive TPS assistance
- You can request a place with an alternative provider or request a refund 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

Continuing your studies with an alternative provider

- **Our priority**: To help you find a new education and training provider so you can continue your studies
- TPS Online contains a list of alternative courses at different providers nearby
- **You will need to contact the new provider to enrol** with them. The provider will upload an offer in TPS Online that **you will need to accept**. The TPS will pay what is owed to you by Western Sydney Technology College *directly to your new provider*
- If you have already enrolled at a new education provider, you can receive a refund of your unspent tuition fees from the TPS through TPS Online
- 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 are the fees that you paid to Western Sydney Technology 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.

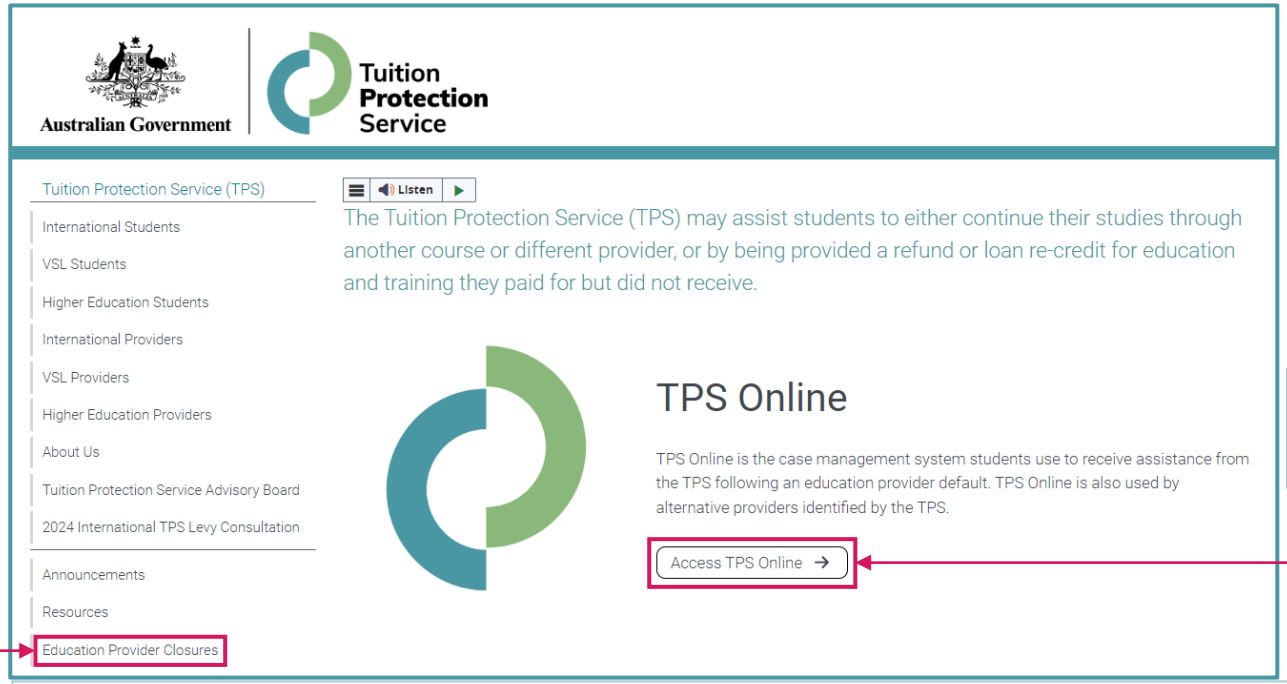
- The TPS can provide you with a refund of any ***unspent*** **tuition fees** that were paid to Western Sydney Technology College for your tuition

- If the TPS does not identify any suitable alternative courses for you, or if you have already enrolled at a new provider, you will receive a refund of your unspent tuition fees

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 (if you have secured a placement in an alternative course)
  - 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*** form by emailing support@tps.gov.au

TPS website: www.tps.gov.au



For TPS Online, click on ***Access TPS Online***

For information about the Western Sydney Technology College closure, click on ***Education Provider Closures***

Australian Government
Department of Home Affairs

Visa Matters

- Visa applications and status
- Visa Application Charge exemption
- Students under 18
- Work conditions
- Travelling home
- Contacts and further information

Australian Government
Department of Home Affairs

Information session on education provider closures

Department of Home Affairs

What will we cover?

- Visa applications and status
- Visa Application Charge (VAC) exemption
- Work conditions
- Travelling home
- Contacts and further information

What is my status?

- International student visa holders need to maintain enrolment in a course that is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at all times while in Australia.
- You can continue staying in Australia on your valid student visa if you enrol with another provider to study a course at the same level.
- Students affected by a provider default are afforded an extended period of three months in which to finalise a new enrolment.
- If you have a student visa application that has not yet been decided and your provider has closed, the Department of Home Affairs will contact you to request a new CoE from another provider. Your application will be assessed based on the new course you have chosen to study, and you will be afforded additional time to provide a new CoE.

Do I need a new visa?

- You will need to apply for a new student visa if:
  - You enrol in an alternative course, which will finish after the expiry date of your current student visa; or
  - You enrol in an alternative course that is at a lower Australian Qualification Framework (AQF) level than your previous course.
- You can 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 https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online/visa-holders.

Do I need a new visa?

- The Visa Application Charge (VAC) will be waived for students affected by an education provider closure if you apply within 12 months.
  - You must hold a student visa, or your last substantive visa must have been a student visa.
  - When you apply let us know you have been affected by a provider default and attach evidence of your enrolment with the new education provider, such as your CoE.

Students under 18

- You must maintain welfare arrangements at all times as a condition of your student visa if you are under 18.
- 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.
- If you will turn 18 soon, you will still need to ensure you have appropriate arrangements in place until you turn 18.

Work conditions

Condition 8105 – Work restriction

- All student visa holders have this condition on their visa. Normally there are two main scenarios to consider:

    1. Study has started – *you can work 48 hours per fortnight*

    2. Study has not yet started – *you cannot work if you have not commenced your course, unless you held a visa when you applied for your student visa and your previous visa permitted you to work*.

- If you are on a Bridging visa (BV), you will need to refer to the conditions attached to your BV regarding work and other conditions

Travelling home and delays

- You can travel home and return to Australia while you arrange your enrolment and commencement 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 to travel.
- Students affected by a provider default have up to three months to finalise a new enrolment.
- If it takes longer than three months to finalise your enrolment, the Department of Home Affairs may further extend its special arrangements on a case-by-case basis. You must provide relevant information for consideration.

Further information and contacts

- Further information about your student visa: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500
- Queries or concerns about visa arrangements: http://www.homeaffairs.gov.au/
- Specific information on education provider defaults: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/education-provider-default
- Global Service Centre: 9am-5pm Monday to Friday
  In Australia: 131 881
  Overseas: +61 2 6196 0196

Australian Government
Australian Skills Quality Authority

Australian Skills Quality Authority

- Getting a copy of your study record

Australian Government
Australian Skills Quality Authority

ASQA

When closing, a registered training organisation (RTO) is expected to issue:

- an Australian Qualifications Framework (AQF) testamur and record of results to any student who has completed the requirements of the relevant qualification, or
- a statement of attainment to a student who has not completed the requirements of a qualification, but has completed one or more units of competency.

You will need evidence of the competencies you have achieved to transfer and continue the rest of your training at another RTO. The easiest way to do this is to provide the new training provider with a statement of attainment.

If you have been unable to obtain either a statement of attainment or testamur, ASQA may be able to assist you with a letter and transcript confirming competencies that you have achieved. This confirmation is only possible if ASQA holds records of competency completion from the closed RTO.

www.asqa.gov.au/students/student-record

Contact details for ASQA

- **www.asqa.gov.au**/students/how-asqa-can-help-students
- **www.asqa.gov.au**/students/student-record

- **Phone from in Australia**: 1300 701 801 between 9am to 7pm (AEDT) Monday to Friday
- **Phone from outside Australia**: +61 3 8613 3910

Study NSW

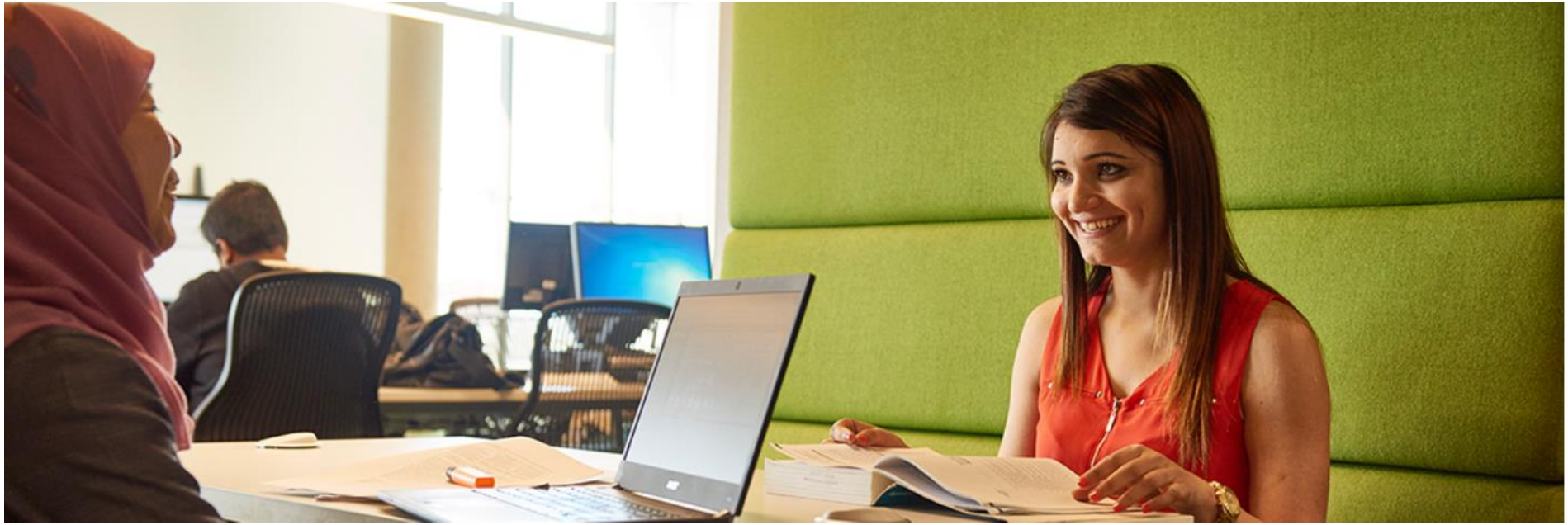
Study New South Wales

- Support for international students

NSW GOVERNMENT

Study NSW

HOME | TRAVEL ADVICE | DESTINATIONS | STUDY | LIVE | WORK | NEWS | INDUSTRY | ABOUT | CONTACT US



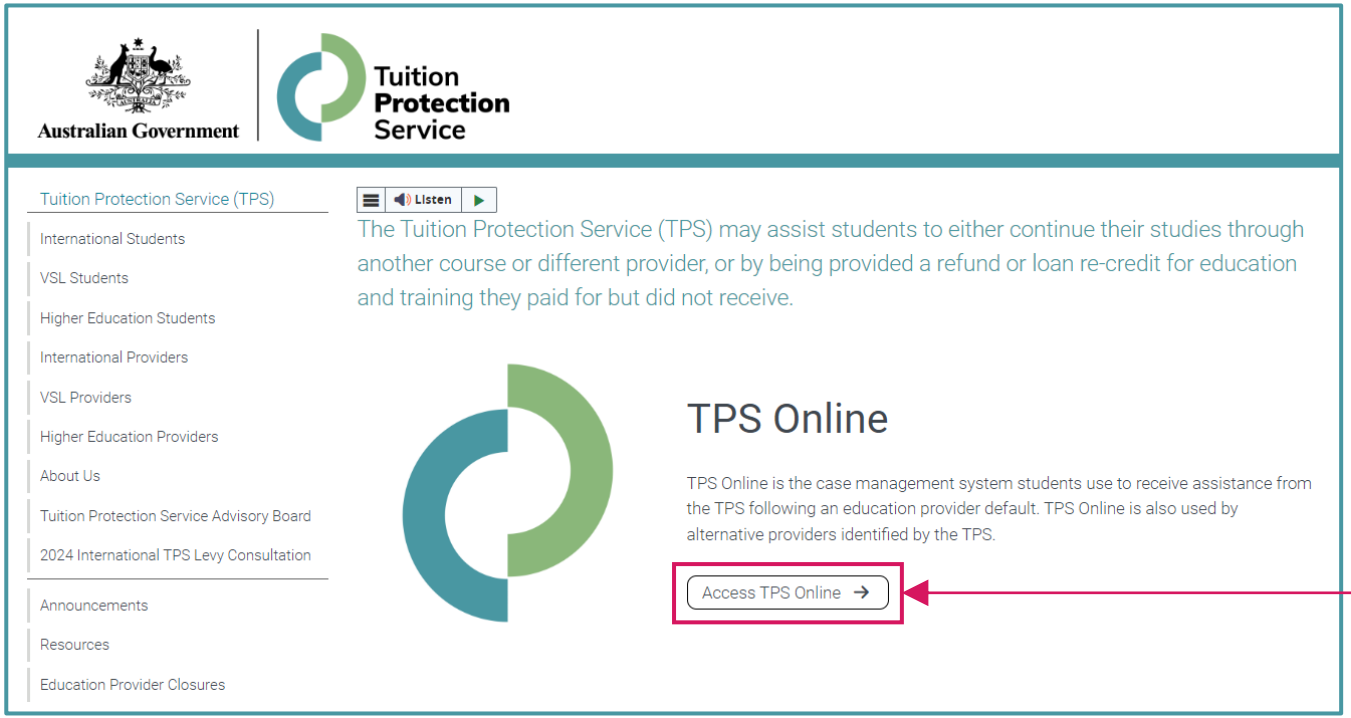
https://www.study.nsw.gov.au/live/support-services

Australian Government | Tuition Protection Service

How to use TPS Online

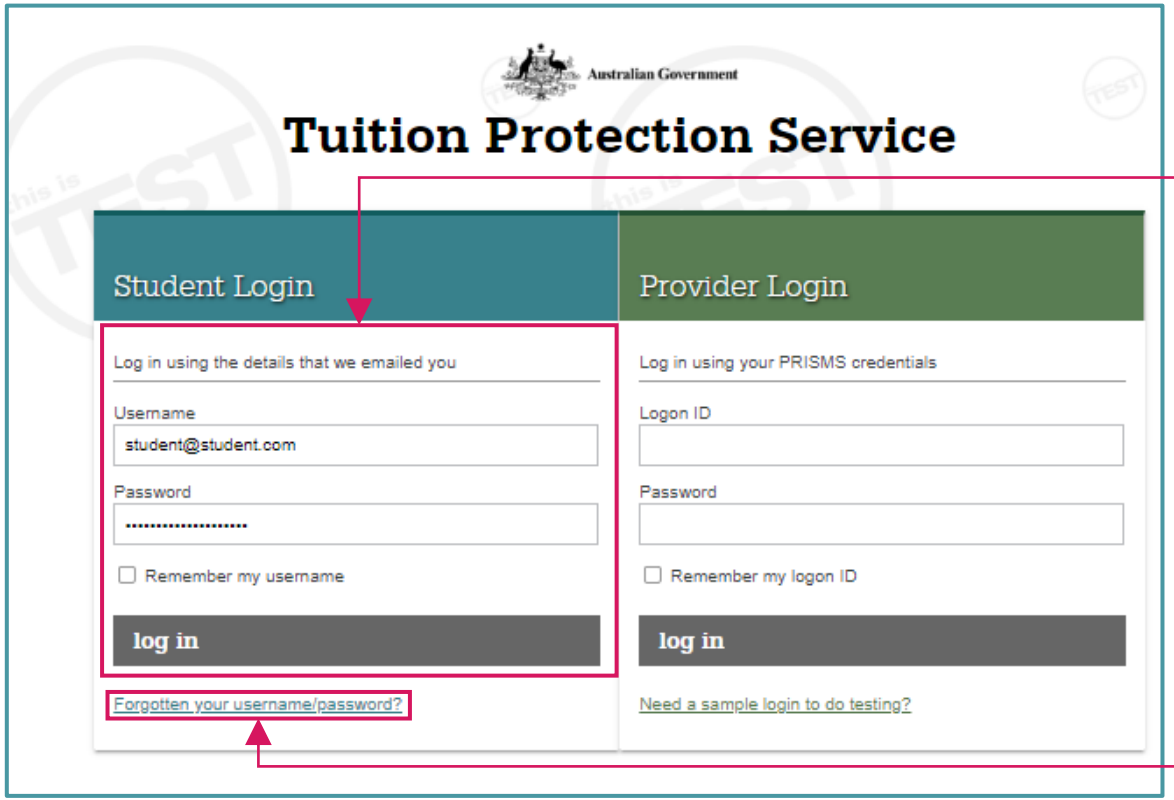
- Accessing TPS Online
- Using TPS Online to receive assistance from the TPS
- Summary of tasks you must complete in TPS Online

TPS Online



Visit tps.gov.au and click on ***Access to TPS Online*** to be redirected to the TPS Online system.

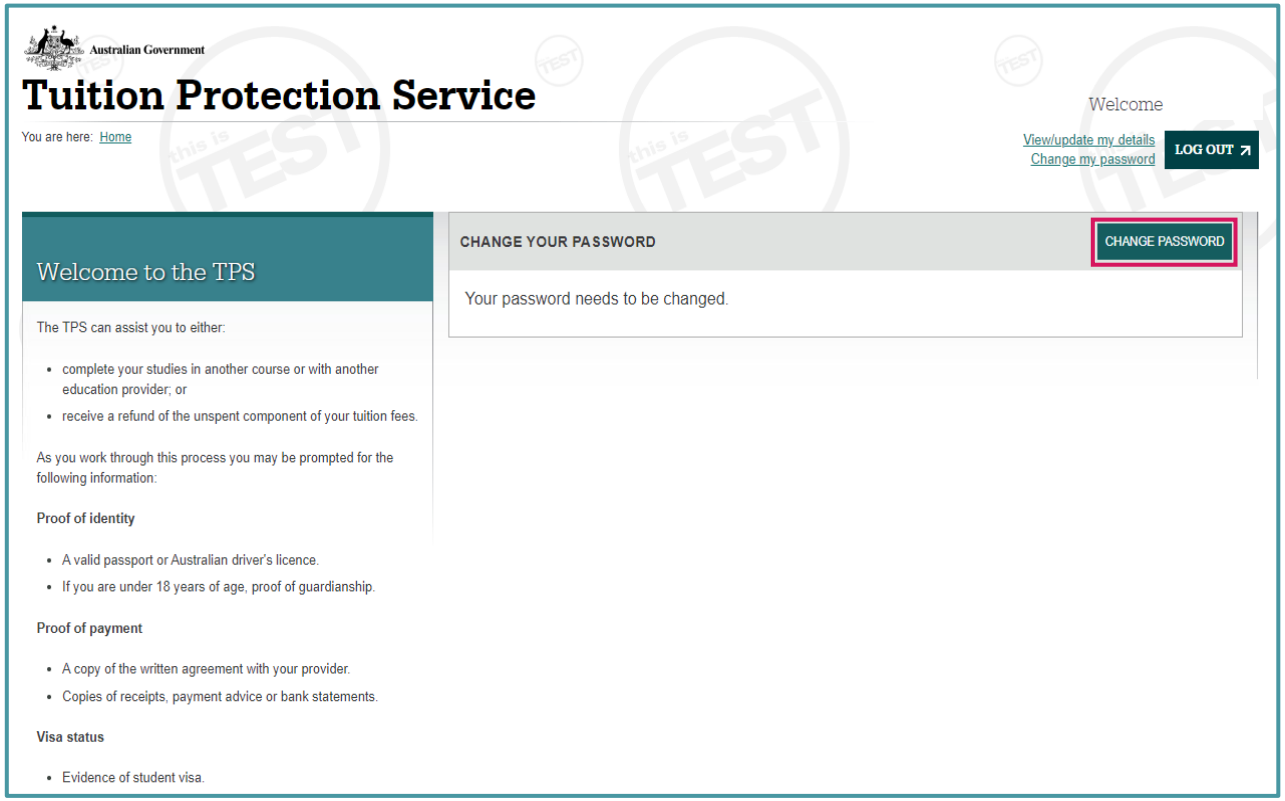
TPS Online: Log-in page



Log in using the username and password emailed to you from TPS Online.

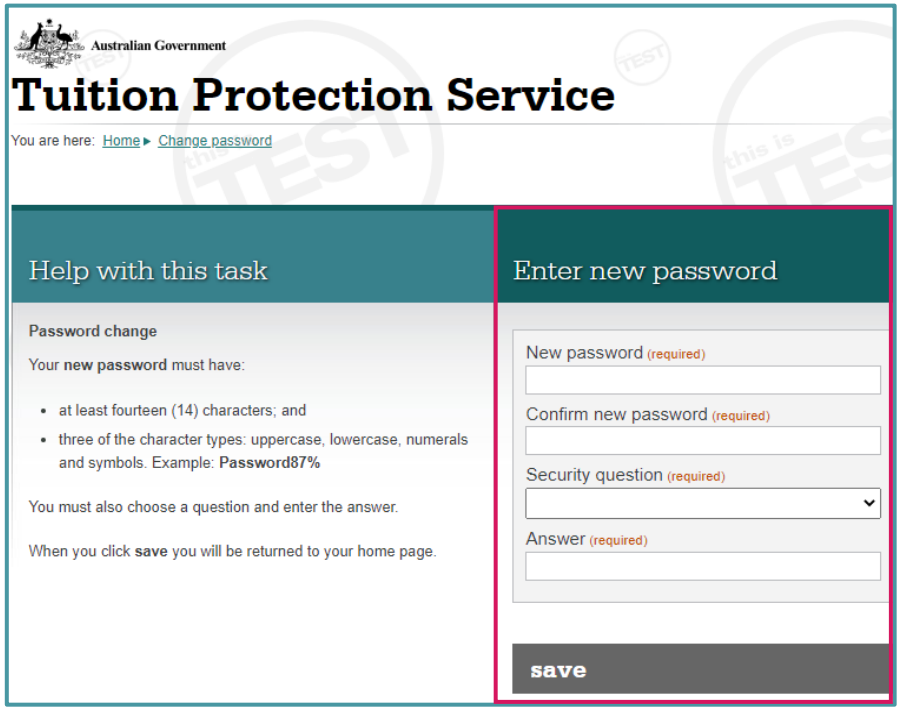
If you have forgotten your log in details, click ***forgotten your username/password***.

TPS Online: Change your password



You must ***change your password*** to continue.

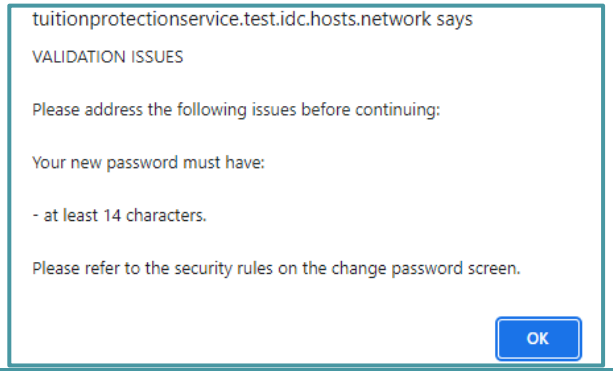
TPS Online: Change your password



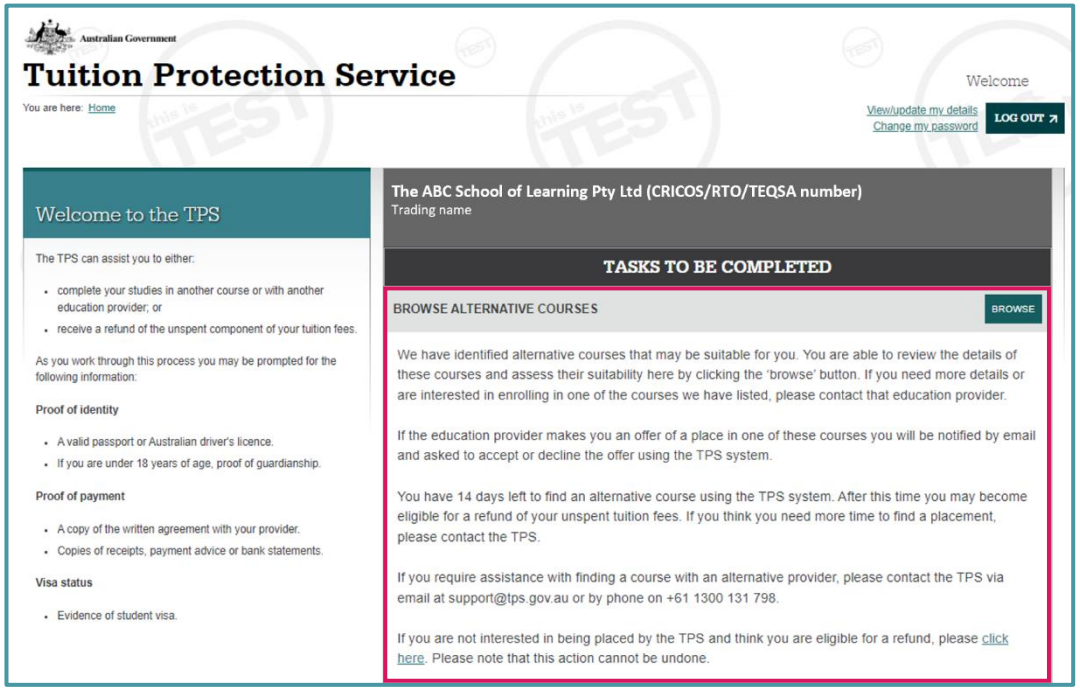
- Enter your new password twice
- Choose a security question and answer
- Click ***save***.

Your new password must have **fourteen (14) characters** including uppercase and lowercase letters, numbers, and symbols (e.g. !, $ or #).

If your new password does not meet the criteria, you will see this message:



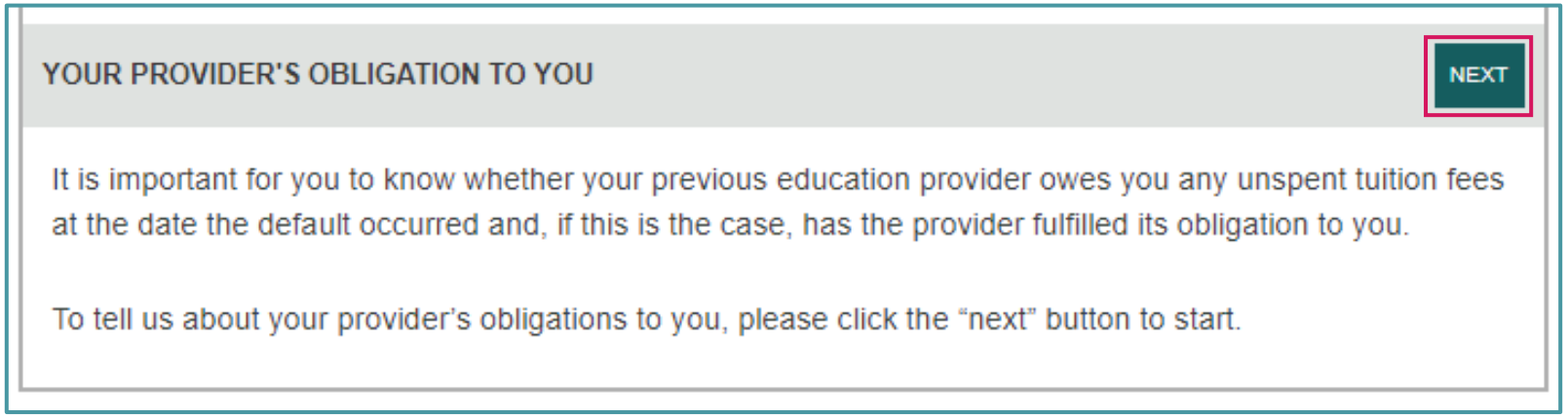
TPS Online: Home page



Your home page will list any tasks you need to complete to progress your claim with the TPS.

Check your home page regularly for tasks to complete!

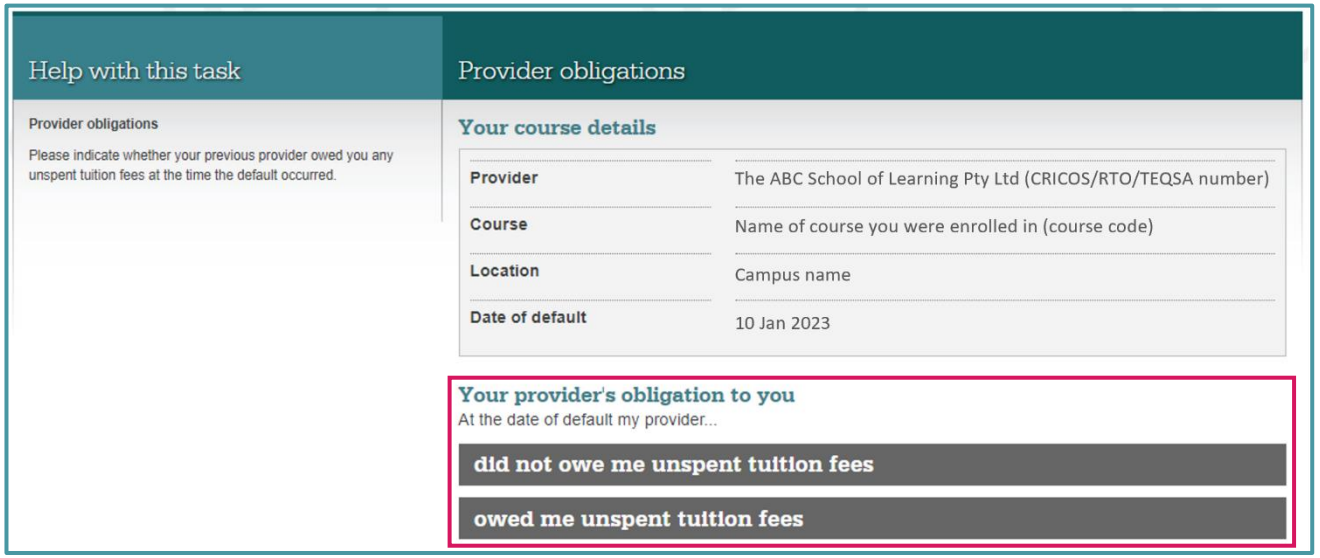
TPS Online: Your provider's obligation to you



It is important to know whether your provider owed you a refund of any unspent tuition fees at the date of the default and whether the provider fulfilled its obligations to you.

On your home page, click ***next*** on **YOUR PROVIDER'S OBLIGATION TO YOU**.

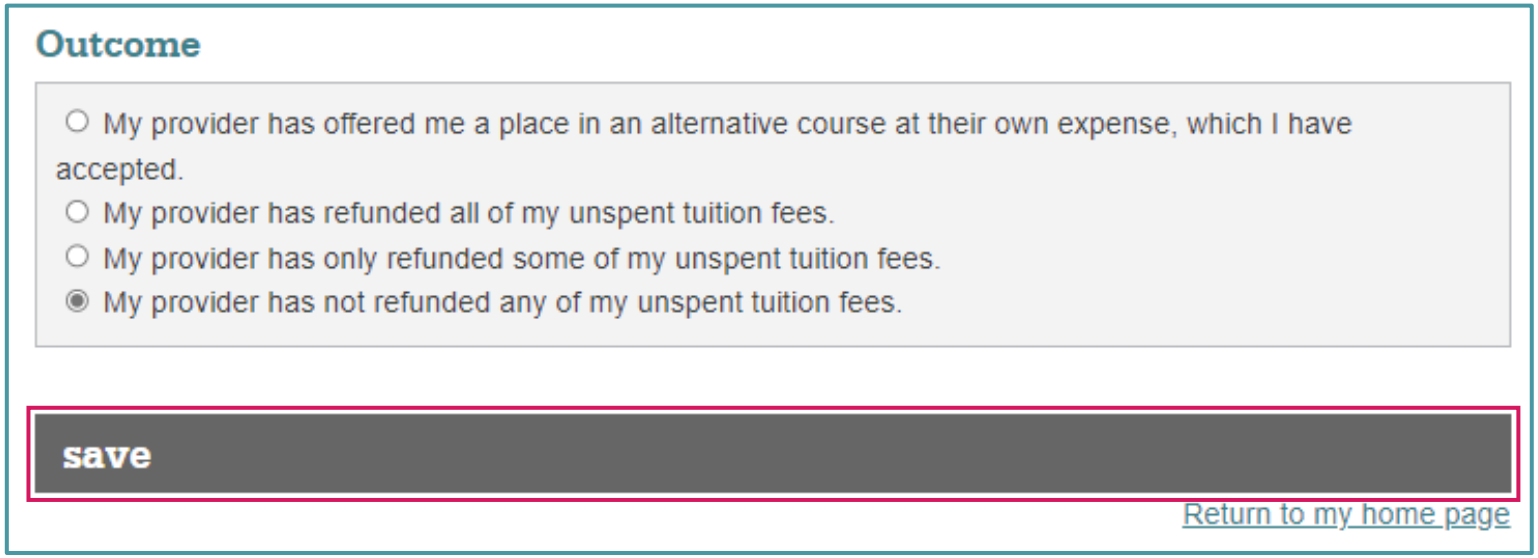
TPS Online: Your provider's obligation to you



On the date of the default, did your provider owe you any *unspent* tuition fees?

- If you select ***owed me unspent tuition fees***, you will need to provide proof of payment documents.
- If you select ***did not owe me unspent tuition fees***, the financial assessment process will end. You will only be able to browse alternative courses.

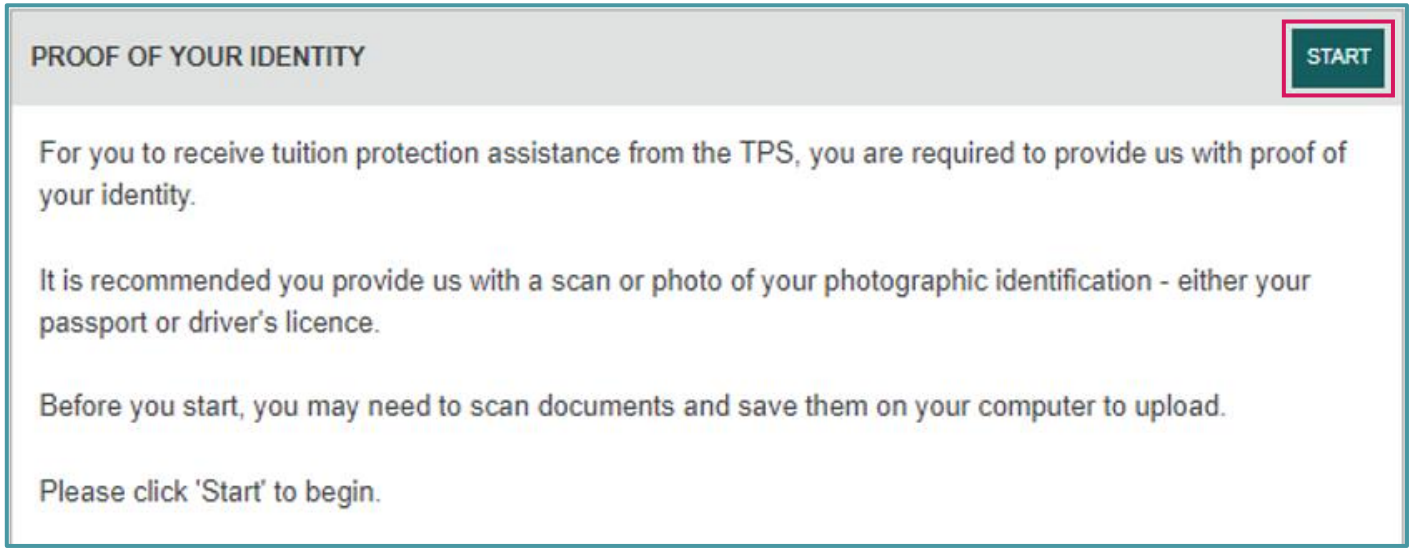
TPS Online: Your provider's obligation to you



Select the option that applies to you.

Click ***save***.

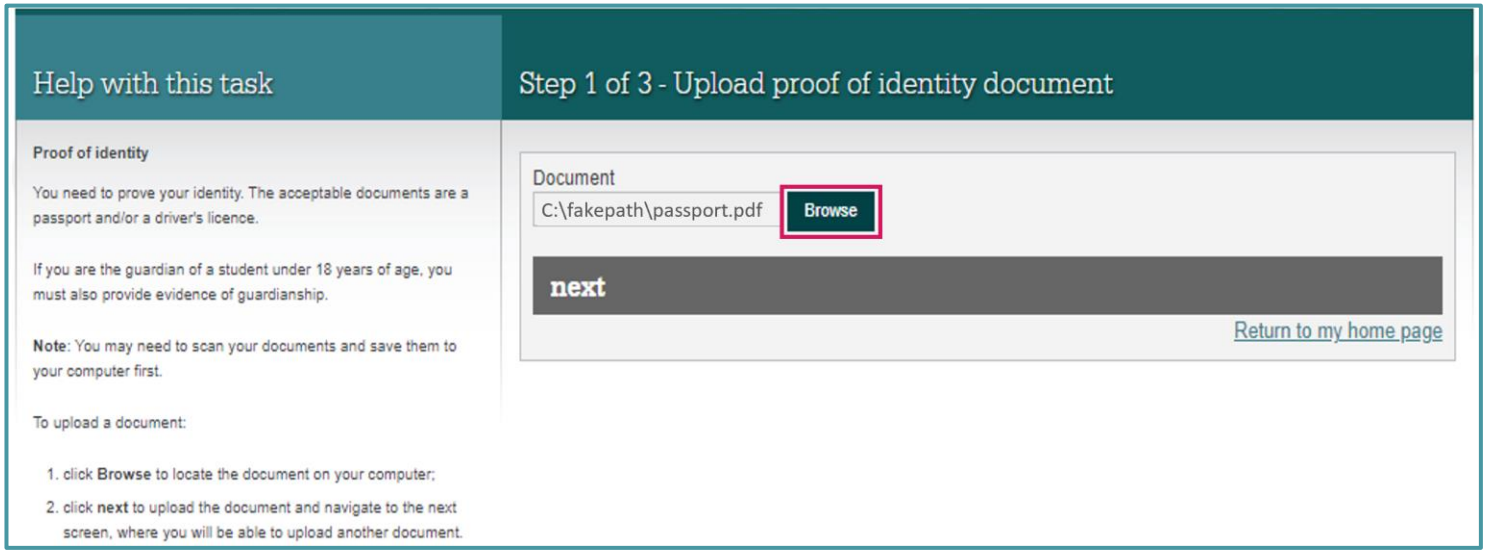
TPS Online: Proof of your identity



To receive any assistance from the TPS, you must provide proof of your identity.

On your home page, click ***start*** on **PROOF OF YOUR IDENTITY**.

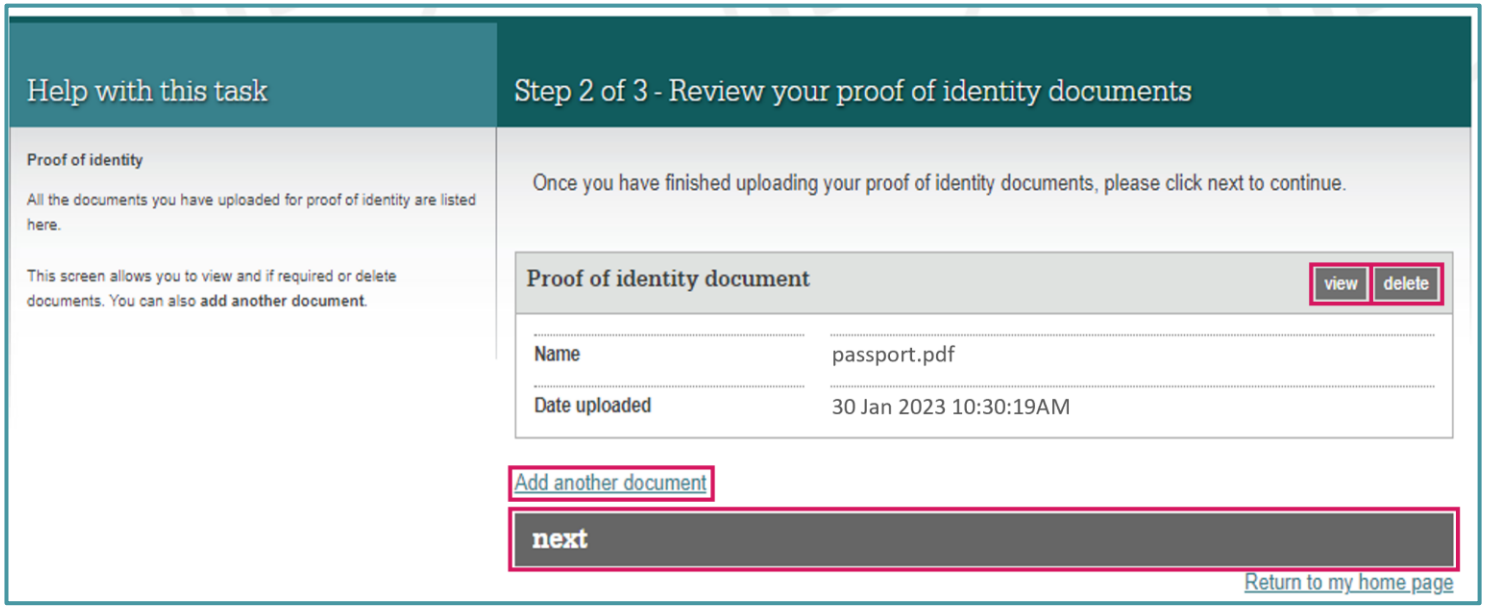
TPS Online: Upload your proof of identity document



You will need to upload a photo of your passport (preferable) or driver's licence from your device to prove your identity.

- Click ***browse*** and select the file you wish to upload
- Click ***ok*** and then ***next***.

TPS Online: Review your proof of identity document

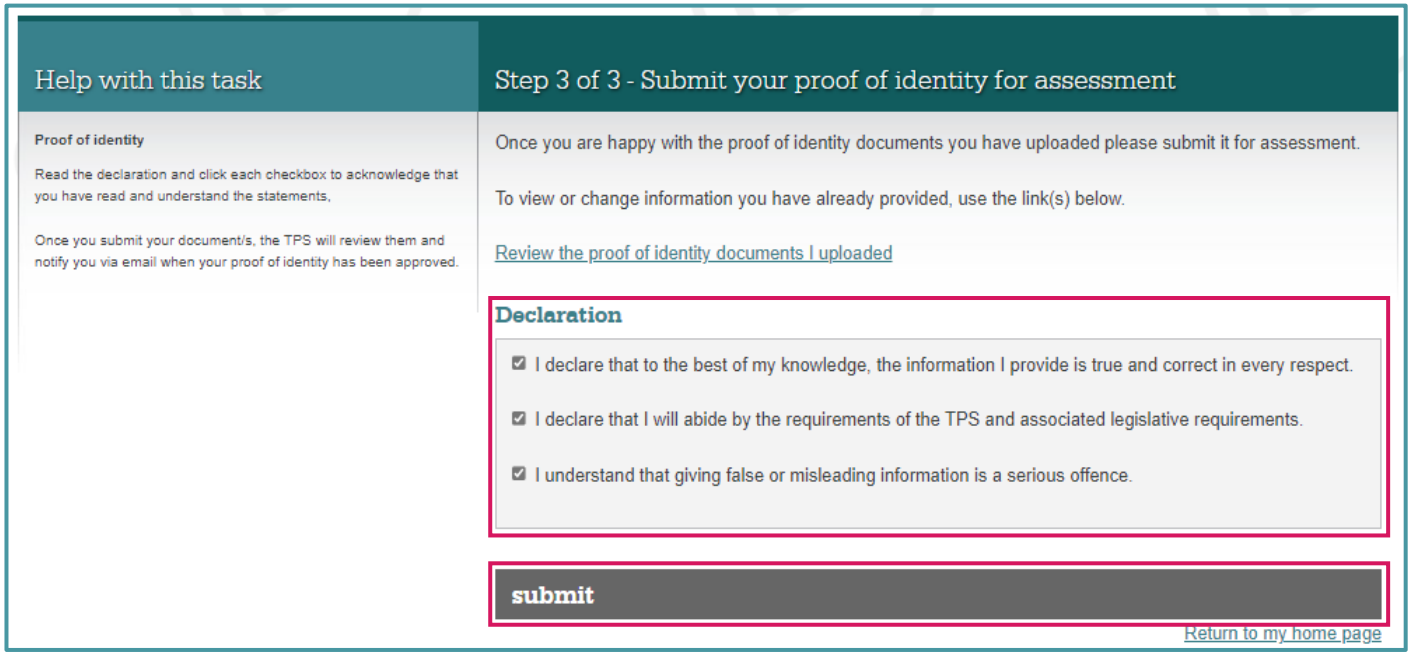


View the document you uploaded to make sure it is the right document.

If you have uploaded an incorrect document, click ***delete*** and then ***add another document***.

If you are happy with the document, click ***next***.

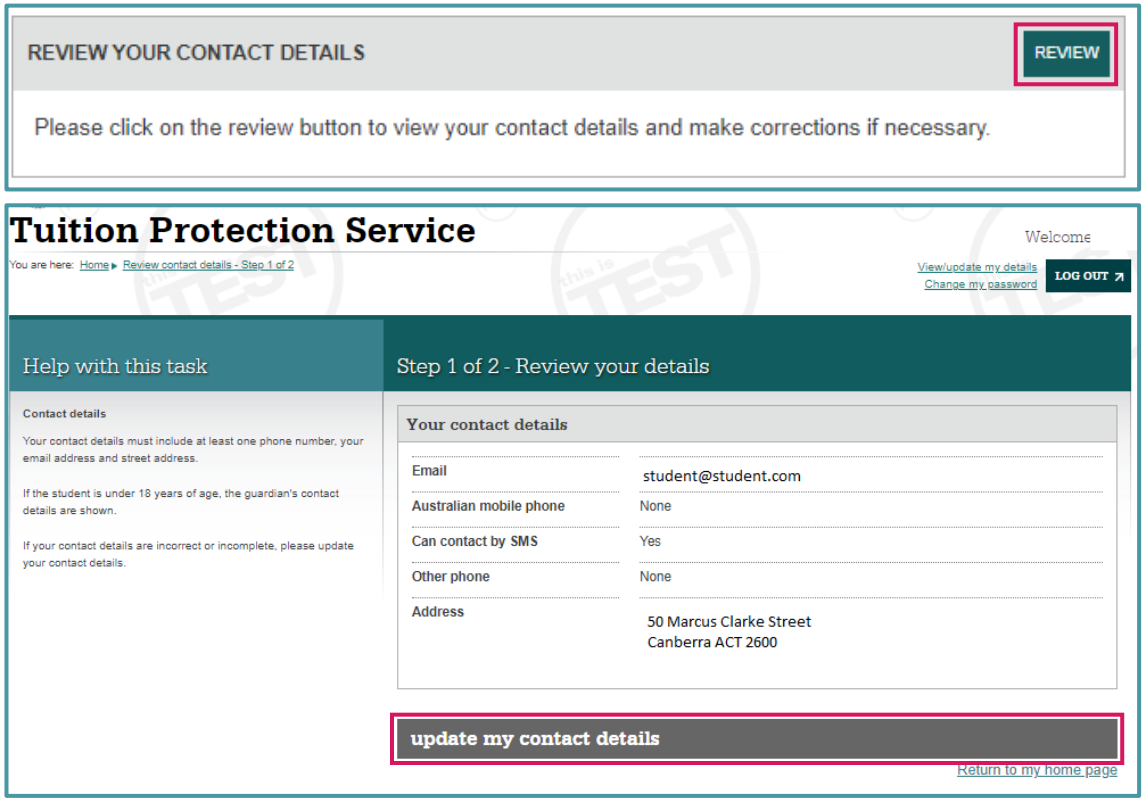
TPS Online: Submit your proof of identity document



Read the declaration.

If you are happy to proceed, **tick all three boxes** and click ***submit***.

TPS Online: Review your contact details

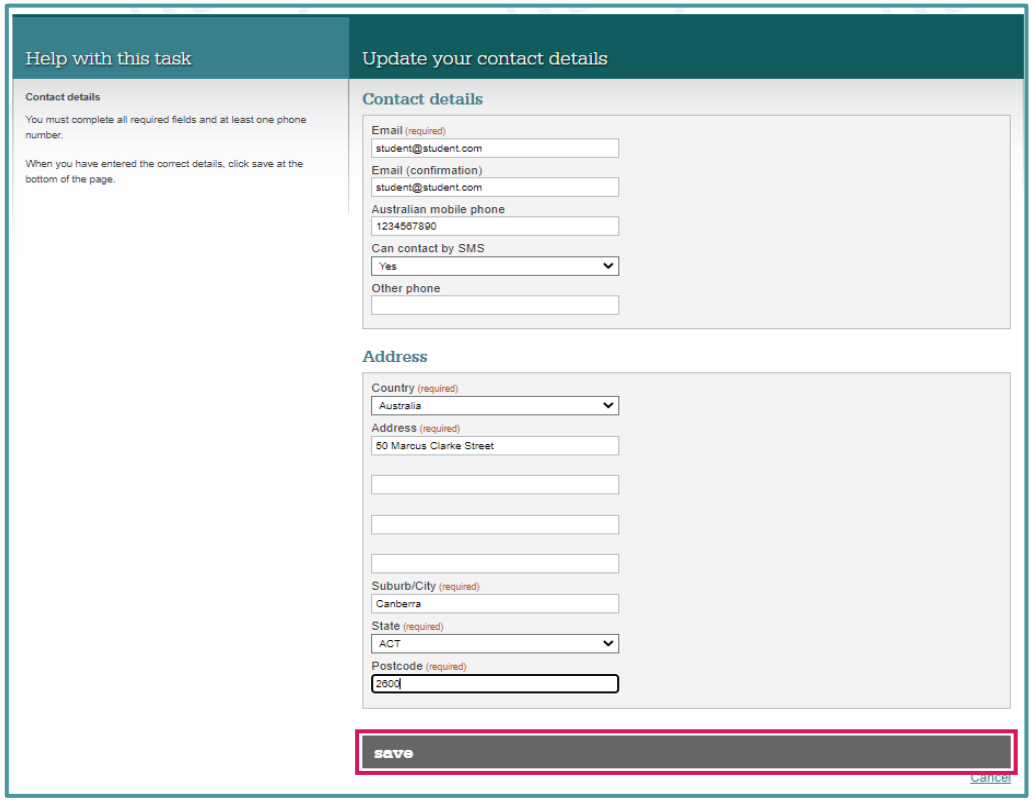


The TPS will send you any notifications or requests using your contact details in TPS Online.

On your home page, click ***review*** on **REVIEW YOUR CONTACT DETAILS** to make sure your contact details are correct.

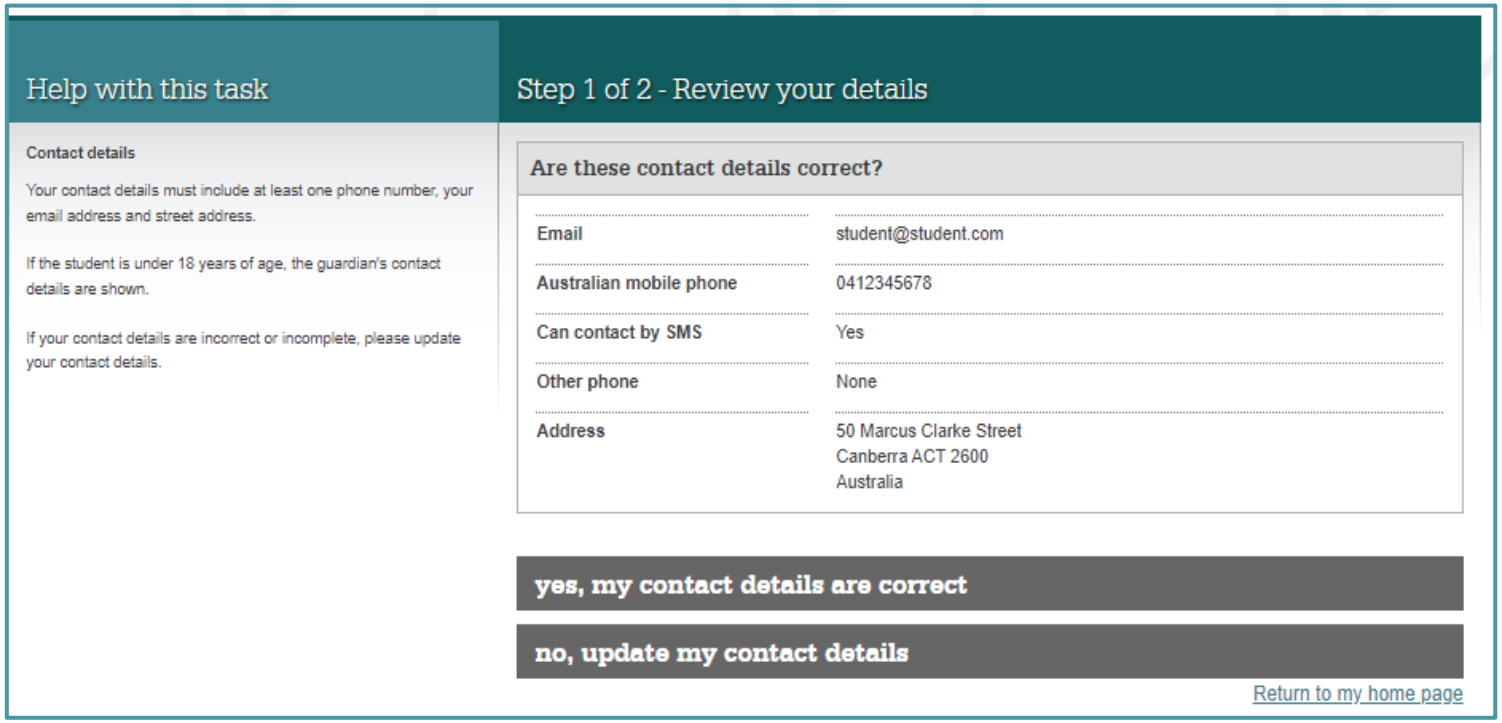
Click ***update my contact details***.

TPS Online: Update your contact details



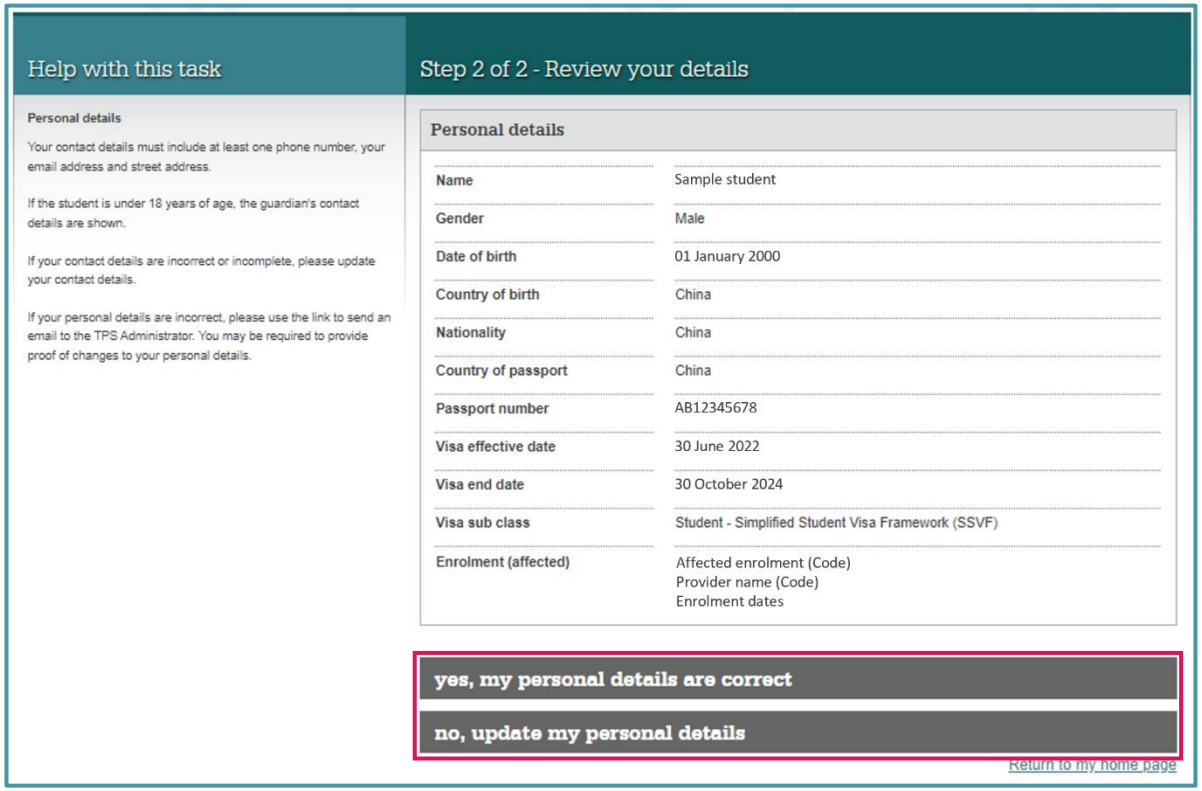
Update your contact details and click ***save***.

TPS Online: Review your contact details



After updating your contact details, you will be asked to confirm that they are correct.

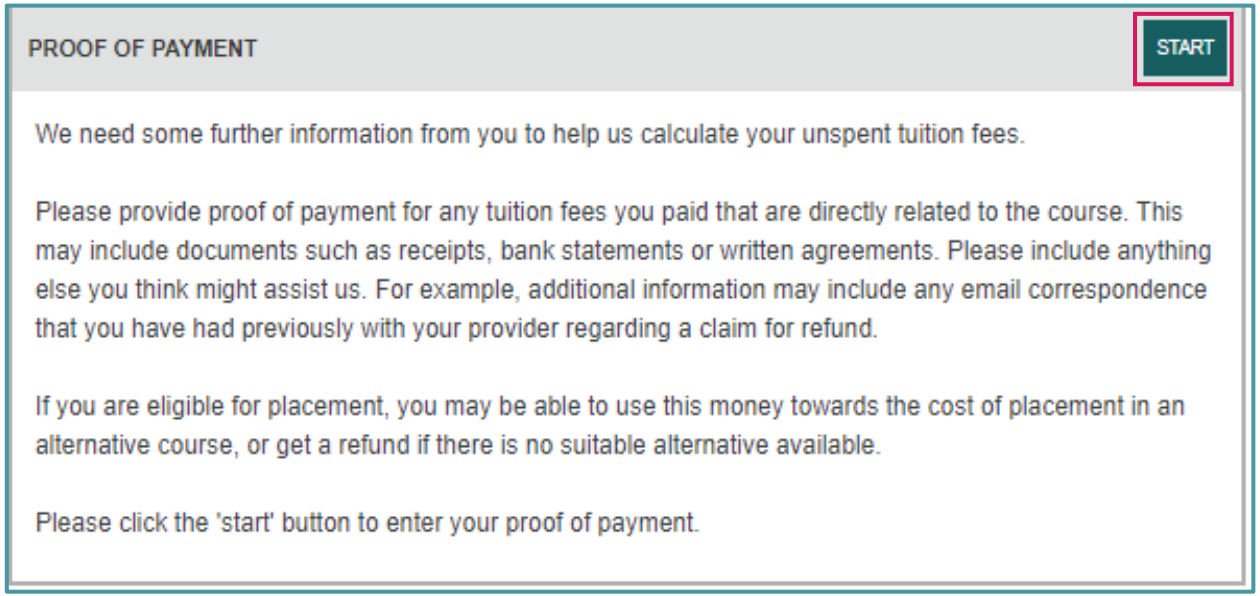
TPS Online: Review your contact details



If your details are correct, click ***yes, my personal details are correct***.

If any of your details are incorrect, click on ***no, update my personal details***. You will be advised to send an email to support@tps.gov.au.

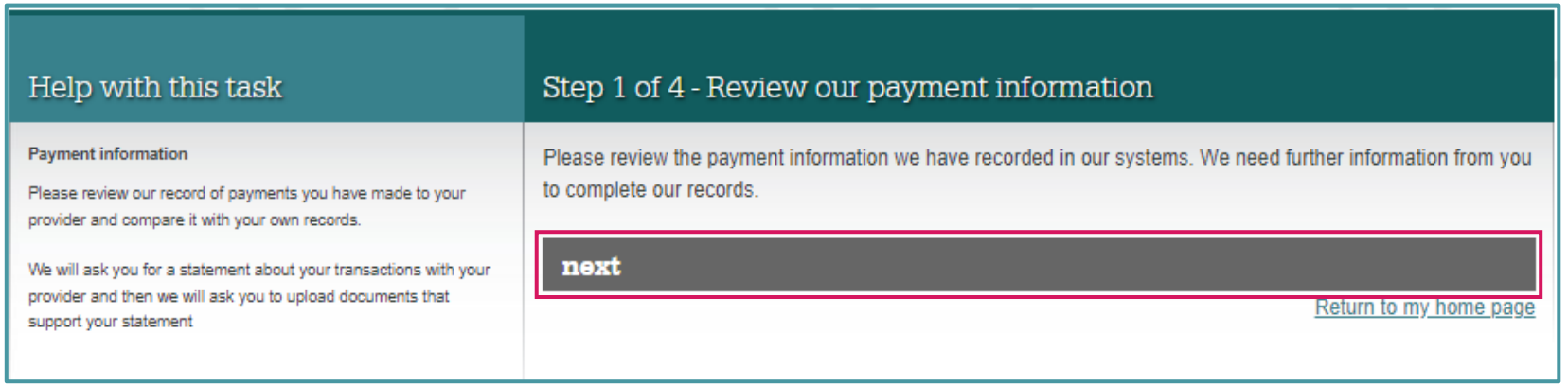
TPS Online: Proof of payment



If your provider owes you a refund of unspent tuition fees, you must submit proof of payment documents.

On your home page, click ***start*** on **PROOF OF PAYMENT**.

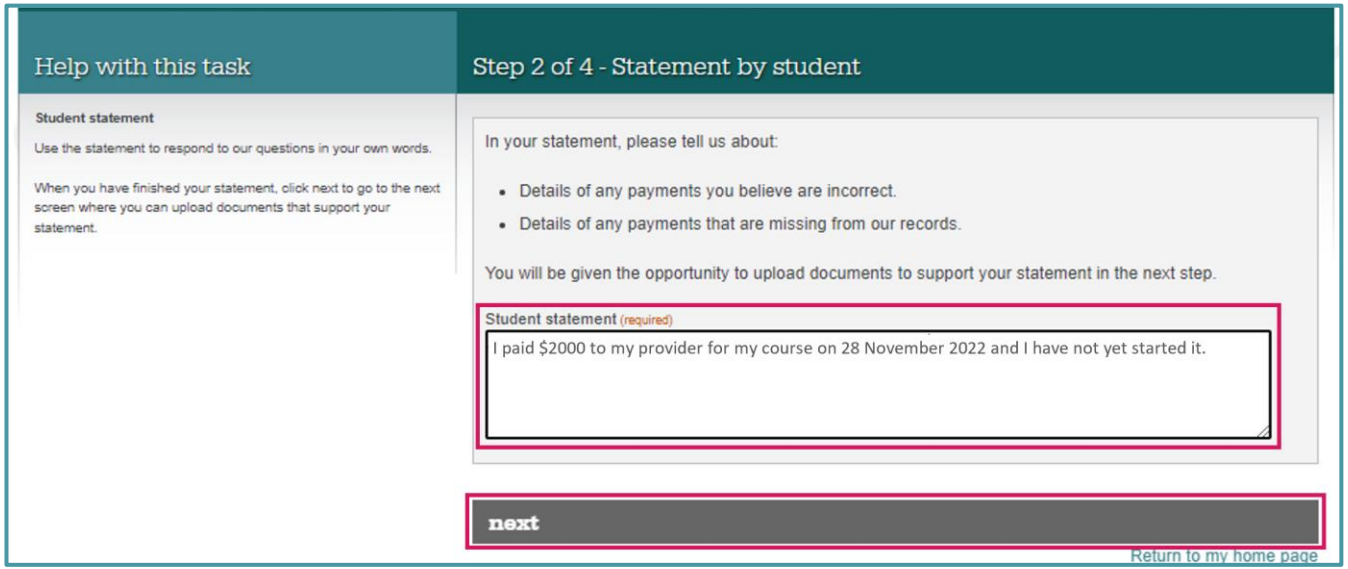
TPS Online: Proof of payment



Payments you made to your provider may have been recorded in our systems.

Click ***next*** to review our payment information.

TPS Online: Proof of payment

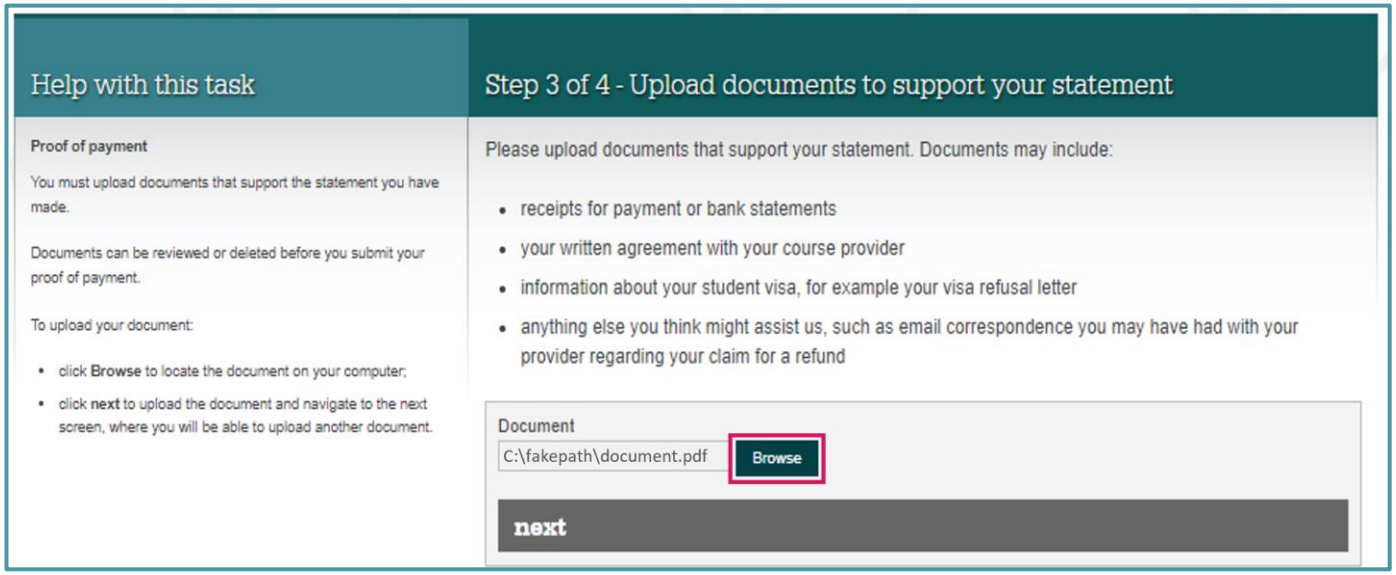


In the student statement box, please provide:

- details about all payments made to your provider (and your agent, if applicable) for your course; and
- a brief explanation of your individual circumstances.

Click ***next*** to begin uploading documents to support your statement.

TPS Online: Proof of payment



Click ***browse*** to select documents to upload from your device.

Refer to the following checklist to ensure you upload all of the required documentation.

This task will be returned to you to upload additional documentation if necessary.

TPS Online: Proof of payment document checklist

You must upload the following documents for the TPS to calculate your unspent tuition fees:

- ☐ **Provider and bank receipts** for **all** payments made to your provider for your course
- ☐ **Bank statements** showing **all** payments made to your provider for your course. Bank statements must indicate who owns the bank account.
- ☐ **Letter of offer** outlining **all** payments due to your provider for your course
- ☐ **Any other documentation** (e.g. emails) that will assist us in assessing your financial claim.

Do you have an agent? If you have an agent, you must upload the following documentation:

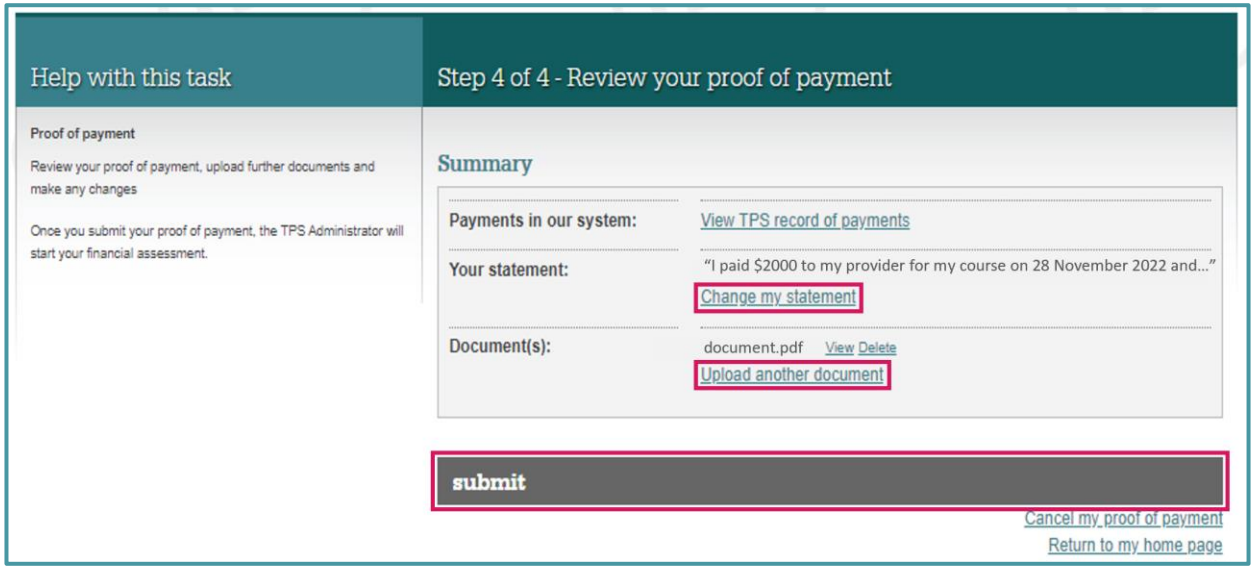
- ☐ **Receipts or bank statements** for **all** payments made to your agent
- ☐ **Receipts** for **all** payments your agent made to your provider on your behalf. You may need to contact your agent to obtain these.
- ☐ **Agent commission statement** or **invoice**. You may need to contact your agent to obtain these.

Did you defer your course? If you deferred your course, you must upload the following documentation:

- ☐ **Approval of deferment**
- ☐ Your **deferment form**

TPS Online: Proof of payment

Click ***next*** once you have uploaded all of the required documents.

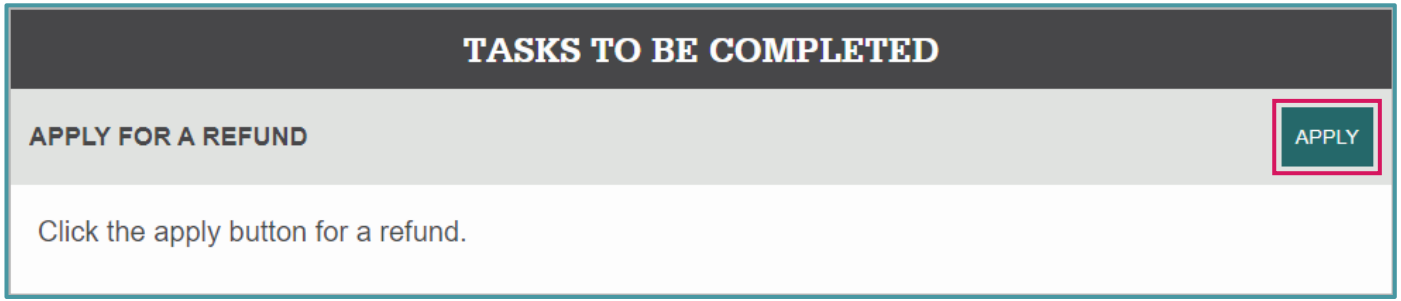


Review your statement and your proof of payment documents.

To make any changes, click ***change my statement*** or ***upload another document***.

Click ***submit*** to upload your statement and proof of payment documents.

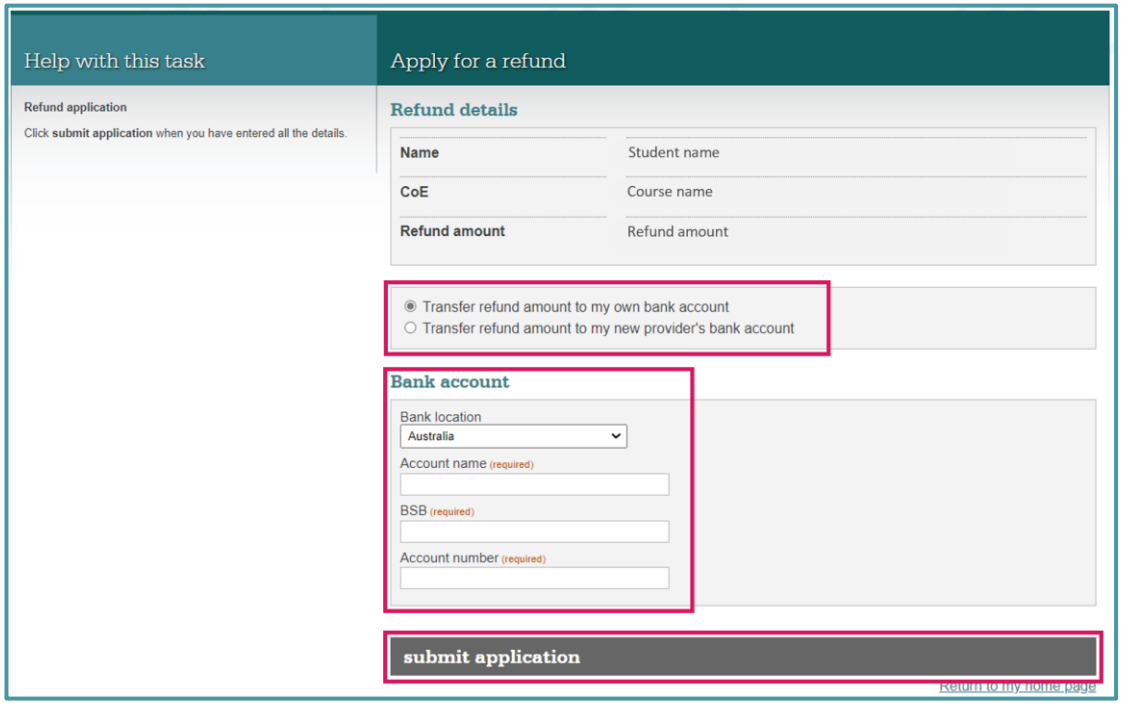
TPS Online: Apply for a refund



If the TPS determines that you are eligible for a refund of unspent tuition fees, you will need to apply for a refund.

On your home page, click ***apply*** on **APPLY FOR A REFUND**.

TPS Online: Apply for a refund

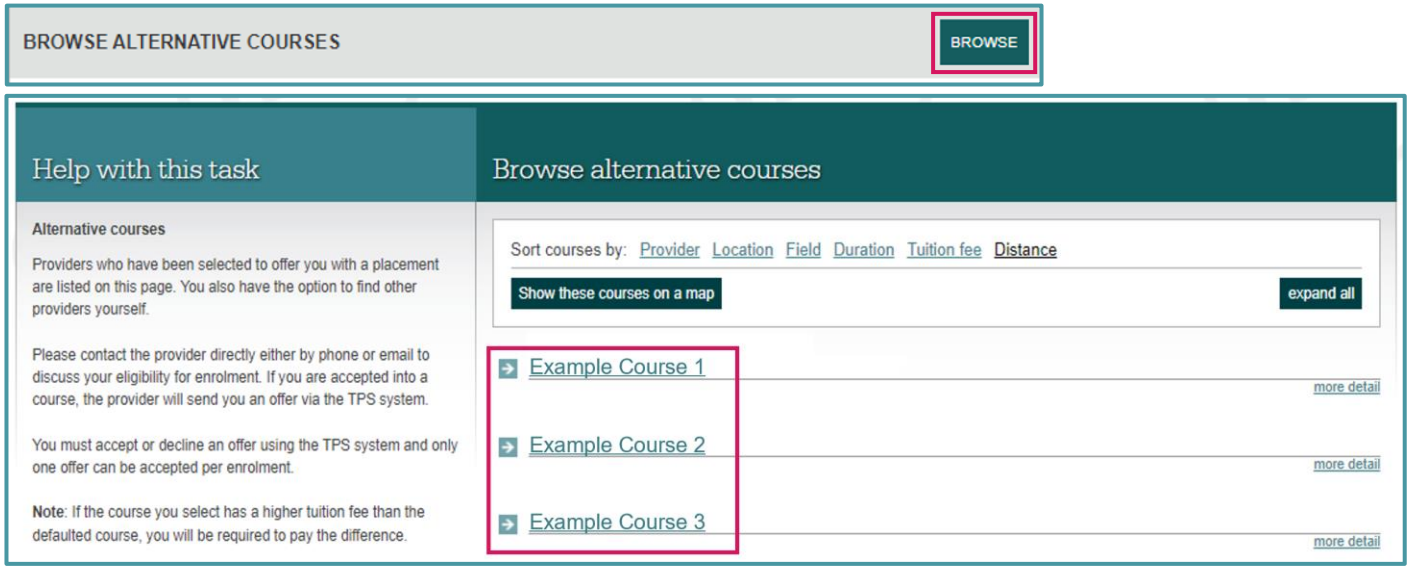


Select whether you would like the refund to be transferred to your own bank account or to your new provider (if applicable).

Provide the details of the bank account you would like your refund to be transferred to.

Check the information you have provided, then click ***submit application***.

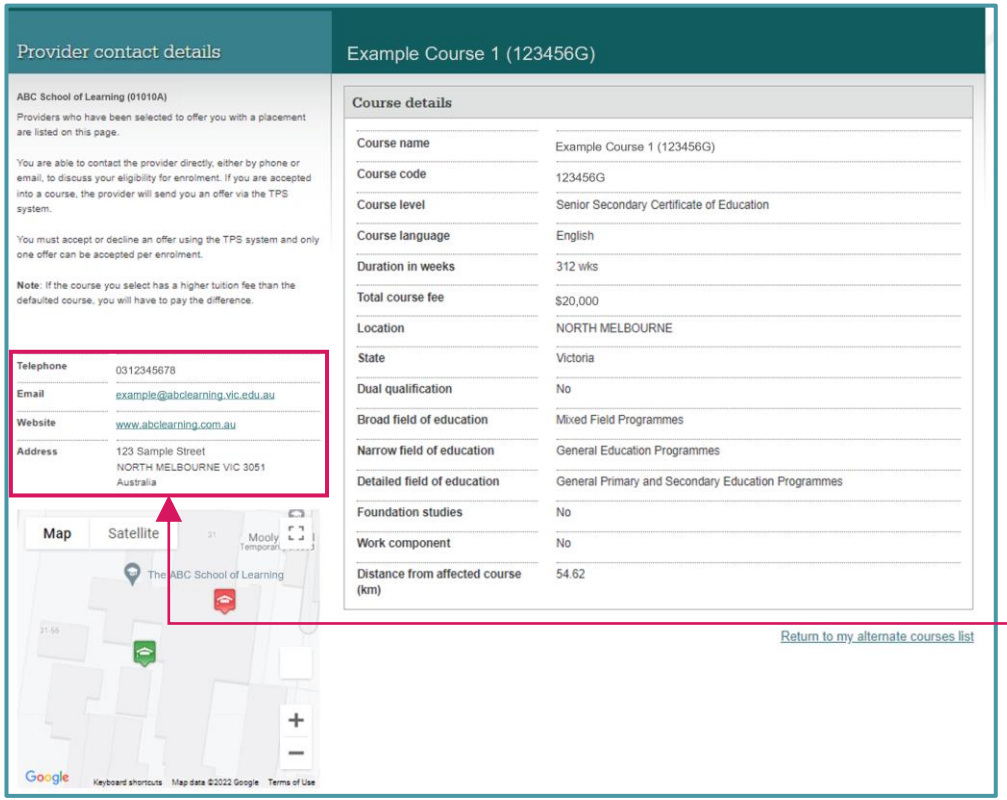
TPS Online: Browse alternative courses



On your home page, click ***browse*** on **BROWSE ALTERNATIVE COURSES** to view a list of suitable alternative course options.

Click on the course links to see information about the course and the contact details for the alternative provider.

TPS Online: Alternative provider contact details



Contact the new provider to request enrolment using the contact details provided.

Your new provider will upload an offer in TPS Online. **You must log into TPS Online and accept this offer**.

TPS Online: Summary of tasks

- ✓ Log in to TPS Online
- ✓ Change your password
- ✓ Indicate whether your provider owed you a refund of unspent tuition fees on the date of the closure
- ✓ Provide proof of your identity
- ✓ Update your contact details
- ✓ If your provider owes you a refund of unspent tuition fees, upload your proof of payment documents
- ✓ If you are eligible to receive a refund of unspent tuition fees, apply for a refund
- ✓ Browse the alternative course list and contact alternative providers to request enrolment
- ✓ View and accept your alternative course offer from your new provider
- ✓ Check your emails and TPS Online **regularly** for notifications and tasks to complete. **Be quick to respond to TPS requests!**

Australian Government

Tuition Protection Service

www.tps.gov.au

www.tps.gov.au

support@tps.gov.au

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