

TMG College Australia

International Students Information Session

March 2024

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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



TMG College Australia (The Malka Group)

- TMG College Australia closed on Thursday 14 March 2024
- TMG College Australia has appointed an administrator, and we are working together over the next 10 days before the TPS officially activates the closure
- After the 10 days' notice period the TPS 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



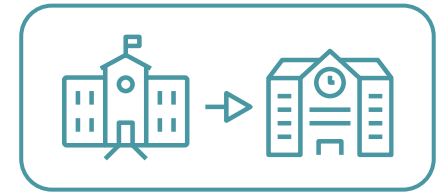
TPS Online system

- 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 TMG College Australia *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 TMG College Australia 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 TMG College Australia 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

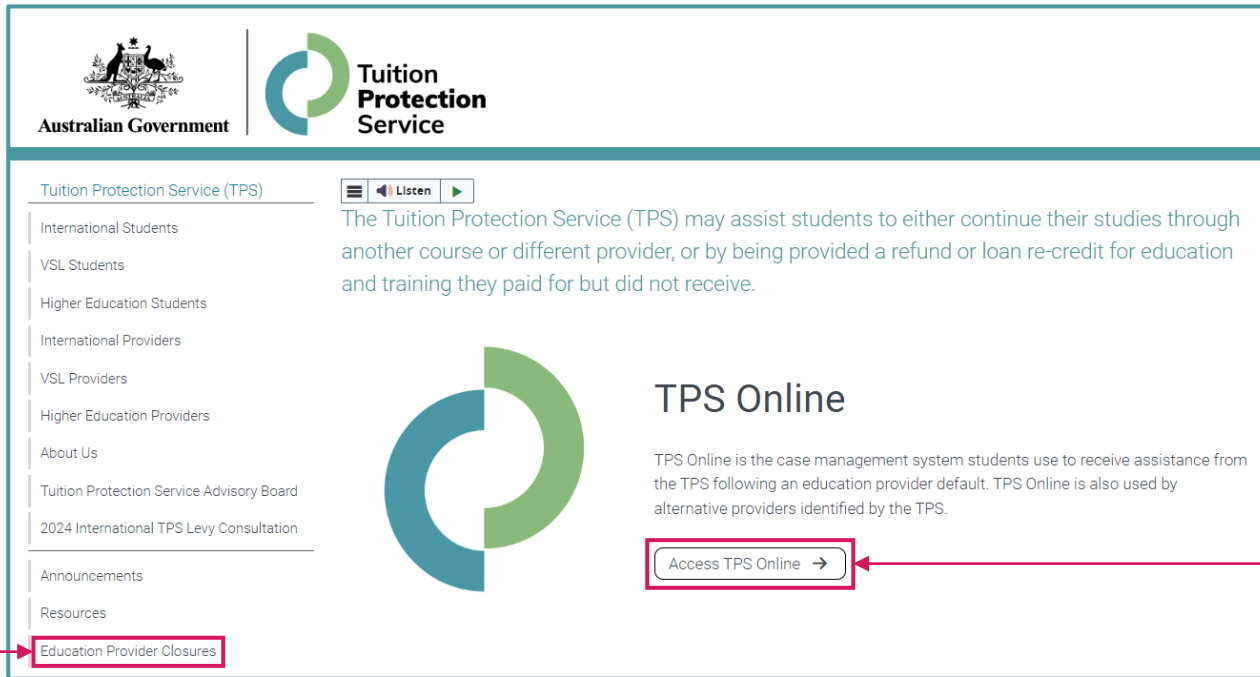


Unspent tuition fees

- 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



The screenshot shows the TPS website homepage. At the top left is the Australian Government logo. To its right is the Tuition Protection Service logo, which consists of two interlocking circular shapes, one teal and one green. Below the logos is a navigation menu with the following items: International Students, VSL Students, Higher Education Students, International Providers, VSL Providers, Higher Education Providers, About Us, Tuition Protection Service Advisory Board, 2024 International TPS Levy Consultation, Announcements, Resources, and Education Provider Closures. The 'Education Provider Closures' item is highlighted with a red box. To the right of the navigation menu is a 'Listen' button with a play icon. Below the navigation menu is a large teal and green circular graphic. To the right of this graphic is the heading 'TPS Online' and a paragraph of text: '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.' Below this text is a button labeled 'Access TPS Online' with a right-pointing arrow, which is also highlighted with a red box. A red arrow points from the 'Access TPS Online' button to a text box on the right side of the slide. Another red arrow points from the 'Education Provider Closures' link to a text box at the bottom of the slide.

Australian Government | **Tuition Protection Service**

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

2024 International TPS Levy Consultation

Announcements

Resources

Education Provider Closures

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 →

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

For information about the TMG College Australia 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](tel:1300701801) between 9am to 7pm (AEDT) Monday to Friday
- **Phone from outside Australia:** [+61 3 8613 3910](tel:+61386133910)



Study Melbourne

- Support for international students



Study Melbourne Hub



- **The Study Melbourne Hub provides free help and support for all international students in Victoria**
- We support students with a range of enquiries including:
 - Financial Hardship
 - Accommodation Advice
 - Employment Programs
 - Employment and Accommodation Legal Service
 - Education Provider Problems
 - Wellbeing & Mental Health

Contact Study Melbourne Hub

- Contact the Study Melbourne Hub to speak with a caseworker. All services are confidential.
- Support is available online, by phone, and in person
 - **Website:** <https://www.studymelbourne.vic.gov.au/study-melbourne-hub>
 - **Visit:** 17 Hardware Lane, Melbourne
Open 9am-5pm Monday to Friday
 - **Phone:** **In Australia:** 1800 056 449
Overseas: +61 3 9623 1512
Phone lines operate 24/7
 - **Email:** info@studymelbourne.vic.gov.au



www.tps.gov.au



support@tps.gov.au



1300 131 798

