

INFORMATION FOR INTERNATIONAL STUDENTS

Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist and support eligible students whose education providers are unable to complete the delivery of their course of study. The TPS provides support to international students on student visas, domestic Vocational Education and Training (VET) students accessing a VET Student Loan (VSL), domestic higher education students accessing the Higher Education Loans Program (HELP) (FEE-HELP or HECS-HELP) and domestic fee-paying students at private higher education providers.

What to expect from the TPS as an International Student?

The TPS can find you a replacement provider that offers a similar course for you and will pay the new provider directly your unspent tuition fees. If a suitable replacement is not available, the TPS will arrange a refund to you of your unspent tuition fees.

When a provider defaults, the TPS contacts eligible affected students and invites them to an information session where they can learn more about the assistance available from the TPS. The TPS will create an account for you for TPS Online - an online placement system which will guide you through your study and refund options.

Continuing your studies with another provider

The TPS will provide you with a list of potential replacement providers where you can continue your studies. You will need to contact your preferred replacement provider to seek an offer of placement.

When talking to potential replacement providers, you should discuss:

- your current course progression
- the parts of the course you will receive credits for
- which parts of the course you will need to pay for (including additional costs, if any)
- the requirements and prerequisites for the course
- the expected timeframe to complete your studies with the replacement provider.

A replacement provider is required to grant you course credits for study already undertaken or proven competencies.

The academic and fee requirements of your replacement course may be higher than your original course. If that is the case, you may need to meet those requirements and pay additional charges.

You can choose not to enrol in any of the providers identified by the TPS and find your own provider instead.

Receiving a refund of unspent tuition fees

To help determine the amount of tuition fees to be refunded, you should have:

- the written agreement you signed with your provider
- invoices/receipts of tuition fee payments

- bank statements displaying the payment of tuition fees
- any other relevant correspondence which identifies the amount of fees paid.
- any relevant correspondence with your agent and the provider. Please be aware your tuition fee may have included agent fees. Agents are encouraged to be as transparent with you as possible as required by Standard 4 of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

If you don't enrol in a replacement course, you will need to consider the affect this might have on your student visa as it is a condition of your visa that you maintain your status as an officially enrolled student at a CRICOS registered education provider. In most cases, students on a Student Visa can be allowed to remain in Australia for a reasonable period (up to 90 days) while they are looking for an alternative course.

Please visit the Department of Home Affairs to learn more about your obligations: [Education provider default \(homeaffairs.gov.au\)](#)

Health and wellbeing services

Closures and defaults cause uncertainty and disruption for students. There are health and wellbeing services available to international students.

See Study [NSW](#), [Victoria](#), [Queensland](#) and [Study in Australia resources](#).

Contact the TPS

Please do not hesitate to contact us at support@tps.gov.au.