



Australian Government

Tuition Protection Service

www.tps.gov.au

Agenda

- Welcome and Meeting Commencement
- Introduction and purpose of today – TPS Director
- TPS Assistance – TPS Director
- Visa Matters - Department of Home Affairs
- Records – Australian Skills Quality Authority
- The Tuition Protection Service Online Placement System – TPS Administrator
- General Questions – TPS Director & Administrator

Introduction

- Tuition Protection Service (TPS) Team
- Department of Home Affairs
- Australian Skills Quality Authority
- TPS Administrator

Purpose of the meeting

- Provide international students with information about their rights and obligations
- Inform students on how the TPS may assist
- Provide information on alternative providers
- Answer any questions related to the TPS , Visa matters, qualifications / records, etc.

AICT

- The Australian Institute of Commerce and Technology (AICT) went into liquidation on 2 November 2018 and therefore stopped all teaching at all campuses.
- EMJ Consulting were appointed as Liquidators.

What happens now?

- You will be looked after and assisted
- Help with finding another school to continue your study
- Help with refunding your unspent tuition fee
- Help is provided by the TPS – an Australian Government Service

What are your Options?

1. You can continue your studies by selecting one of the providers identified by the TPS.
2. If you choose one of the providers identified by the TPS, you will need to contact the provider and the process would be as seamless as possible for you.
3. You can continue your studies by selecting your own provider. If you think you have any unspent tuition with the AICT, you should apply for a refund from the TPS. Your refund is able to be paid to either yourself or the new provider.
4. If you don't require a further placement, you can seek a refund of your unspent tuition from the TPS.

Unspent Tuition Fees

- You may have paid tuition fees in advance to the AICT. For example:
 - You may have paid for 10 weeks of tuition and only attended classes for 7 weeks. The fees for the remaining 3 weeks would be your unspent tuition fees.
- The TPS can pay your refund of any unspent tuition fees directly to your new provider or yourself.

What should you do now?

- Make sure you have provided your correct contact details to the TPS Administrator.
- Make sure you keep on listening for instructions on how to apply for your refund.
- Ask us any questions if you need more information.



Department of Home Affairs – Visa Matters



Australian Quality Skills Authority (ASQA)

TPS Administrator

- We will identify alternate providers for your course and help you access a refund of your unspent tuition.
- We will provide you access to the TPS Online system where:
 - We will process your refund of unspent tuition
 - You will be able to upload documents as evidence of payments made to AICT for your course.

New Providers

- We have identified possible alternate providers for your course as follows.
 - TAFE International Western Australia
 - West Australian Institute of Further Studies
 - The SERO Institute
- These details will also be listed on the TPS Online System when you login.

What you need to do

- Make sure you have collected a Terms Sheet for each of the suggested providers for your course.
- Make direct contact with a provider as soon as possible.
- Whichever provider you choose, your provider will make a written offer to you and you need to accept this offer for the provider to create a CoE for you.

Unspent Tuition Fees - Recap

- You may have paid tuition fees in advance to AICT. For example:
 - You may have paid for \$100 for 10 weeks of tuition, which makes it \$10 per week.

You only attended classes for 7 weeks before the provider closed, so \$70 of the \$100 has been spent.

The fees for the remaining 3 weeks totalling \$30 would be your unspent tuition fees.

- The TPS can pay your refund of any unspent tuition fees directly to your new provider or yourself. Per the ESOS Act, we cannot refund any non-tuition fees that you have paid (i.e. enrolment fees or material fees, or OSHC).

TPS – Getting Access

- You should have already received an email from us asking you to login to the system.
- Login to the system and change your password.
- Scan / take a photo of your passport or drivers licence and upload this into the system as your Proof of ID.



TPS Online Demonstration

Summary of what you need to do

- Review the providers and contact them for an offer to be made to you – ensure this provider puts your offer through the TPS system to ensure you receive your refund
- Apply for a refund through the system.
- If you have paid more fees than recorded by the TPS Administrator, upload information to support your financial assessment (e.g. receipts and written agreement with school)
- Check your email for notifications regularly
- Keep your contact details up to date in the TPS Online System
- When your refund amount has been emailed to you, please make sure that you log back into TPS Online and confirm your payment details.



Questions?

Further information

- If you have any questions or need further information:
 - Stay and talk to our team members after this meeting
 - Visit the TPS website: <https://tps.gov.au>
 - Contact the TPS Administrator.
 - Phone 1300 980 434
 - Email administrator@a.tps.gov.au