



Australian Government

# Tuition Protection Service

[www.tps.gov.au](http://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
- Study NSW – Support Services
- The Tuition Protection Service Online Placement System – TPS Administrator
- General Questions – TPS Director & Administrator

# Introduction

- Tuition Protection Service (TPS) Team
- Department of Home Affairs
- Study NSW
- 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.

# Cyneast Pty Ltd

- On 26 November 2019, Cyneast Pty Ltd (trading as Speciality Language Centre; Oxford College Sydney; Oxford College of English) ceased trading.

# 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

## **Students Under 18 years**

- If you are under 18 years of age, we will need to make contact with your guardian.
- Please ensure that we have your guardian's contact details (email address and phone number) before you leave today.

# 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 Cyneast, 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 Cyneast. 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 Government

Department of Home Affairs

# Information session on education provider closure

Department of Home Affairs

# What will we cover?

- Applications and visa status
- VAC exemption
- Welfare for students under 18
- 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 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.

# Do I need a new visa?

- Please check the expiry date of your student visa. If you require more time to finish your new course, or you move to a new course that is at a lower AQF level than your previous course, you must apply for a further student visa.
- There are arrangements in place to waive the Visa Application Charge (VAC) 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.

# Do I need a new visa?

- You can check your visa expiry date by using the Department of Home Affairs' 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>



# 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 arrangements

- Two main scenarios to consider:
  - Study has started and,
  - Study has not yet started.
- If you were studying when the provider stopped teaching, you are able to work unlimited hours until you enrol and commence another course.
- If you have not started your course as it is your first course on your Student visa, you are not allowed to work until you start studying.
- 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 are able to 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.
- Students affected by 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

- For 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 default <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/education-provider-default>
- Service Centre: telephone 131 881 (in Australia).

# STUDY NSW

**Creative. Dynamic. Alive.**

**An introduction to support services available to international students studying in NSW**



[www.study.sydney](http://www.study.sydney)



# Support services for international students

Redfern Legal Centre  
International Student Legal Service NSW

<https://rlc.org.au/our-services/international-students>

T: 02 9698 7645

*Free and confidential legal service*

**Find a doctor/accessing mental health  
support through OSHC**

- **Allianz**
- **Bupa**

*Please refer to your provider for mental  
health coverage*



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# Support services for international students

**Beyond Blue**

[www.beyondblue.org.au](http://www.beyondblue.org.au)

1300 224 636

**Lifeline**

[www.lifeline.org.au](http://www.lifeline.org.au)

13 11 14

**Kids Helpline**

<https://kidshelpline.com.au>

13 11 14

*It's ok to ask for help*



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# Support services for international students

**Tuition Protection Service**

[www.tps.gov.au](http://www.tps.gov.au)

**Overseas Student Ombudsman**

[www.ombudsman.gov.au/how-we-can-help/overseas-students](http://www.ombudsman.gov.au/how-we-can-help/overseas-students)

**Australian Skills Quality Authority**

[www.asqa.gov.au/complaints](http://www.asqa.gov.au/complaints)



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## Stay connected



Study Sydney



StudyNSW



Study Sydney



Study Sydney



[www.study.sydney](http://www.study.sydney)



[study.nsw@industry.nsw.gov.au](mailto:study.nsw@industry.nsw.gov.au)



Subscribe to the Study NSW  
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NSW Government  
Department of Industry

# 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 Cyneast for your course.

# What you need to do to continue studying

- Look on the TPS website for Terms Sheets for the alternate providers.
- 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 Cyneast. 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).

# Summary of what you need to do

- Review the providers and contact them for an offer to be made to you.
- 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.

# 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](mailto:administrator@a.tps.gov.au)



# TPS Online Demonstration

## Tuition Protection Service

### Student Login

Log in using the details that we  
emailed you

Username

example@gmail.com

Password

••••••••

☐ Remember my username

**log in**

[Forgotten your  
username/password?](#)

### Start an Application

- Go to [www.tps.gov.au](http://www.tps.gov.au)
- Enter your email and the password we sent to you in “Student Login”
- Once logged in select **Change Password**



LOG OUT

[View/update my details](#)  
[Change my password](#)

## Help with this task

### Password change

Your **new password** must have:

- at least seven characters; and
- three of the character types: uppercase, lowercase, numerals and symbols. Example: Password87%

You must also choose a question and enter the answer.

When you click **save** you will be returned to your home page.

## Enter new password

New password (required)	<input type="password"/>
Confirm new password (required)	<input type="password"/>
Security question (required)	<input type="text" value="Mother's maiden name"/>
Answer (required)	<input type="text" value="Smith"/>

## Change Your Password

- Enter your **New Password** two times
- answer the **Security Question** and press **Save**

Note the new password must have 7 characters, numbers, upper and lower cases, and one special character eg!#%\$

Message from webpage



### VALIDATION ISSUES

Please address the following issues before continuing:

Your new password must have:

- at least 7 characters; and
- three of the four character types: uppercase, lowercase, numerals and symbols. Example: Password7%

Please refer to the security rules on the change password screen.

OK

## Welcome to the TPS

The TPS can assist you to either:

- complete your studies in another course or with another education provider; or
- receive a refund of the unspent component of your tuition fees.

As you work through this process you may be prompted for the following information:

### Proof of Identity

- A valid passport or Australian driver's licence.
- If you are under 18 years of age, proof of guardianship.

### Proof of payment

- A copy of the written agreement with your provider.
- Copies of receipts, payment advice or bank statements.

### Visa status

- Evidence of student visa.

**TASKS TO BE  
COMPLETED**

**YOUR PROVIDER'S  
OBLIGATION TO YOU**

**NEXT**

## Tuition Protection Service Online Step by Step Guide

### Your Provider's Obligations

Click **Next**



**Your provider's  
obligation to you**

At the date of default my  
provider...

**did not owe me  
unspent tuition  
fees**

**owed me unspent  
tuition fees**

Step by Step Guide

Does your provider owe you  
“unspent tuition fees”?

Select;

**Did not owe me unspent tuition fees**

Or

**Owes me unspent tuition fees.**

## Did your provider meet its obligations ?

Select from one of the four options;

- My provider has offered me a place with in an alternative Provider at their own cost
- My Provider has refunded all of my unspent tuition fees
- My Provider has only refunded some of my unspent tuition fees
- My provider has not refunded any of my tuition fees.

Click **Save**.

### Provider obligation outcome

Your provider may have fulfilled its obligations either by arranging an offer of a place in an alternative course or by refunding you the unspent tuition fees owing to you.

Do you think your provider has met its obligations to you? If your education provider has not fulfilled its obligations you may be able to use the TPS to find an alternative course or to apply for a refund.

Please choose one option below to tell us what the provider has done to fulfil its obligations.

### Outcome

- ☐ My provider has offered me a place in an alternative course at their own expense, which I have accepted.
- ☐ My provider has refunded all of my unspent tuition fees.
- ☐ My provider has only refunded some of my unspent tuition fees.
- ☐ My provider has not refunded any of my unspent tuition fees.

**save**

## Proof of Identity

Select **Start**.

### Welcome to the TPS

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#### Proof of Identity

- A valid passport or Australian driver's licence.
- If you are under 18 years of age, proof of guardianship.

#### Proof of payment

- A copy of the written agreement with your provider.
- Copies of receipts, payment advice or bank statements.

#### Visa status

- Evidence of student visa.

### PROOF OF YOUR IDENTITY

**START**

For you to receive financial assistance from the TPS, you are required to provide us with proof of your identity.

It is recommended that you provide us with a scan or photo of your photographic identification - either your passport or driver's licence. Please click on the 'start' button to begin.

Please click on the 'start' button to begin.

Select **Browse** and upload your  
Passport and/or Drivers License.

## Step 1 of 3 - Upload proof of identity document

Document

**Browse**

**next**

[Return to my home page](#)

View your document, or add another document and select **Next**.

## Step 2 of 3 - Review your proof of identity documents

Once you have finished uploading your proof of identity documents, please click next to continue.

### Proof of identity document

[view](#) [delete](#)



[Add another document](#)

**next**

[Return to my home page](#)

Tick the three Declaration boxes and select **Submit**.

### Step 3 of 3 - Submit your proof of identity for assessment

Once you are happy with the proof of identity documents you have uploaded please submit it for assessment.

To view or change information you have already provided, use the link(s) below.

[Review the proof of identity documents I uploaded](#)

#### Declaration

☐ I declare that to the best of my knowledge, the information I provide is true and correct in every respect.

☐ I declare that I will abide by the requirements of the TPS and associated legislative requirements.

☐ I understand that giving false or misleading information is a serious offence.

**submit**

[Return to my home page](#)



## Review Your Contact Details

Select **Review**.

### REVIEW YOUR CONTACT DETAILS


REVIEW

Please click on the review button to view your contact details and make corrections if necessary.

Check your Contact details and either **No, update**, or click **Yes**.

Step 1 of 2 - Review  
your details

Are these contact  
details correct?



**yes, my contact  
details are correct**

**no, update my  
contact details**

[Return to my home page](#)

Check your Personal details and either **update**, or click **Yes**.

Step 2 of 2 - Review  
your details

Personal details

Name

Gender

Date of birth

Country of birth

Nationality

Country of passport

Passport number

Visa effective date

Visa end date

Visa sub class

Enrolment (affected)

Enrolment

**yes, my personal  
details are correct**

**no, update my  
personal details**

[Return to my home page](#)

## Proof of Payment

Read and select **Start**.

### TASKS TO BE COMPLETED

#### PROOF OF PAYMENT

START

We need some further information from you to help us calculate your unspent tuition fees.

Please provide proof of payment for any tuition fees you paid that are directly related to the course. This may include documents such as receipts, bank statements or written agreements. Please include anything else you think might assist us. For example, additional information may include any email correspondence that you have had previously with your provider regarding a claim for refund.

If you are eligible for placement, you may be able to use this money towards the cost of placement in an alternative course, or get a refund if there is no suitable alternative available.

Please click the 'start' button to enter your proof of payment.

Review and click **Next**.

## Help with this task

### Payment information

Please review our record of payments you have made to your provider and compare it with your own records.

We will ask you for a statement about your transactions with your provider and then we will ask you to upload documents that support your statement.

## Step 1 of 4 - Review our payment information

Please review the payment information we have recorded in our systems. We need further information from you to complete our records.

**next**

[Return to my home page](#)

Write a statement about the information if it is incorrect, and the details of any payments missing from our records.

You will then be asked to upload evidence of your payments and your bank details.

In your statement, please tell us about:

- You will be given the opportunity to upload documents to support your statement in the next step.

Student statement (required)

XXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX

[Return to my home page](#)

## Banking Details and Submitting your Application

Select that you wish for the payment to Transfer the refund amount to your own bank account.

Enter the bank details.

Click **Submit Application**.

After your application is submitted, it will be assessed by the TPS. You will be sent email updates if more information is required.

### Apply for a refund

#### Refund details

Name	
CoE	
Refund amount	

- ☒ Transfer refund amount to my own bank account  
☐ Transfer refund amount to my new provider's bank account

#### Bank account

Bank location	
Australia	*
Account name (required)	
BSB (required)	
Account number (required)	

#### submit application

\*Please note Overseas Bank Accounts can take much longer to process the payments than Australian Bank Accounts. Often more than 4 weeks.

# Further information

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  - Contact the TPS Administrator.
    - Phone 1300 980 434
    - Email [administrator@a.tps.gov.au](mailto:administrator@a.tps.gov.au)