

Each year we will also publish the following information:

- the number of students placed in alternative courses and the time taken to place them.
- the number of refunds/payments made from the Overseas Students Tuition Fund (OSTF) and the time taken to pay them.

Looking after your interests— how you can help us to help you

If you are an international student studying in Australia there are several things you need to do:

- tell your education provider if any of your contact details change (email address and mobile phone etc), as soon as possible. If your provider closes, we will use these contact details to contact you to offer assistance. If your contact details are out of date, it may be difficult for us to contact you.
- make sure you have a written agreement with your education provider and keep a copy of it. This may help us to assist you more quickly if your provider closes.
- keep receipts for any tuition fees you have paid to your education provider or agent. If you request a refund after your provider has closed, the receipts will help us to work out how much we can refund you.
- make sure you receive two things from your provider—a record of the study you complete and your academic results at each stage of your course.

Tuition Protection Service

www.tps.gov.au

c/o Department of Education and Training

ABN 12 862 898 150

Postal Address: GPO Box 9880,
Canberra ACT 2601

For more information

Visit: tps.gov.au

Email: administrator@a.tps.gov.au

Phone: 1300 980 434

Write to: Tuition Protection Service,
GPO Box 9880, Canberra, ACT 2601

If you have a compliment, complaint or a suggestion about how we can improve our service, please email the TPS Director at: operations@tps.gov.au

Internal review

If you are not satisfied with a decision, you can ask the TPS Director to review the decision, using a form available on the TPS website. You will need to set out in detail your reasons for seeking a review. We will acknowledge requests for a review within three business days and aim to provide a response within 10 business days. If the issue is difficult to resolve, we may need more time to provide a final response. In that case we will provide an interim response to inform you of our progress within 10 business days.

To contact the TPS Director:

Email: operations@tps.gov.au

Write to: Tuition Protection Service,
GPO Box 9880, Canberra ACT 2601

External review

If you are not happy with the outcome of a complaint or a review by the TPS, you can complain to the Commonwealth Ombudsman.

Visit: ombudsman.gov.au to lodge an online complaint.

Phone: 1300 362 072 (calls from mobile phones are charged at mobile phone rates)

Write to: Commonwealth Ombudsman,
GPO Box 442, Canberra ACT 2601 Australia

Other complaints

If you have any complaints about a government school, TAFE, college or university, contact the ombudsman for your State or Territory.



Australian Government

Tuition Protection Service



Service Charter 2017

www.tps.gov.au

TPS Director's Foreword

This Charter explains the standard of service you can expect from the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government to assist and support international students on student visas when their education provider is unable to complete the delivery of their course of study. The TPS may also assist where international students have withdrawn from or not started their course and are eligible for a refund of tuition fees that have not been paid by the provider. In providing assistance to students the TPS strives for fairness, promptness and equitable outcomes.

There are some 1100 institutions providing education to international students in Australia and from time to time closures, although rare, can occur. When a provider does suddenly stop delivering a course it can be a worrying and uncertain time, particularly for international students. The TPS is here to provide information and help international students find another course or, to refund any unspent tuition fees.

The TPS aims to provide a high standard of service to all our stakeholders. Your feedback is important. If you have a compliment, complaint or a suggestion about something that could be improved, I look forward to hearing from you.

Vipan Mahajan

TPS Director
2017

Our Service Charter

This charter:

- sets out who we are and what we do.
- outlines our service standards and what you can expect from us.
- tells you how to contact us.
- tells you how to make a compliment, complaint or request a review.

What is the TPS and what does it do?

The TPS is a placement and refund service for international students on student visas affected by a provider closure. The TPS may also assist where students have withdrawn from or not started their course and are eligible for a refund of tuition fees that have not been paid by the provider. The TPS Director is responsible for delivering the service and ensuring its sustainability into the future.

If a provider cannot deliver the course a student has paid for, the TPS can help the student find another course with minimal disruption to their studies. The TPS will engage with students promptly. It uses an online placement service to give students all the information they need so they understand their options and can choose an alternative course that best suits them. Support in using the system is available to students.

If a student is unable to find a suitable alternative course, the TPS will refund the tuition fees that have been paid, for the part of the course that they have not yet received.

Our Service Standards

For international students

1. When it is clear your education provider cannot place you with another provider or pay you a refund, we will work with you to find a suitable alternative course within 30 days.
2. If we are unable to find a suitable alternative course, we will refund any tuition fees you have paid, for the part of the course that you did not receive. This will usually occur within 30 days of you not being able to find an alternative course. We will treat you fairly and equitably.
3. We value accessibility, choice, impartiality, integrity and professionalism in our decision making and dealings with you.

For CRICOS providers

1. We will keep you informed about the TPS Levy arrangements and engage with you when setting the amount of the risk-rated premium and the special tuition components of the TPS Levy annually.
2. We will work with you in a cooperative manner and offer you the chance to place students if they are unable to continue with their current provider (as appropriate).
3. If you have an issue regarding your obligations in a default situation and need information, we will work with you to provide advice and assist as required.

Communication Protocols

In our communications with international students and providers we aim to:

- be courteous and helpful.
- respond promptly when you contact us.
- acknowledge emails within three business days.
- provide a detailed response within 10 business days (unless operational constraints do not allow).
- provide an interim response to complex queries within 10 business days and tell you what we are doing to answer your query and how long we expect it will take.
- provide clear and accurate information
- be sensitive, fair and unbiased.

How will you know whether we have met our commitments to you?

We will be listening to your feedback and talking with those in the international education sector to monitor how well we are doing. The results will be used to regularly update and improve the way we deliver services to you and will be published annually.