



# Tuition Protection Service Policy

Policy and Procedure Document

**WEG-POL-TPS-001 | Version 2026.v01**

**Effective: 17 March 2026 | Review: 17 March 2027**

✓ ACTIVE — CURRENT

**Applicable Standards:** ESOS Act 2000 Part 5A (ss.46A–46P) | Higher Education Support Act 2003 (TPS Act 2012)



## Document Control

<b>Document Title</b>	Tuition Protection Service Policy	<b>Document Code</b>	WEG-POL-TPS-001
<b>Version</b>	2026.v01	<b>Status</b>	✓ Active — Current
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<b>Document Owner</b>	RTO Manager	<b>Approved By</b>	Abhay Kumar, Director of Operations
<b>Audience</b>	(S) Students	<b>Confidentiality</b>	Public
<b>Applicable Standards</b>	ESOS Act 2000 ss.46A–46P   TPS Act 2012	<b>Applies To</b>	All international students enrolled in CRICOS-registered courses at Wyatt Education Group

## Version History

Version	Date	Author	Changes	Approved By
2026.v01	17 March 2026	Abhay Kumar	Initial release — aligned to 2025 ASQA Outcome Standards.	Abhay Kumar, Director of Operations

*Wyatt Education Group acknowledges the Traditional Owners and Custodians of Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past, present and emerging.*

## 1. Purpose

The Tuition Protection Service (TPS) is a government-administered initiative under the **ESOS Act 2000 (Part 5A)** that protects international students if their registered provider is unable to fully deliver their course. This policy explains how Wyatt Education Group fulfils its TPS obligations and how affected students are supported.

## 2. Scope

This policy applies to all international students enrolled in a CRICOS-registered course delivered by Wyatt Education Group (CRICOS 04130B). Domestic students are not covered by the TPS framework.

## 3. What is a Provider Default?

A **provider default** occurs in any of the following circumstances:

- 1 Wyatt Education Group **fails to start** delivery of a course on the agreed commencement date
- 2 Wyatt Education Group **ceases to deliver** a course before the student completes it
- 3 A course is **no longer registered** on CRICOS or ceases to meet CRICOS registration requirements
- 4 Wyatt Education Group's **CRICOS registration is cancelled** or suspended by the regulator (ASQA)

## 4. TPS Outcomes for Students

In the event of a provider default, the TPS will assist affected students. The **primary outcome** is placement in an equivalent course at another CRICOS provider at no additional cost to the student. Where suitable placement is unavailable or not acceptable to the student, the **secondary outcome** is a refund of unexpended tuition fees.

Outcome	Description	Priority
<b>Alternate Placement</b>	TPS arranges enrolment at an equivalent CRICOS-registered course. No additional fees charged to the student for the placement process.	<b>PRIMARY</b>
<b>Tuition Fee Refund</b>	Where placement is unavailable or rejected by the student, a refund of unexpended tuition fees is provided.	Secondary

## 5. Wyatt Education Group Obligations

In the event of a provider default, Wyatt Education Group will:

- Notify affected students in writing **immediately** upon becoming aware of the default
- Notify the TPS Director as required under **ESOS Act s.46D**

- Provide students with the TPS contact details and website
- Cooperate fully with TPS in facilitating student placements
- Transfer all relevant student records to the TPS or receiving provider as required
- Ensure no student is disadvantaged in accessing TPS entitlements

## 6. TPS Levy

The TPS levy is an annual charge payable by Wyatt Education Group to the Commonwealth Government. **The levy is paid entirely by Wyatt Education Group — students are not charged any TPS levy, fee, or surcharge.** The levy amount is determined annually by the TPS Director based on enrolment data reported through PRISMS.

## 7. How to Access the TPS

**Tuition Protection Service (TPS)** | Phone: 1300 338 362 | Website: [tps.gov.au](https://tps.gov.au) | Email: [tps@education.gov.au](mailto:tps@education.gov.au) The TPS is a free government service. Students do not pay to access TPS assistance.

Students can contact the TPS directly at any time to seek information about their rights or to lodge a claim. Wyatt Education Group will not obstruct any student's access to the TPS.

## 8. Related Documents

Document	Code	Purpose
Refund Policy	WEG-POL-REF-001	Fee refund schedule and process.
Complaints and Appeals Policy	WEG-POL-CAP-001	Dispute resolution.
Written Agreement (Enrolment Contract)	WEG-FORM-ENR-001	NC Std 3 enrolment agreement.

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