

Tuition Protection Service (TPS) and Provider Default Policy

Policy Reference	WEG-POL-TPS-001	Version	2026.v01
Effective Date	1 July 2025	Review Date	1 July 2026
Document Owner	RTO Manager	Approved By	Director of Operations
Standards	ESOS Act 2000 Part 5A (ss.46A-46P) NC 2018 Standard 3	Status	Active — Current
Applies To	All International Students	Classification	Student-Facing Policy (S)

Version	Date	Author	Changes	Approved By
2026.v01	1 July 2025	S. Reddy	Initial issue — aligned with 2025 Standards for RTOs and ESOS Act 2000	A. Kumar

1. Wyatt TPS Commitment

\$1,500 prepaid cap: Wyatt will never collect more than AUD \$1,500 in prepaid tuition fees per student at any time.
14-day resolution (ESOS s.46D): In the event of a provider default, Wyatt will arrange re-placement or full refund of unspent prepaid tuition within 14 calendar days. **PRISMS notification:** Wyatt will notify the TPS Director within 3 business days of any provider default event.

2. What is the Tuition Protection Service?

The TPS is an Australian Government initiative under **ESOS Act 2000 Part 5A (ss.46A-46P)** that protects the tuition fees of international students enrolled with CRICOS-registered providers.

- Applies to all international students enrolled in CRICOS-registered courses (CRICOS 04130B)
- TPS Director contacts students directly with placement or refund options on default
- Full refund of unused tuition fees guaranteed in event of provider default
- Protection is automatic upon enrolment — no action required by the student
- Annual TPS levies paid by Wyatt — no cost to students

3. Provider Default — Definition

A provider default occurs when WEG is unable to start or continue delivering a course:

- Provider fails to start the course on the agreed start date
- Provider stops delivering the course before completion
- Course does not meet CRICOS registration requirements
- ASQA or Government cancels the provider CRICOS registration

4. What Happens on Provider Default?

Step	Action	Timeframe
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1 — Notification	TPS Director contacts student explaining options.	Within 10 business days
2 — Choose Option	Student chooses: (a) placement in equivalent course, OR (b) full refund.	Student decision
3a — Course Placement	TPS assists student to enrol in comparable CRICOS course.	As soon as practicable
3b — Refund	Unused tuition fees returned. Full refund schedule in WEG-POL-REF-001 — Refund Policy .	Within 14 calendar days (s.46D)
4 — PRISMS Update	WEG notifies TPS Director via PRISMS.	Within 3 business days

5. Mandatory Student Acknowledgement

All international students must sign **Form WEG-TPS-F01** prior to enrolment. Request from: k.reddy@wyatt.nsw.edu.au or +61 477 627 677.

6. TPS Contacts

Service	Contact
TPS Director	www.tps.gov.au 1300 338 362
Study in Australia	www.studyaustralia.gov.au
CRICOS Register	cricos.education.gov.au — verify CRICOS 04130B
Wyatt Student Support — K. Sai Reddy	+61 477 627 677 k.reddy@wyatt.nsw.edu.au

7. Related Documents

[WEG-POL-REF-001 — Refund Policy](#)

[WEG-POL-CAP-001 — Complaints and Appeals Policy](#)

WEG-TPS-F01 — Student TPS Acknowledgement Form

Acknowledgement of Country

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