

TSLS AI Chatbot and Digital Clearance Portal — Fiji's National Student-Loan Agency Automates Scholarship Services

AI in Education · Good practice · Fiji

Quality score: 20/100

Evidence strength: Descriptive / self-reported

Summary

Fiji's national student-loan and scholarship agency TSLS launched a 24-hour AI chatbot, built in-house with University of the South Pacific software-engineering students, alongside a digital Bond and Travel Clearance Portal that cut processing from 5–7 days to 1–3 days.

Key dimensions

Dimension	Score
Evidence of learning impact	0/3
Equity & inclusion	1/3
Transparency, ethics & data protection	1/3
Teacher capability & pedagogy	0/3
Scalability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-16

[Tertiary Scholarships and Loans Service \(TSLS\); University of the South Pacific \(USP\)](#) — accessed 2026-08-16

[FBC News: TSLS sets tech benchmark with AI chatbot and portal](#) — accessed 2026-08-16

[Fiji Times: TSLS streamlines scholarship services](#) — accessed 2026-08-16

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