



## Overseas Student Support

As an overseas student on a student visa, students must study with an education provider and in a course that can be found on the [Commonwealth Register](#) of Institutions and Courses for Overseas Students (CRICOS). CRICOS registration guarantees that the course and the education provider where you study meet the high standards necessary for overseas students. Please check carefully that the details of your course, including its location, match the information on CRICOS.

### Your rights

The ESOS framework protects overseas student rights, including:

the right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent (if applicable). If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

the right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. Overseas students are required to keep a copy of the written agreement and receipts of all tuition and non-tuition fee payments made to the School.

the right to the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

You have the right to know:

- how to use your provider's student support services
- who the contact staff member is for overseas students
- if you can apply for course credit; when your enrolment can be deferred, suspended, or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study
- if attendance will be monitored for those courses
- what will happen if you want to change providers
- how to use your provider's complaints and appeals process.

Your responsibilities as an international student on a student visa are to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your provider
- inform your provider if you change your address
- maintain satisfactory course progress
- follow your provider's attendance policy, if attendance is recorded for your course
- maintain your approved accommodation, support and general welfare arrangements, if you are under the age of 18.

The Tuition Protection Service (TPS) is a placement and refund service for overseas students which is activated on the event that your institution is unable to teach your course.

## **ESOS FRAMEWORK**

The ESOS framework - providing quality education and protecting your rights.

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the [ESOS legislative framework](#) and include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code.

## **School Responsibilities to Overseas Students**

The ESOS framework sets out the standards that Australian institutions must meet in offering education and training services to overseas students. These standards cover a range of information you have a right to know and services that must be offered to you, including: