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## Australia welcomes international students

#### Coronavirus (COVID9) information for international students

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#### rotect international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of internationatudents to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student yand k things you should know before and during your study.

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the education institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliveation between the contraction of the contraction in the contraction institution does not deliveation between the contraction in the contraction in the contraction institution does not deliveation between the contraction in the

You can find out more about the framework on the partment of Education website

### Before you begin your studies

#### Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All education institutions registered on CROS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS a good place to start when you want to find a course or educationuitionit to study with.

#### Using an education agent

International students do not have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

The law requires education institutions to only use educating ents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ense you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matterlys migration agents can do this. You can find out more aboutgusnigration agents at the epartment of Home Affairs website

If you think your education agent might be behaving dishonestly or **hicely**, you should stop using them immediately and contact your education institution directly.

### Written agreements or contracts between the student and institution

Under Australian law, an education institution must have a written agreement with younimuthe services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it saysefore signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your education institution, you will near to your written agreement. You can find out more about making complaints on page 6 of this fact states and getting help

Visit the Department of Home Affairs website for more information aboust requirements and welfare arrangements or students under the age of 18.

## Your responsibilities as an international student Australia

#### Your student visa

As an international student on a student visa, you must:

- · comply with your student visa conditions;
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as

- your original education institution says they will release you; or
- you have a government sponsor and this ponsor writes a letter saying they support you changing education institutions.

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Youroriginal education institution can only provide a letter of release if:

- you have a letter from another education institution saying they have made you an enrolment offer; and
- where you are under 18, you have the support of your parent or legal guardialine o education institution wishing to enrol you says they will take responsibility for your welfare.

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If you are thinking about changing your course, you need to mention about the impact of changing courses or education institutions is available on the partment of Home Affairs website

#### Making complaints and getting help

If you have a complaint about your education institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students retheir issues.

If you cannot resolve your complaint with an education institution, there are other actions you can take. You will need to find out whether your education institution is a private or government type by searching them and looking at thestitution type field on the <u>CRICOS website</u>

If your education institution is a private (negovernment) organisation, you can make a complaint to the Commonwealth-5(m)92 re W\* n BT /F1 1/52nM q as 632 EMC /Pnd5.32 841.92 re W\* n B3(e)9(us-

International education: ensuring quality apdotecting students