THE ESOS JOURNEY FOR INTERNATIONAL STUDENTS

1 Deciding where to study

- Education provider and course listed on ***CRICOS***
- Migration cannot be guaranteed
- Promotional material must not be false or misleading
- Entry requirements, course information and duration, fee payments and refunds, campus locations and facilities, accommodation and cost of living

2 Education agents

- Providers must have a written agreement with their agents
- Education agents are listed on the provider's website
- Agents are paid a commission by the provider; they may charge students additional costs
- Agents must give accurate information and act in the best interest of students
- Only a registered ***Migration Agent*** can give migration advice

3 Application to study

- Only submit application when research is completed with all information needed to make an informed decision

4 Written agreement

- Read offer carefully. Ask questions if you do not understand something
- Check all information: course/s, dates, prerequisites, conditions, modes of study, tuition and non-tuition fees and any increases to these fees, refund policy, privacy, complaints process
- Keep a copy, including digital copies of any links

5 Accepting your offer

- Only accept when you have read and understand all the information in the offer
- Ask questions if you do not understand

6 Students under the age of 18

- Guardian visa approved by the ***Department of Home Affairs***, or
- Agree to the provider's approved accommodation and welfare arrangements so a Confirmation of Appropriate Accommodation and Welfare (CAAW) can be issued

7 Confirmation of Enrolment (CoE)

- CoE is issued when you accept your offer
- CoE is evidence of enrolment. Use it to apply for student visa
- No enrolment = No CoE

8 Student visa

- Visa comes with specific conditions and entitlements. Check ***Visa Entitlement Verification Online (VEVO)***

9 Predeparture

- Before leaving, look at provider's website about what to expect. Arrive in time to attend orientation

10 Arrival and orientation

- Attend orientation to learn about support services, English language and study assistance programs, legal services, emergency and health services, including mental health support, facilities and resources, complaints and appeal processes, requirements for course attendance and progress
- Notify provider of contact details within 7 days

11 Student support services

- Provider must support you to adjust to study and life in Australia
- Some services may not be offered by your provider. Information on these services is at no additional cost
- Know who is your official point of contact
- Provider must have a safe campus environment and advise you how to stay safe off campus

12 Maintaining enrolment

- Provider monitors enrolment, course progress, attendance (for some courses) and course duration
- Provider must cancel CoE if there is no enrolment
- Provider may suspend, cancel, or extend a CoE in certain circumstances
- Deferral or suspension of enrolment must be approved based on evidence of compassionate or compelling circumstances

Organisations that promote and protect the rights of international students

Education Services for Overseas Students (ESOS)	Tertiary Education Quality and Standards Agency (TEQSA)	Australian Skills Quality Authority (ASQA)	Commonwealth Ombudsman	State or Territory Ombudsman	Tuition Protection Service (TPS)	Fair Work Ombudsman (FWO)	Australian Human Rights Commission	Australian Consumer Law	Inner Melbourne Community Legal

ESOS for Students is an ISANA project funded by Study Melbourne under its International Student Welfare Program.

The ESOS legislation protects and enhances the experiences of international students studying in Australia. This project aims to raise awareness of their rights and responsibilities.

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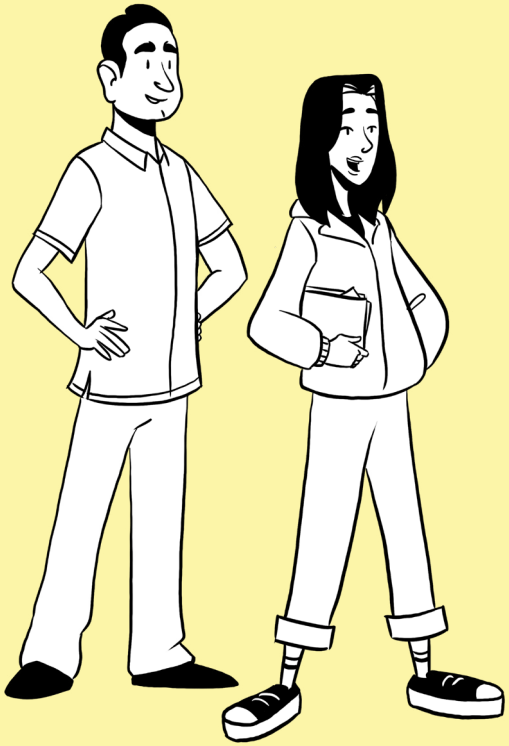
ESOS FOR STUDENTS

PLANNING FOR STUDY IN AUSTRALIA



KNOW YOUR RIGHTS AND RESPONSIBILITIES AS AN INTERNATIONAL STUDENT

Visit **www.isana.org.au/esosforstudents**
for fact sheets and videos designed to help
you understand your student visa obligations

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ESOS for Students

Your rights as an international student

As an international student you are responsible for meeting your visa conditions and following Australian laws. There are many laws to protect you during your time in Australia and most of these laws also apply equally to Australian citizens, residents and other temporary visa holders.

The Education Services for Overseas Students (ESOS) legislative framework

The Education Services for Overseas Students (ESOS) legislative framework protects and enhances the experiences of international students coming to Australia on a student visa. It is designed to uphold Australia's high standards for, and commitment to, international education through a consistent national approach, provide tuition protection and to support the integrity of the student visa program. The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) has been made under the ESOS Act.

If an education provider is unable to fully deliver your courses of study, it must assist you to transfer your studies to another education provider, or to refund some of your tuition fees.

If the education provider does not do this, the ***Tuition Protection Service*** will assist you to find an alternative course or get a refund.

Complaints about an education provider

Education providers must have a policy and process for handling complaints from international students. Providers must tell you about their complaints and appeals process during orientation; it must be easy to access and free.

If you are unhappy with a decision or action of your education provider, have a look at their information about how to make a complaint or appeal. Follow that process. If you have followed it but are still not satisfied, your provider should give you information about how you can make an external complaint or appeal.

An external complaint or appeal can be made with an Ombudsman. If you are studying with a public university or TAFE, you can complain to your ***State or Territory Ombudsman***. If you are studying with a private university, Vocational Education and Training provider, or English language provider, you can complain to the ***Commonwealth Ombudsman***.

Regulation of education providers

The ***Tertiary Education Quality and Standards Agency*** (TEQSA) regulates higher education and the ***Australian Skills Quality Authority*** (ASQA) is the regulator for the vocational education and training sector and most English Language schools.

ASQA and TEQSA have powers to investigate and take action against registered providers for breaches of the ESOS Act and the National Code.

ESOS for Students

Consumer protection

Australian Consumer Law protects the rights of consumers when buying goods and services. In Victoria, the ***Australian Competition and Consumer Commission*** and ***Consumer Affairs Victoria*** have resources to educate you about your consumer rights, including renting and the different types of accommodation.

Legal services

As an international student you have the right to access ***legal services***. In Victoria, there are community legal centres that support international students on a range of issues. ***Inner Melbourne Community Legal*** has free resources in different languages based on legal problems international students have had.

Work rights and protection

Everyone working in Australia, including international students, has basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace laws. It has resources to help you understand your basic workplace rights, where to obtain further information, and how to seek assistance from the ***Fair Work Ombudsman***.

Human rights and discrimination

Australia has laws to protect individuals from discrimination. The ***Australian Human Rights Commission*** protects and promotes human rights in Australia and internationally. The ***Victorian Equal Opportunity and Human Rights Commission*** has responsibilities to protect all Victorians from discrimination and human rights breaches.

It is against the law to be discriminated, harassed or bullied based on your sex, disability, race, national or ethnic origin, immigration status, age or sexual orientation. You should lodge a complaint and seek support if you are a victim of this behaviour.

Privacy

The collection, use and disclosure of personal information is protected by the ***Privacy Act*** and other laws. Please refer to your education provider's website for details about its privacy policy.

The information in this fact sheet is based on an education provider's obligations in Standard 10 of the ***National Code of Practice for Providers of Education and Training to Overseas Students 2018***.

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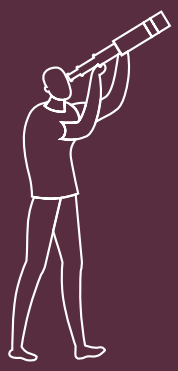
COVID-19 and Beyond for International Students



We know this is a difficult time for many international students. Here are some ways you can manage through the crisis and set yourself up for the future.

Keep yourself healthy and engaged

Maintain social connections

- Virtual chats and small group catch ups
- International student networks
- Online community groups
- Provider or institution social clubs

Keep yourself healthy

- Maintain a balanced diet
- Exercise regularly
- Get quality sleep

Find YOU time

- Make time for activities and hobbies
- Learn a new skill

Be inspired

There are beautiful happenings in the world

- Beautiful News
- Our beautiful world
- Our wonderful international students

Keep Safe

- Download the COVIDSafe app
- Report and deal with racism
- Seek welfare support if you need it
- Speak with your institution's international student contact person if you need advice or help

Keep yourself mentally fit

Know the facts

Limit dramatised media coverage and learn the facts

Practise self-care

Be kind to yourself and don't underestimate your ability to cope

Be Mindful

Practice relaxation and mindfulness - help your body settle and be calm

Ask for help

Seek mental health support if needed

Future proof your career

Boost your employability

- Develop skills of the future with free online courses
- Visit Study in Australia's Future Learn page for free courses

Plan for your career

- Research your chosen industries in Australia and offshore
- Build a career profile plan
- Develop online professional networks
- Reach out to a careers counsellor
- Identify your key employability skills

Develop your job application

- Contact your provider's career services for advice
- Review and develop your CV or resume
- Practice your job interview technique – online and face-to-face
- Practice answering job application questions and criteria

Develop your online professional profile

- Create a professional profile on LinkedIn
- Review and consider your online profile – Google yourself to see what comes up

Develop your workplace skills

Finding work

- Seek legitimate work (not cash in hand) to ensure you receive Government protection and the same rights as all Australian workers
- Volunteer with your institution's clubs and societies, with local community groups or not-for-profit charities
- Seek out internships and talk to your careers counsellor or advisor about options to do internships as part of your course (also visit AAGE)
- Visit LinkedIn for job opportunities
- Register on employment websites

Join the movement. We are all #InThisTogether

Australian Government

As at 25 May 2020

studyinaustralia.gov.au

CISA Council of International Students Australia

ISANA International Education Association Inc.

Australian Government

Supporting the welfare of international students

Australia prides itself on being a safe, welcoming and multicultural country.

As a community, we have always supported one another in times of need. This includes looking after the health, safety and wellbeing of our international students. The Australian Government, state and territory governments, our educational institutions and community organisations are here to help international students.

How is the Australian Government supporting health and wellbeing?

$200M

Additional funding to 300 community organisations supporting impacted communities and students. Access is based on need, not visa.

Impacted students are eligible to access relief services along with case work support for temporary visa holders.

Students are covered by their Overseas Student Health Cover (OSHC) and have access to Australia's world class health facilities.

How is the Australian Government providing financial assistance?

Those experiencing financial hardship and who have studied and worked in Australia for 12+ months can access their superannuation.

Extended working arrangements for students employed by health, disability and aged care institutions.

National Cabinet endorsed a six-month ban on evictions for all tenants experiencing financial hardship during the pandemic.

How are institutions supporting international students?

$145M

Australia's education providers, including our 43 universities, are responding to support students with a range of initiatives (including emergency bursaries, hardship funds, food banks, fee waivers and pastoral care) totalling more than $145m. You can see daily updates and the latest list of commitments on the Study Australia website.

Support from States and Territories

States and Territories are committing additional funds to temporary workers and students through a range of complementary programs to Australian Government initiatives.

Show your support

Join the #InThisTogether initiative and share your pledge, commitment or services you are offering to international students.

We are working together because we know we are all #InThisTogether.
We stand united to support international students in our care at this time.

How can international students stay informed?

The Study Australia website shares detailed updates from key agencies and works alongside australia.gov.au by providing tailored information to support international students.

The Australian Government has provided a dedicated email and hotline for international students at international.students@dese.gov.au and 1300 981 621 (9am to 5pm AEST, weekdays).