

ESOS for Students

Student support services

As an international student your education provider must give you support to help you adjust to study and life in Australia. This includes an appropriate orientation program, support services and referrals to information and other services as required.

Orientation

Before arriving, look at your education provider's website about what to expect and make sure you arrive in time to attend your orientation. You should receive the following information during your orientation:

- Support services to help you adjust and assist you with general or personal issues
- 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... this is important because one of the conditions of your student visa is to meet course progress and attendance requirements.
- The Fair Work Ombudsman and the information it has about employment rights and conditions, and how to resolve workplace issues.

Some services, such as legal or health, may not be offered by your education provider. Additional support is available from the Study Melbourne Student Centre. Your provider should give you information about these services at no cost.

Online studies

If you enrol in online subjects, your provider must offer you reasonable support, at no additional cost, to help you achieve the expected learning outcome. As an international student, you can study up to one third of your course online. If you are studying online, you must also be enrolled in at least one face-to-face subject in each compulsory study period (unless you are completing your last unit of study). If you enrol in school, English language courses or Foundation programs, you can only study online or by distance learning if this is in addition to your minimum face-to-face requirements.

Where can you seek support and advice?

There are many places that you can go to for support and advice. It can be confusing. Your education provider must have a member of staff or a team who are your official point of contact. They are required to know about all the support services. If they do not have the answer, they will tell you where you can get the assistance you need. Education providers must have enough support staff to meet the needs of their international students.

Many students are unaware that there are a lot of services to support them during their studies and life in Australia. Take the time to find out what support is available and make sure you access this when needed.



Study Melbourne Student Centre

The Study Melbourne Student Centre offers a variety of free services which include:

- Practical help and case work support
- General information and help with accommodation, health, employment and legal problems
- Free legal advice about work place rights and accommodation

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Safety

Your provider must do all it reasonably can to provide a safe environment on campus and advise you on actions to take to enhance your personal security and safety. It is important for you to know how to get help and report any incident that has a strong impact on your wellbeing. An 'incident' can include something like being bullied or sexually harassed, to things like slipping on a wet floor and falling.

Your education provider must also give you information about how to protect yourself when you are off campus. This should include ways to look after your personal safety, fire safety, water safety and how to identify and report a scam.

Student support services checklist

Service or Information	Where do I find it?
Support services to help you adjust and assist you with general or personal issues	
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	
The Fair Work Ombudsman and the information it has about employment rights and conditions, and how to resolve workplace issues	
Designated contact point	
Assistance and how to report an incident that significantly impacts your wellbeing	
Personal safety	
Fire safety	
Water safety	
How to identify and report a scam	

The information in this fact sheet is based on an education provider's obligations in Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

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.

