

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

8 Student visa

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

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

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

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



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.



<http://www.isana.org.au/esosforstudents>