

ESOS for Students



Deciding where to study

There is a lot you need to think about when deciding where to study. It is important to access information to help you make an informed decision about what is the best study option for you.

Information

Education providers' websites and marketing material are a good place to start. Here are a few tips about what to look for:

1. Make sure that the education provider is listed on the **Commonwealth Register of Institutions and Courses for Overseas Students** (CRICOS). All the courses offered by the education provider have a CRICOS course code. These codes should be on all promotional material such as brochures, advertisements and web pages.
2. The education provider must never tell you that studying their course will allow you to migrate to Australia permanently. Do your own research on this.
3. All marketing and promotion of the course must follow the rules of **Australian Consumer Law**. The information provided must not be false or misleading. If your provider or their agent makes claims about your preferred course or provider, ask for proof. Check the facts.
4. Education providers must only enrol students who have the qualifications to do the course. Check that your educational qualifications, work experience and English language proficiency meet the entry requirements as stated on the education provider's website.
5. Make sure you have access to enough information to help you in making an informed decision about studying with your preferred provider. This includes:
 - The CRICOS course code, course content, modes of study (including how much online study is included), assessment methods and course qualification
 - Course duration, compulsory study periods and holiday breaks
 - Campus locations and facilities, equipment and learning resources
 - Expected tuition and non-tuition fees, cancellation and refund policies. These fees may increase between the time you enquire and the time you enrol.
 - The reasons why your enrolment may be deferred, suspended or cancelled
 - Accommodation and living costs
 - Eligibility for recognition of prior learning and the granting of credit towards your course based on your prior learning or experience.

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It is OK to talk to other students, education agents and staff from education providers. However, do not rely on others ... make sure you do your own research. It is important to allow enough time to do this research. Do not leave it until the last minute and be forced into making a decision that you might later regret.

Education agents

International students rely on various sources and may decide to apply through an education agent. You are not required to use an agent and you may wish to apply directly to your preferred provider.

What should you consider when selecting an agent?

1. Education providers must have a written agreement with each education agent that represents them. If you have a preferred education provider, check its website to see which agents it has an agreement with. Education agents may represent more than one provider.
2. Education agents are paid a commission for each student they recruit for education providers. Ask your education agent if you will be charged any additional costs for the services it delivers.
3. Education providers are responsible for monitoring their agents' performance. Students should expect to get up-to-date and accurate information. You should let your provider know if your agent did not act in an honest and ethical manner.
4. Education agents must try to avoid conflicts of interest. They must also treat your information confidentially, and you should be able to know what they are doing with your information. In general, education agents must act honestly and in good faith, and in your best interests as a student.
5. Education agents are not allowed to give advice about migrating to Australia, unless the education agent is also a registered **Migration Agent**.



The information in this fact sheet is based on an education provider's obligations in Standards 1, 2 and 4 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.



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