

ESOS for Students

The written agreement

When an Australian education provider accepts you as a student, it will send you an offer letter for your course of study. Once you accept this offer, the letter becomes a written agreement, which is your contract with your provider. You need to understand what is in the agreement before accepting it and paying your deposit. Your provider cannot ask you to pay any tuition or non-tuition fees before you accept this agreement.

Take the time to read your agreement. If there is something you do not understand, ask your education agent or education provider to explain. There may be information in the agreement that will affect you later, and you need to be aware of the consequences. Only accept the written agreement after you read and understand it .



Information that must be in your written agreement

Certain information must be included in the agreement, including:

- An outline of the course or package of courses in which you will be enrolled. Are these the same courses that you applied for?
- The expected course start date, campus location(s) where the course will be delivered and the modes of study (including any online study)
- Any prerequisites, including English language requirements
- Any conditions imposed on the enrolment (for example, achieving a certain English Language score, or completion of an earlier qualification)
- All tuition fees payable, the periods to which those fees relate and payment options. It is important to note that tuition fees in the agreement are indicative at the time of making the offer. It is likely that the tuition fees will increase each year
- Any non-tuition fees that you may incur to complete your studies or other circumstances in which additional fees may apply
- The refund policy for tuition and non-tuition fees and the process for claiming a refund
- The circumstances in which personal information may be collected, used and disclosed in accordance with the ***Privacy Act***
- The internal and external complaints and appeals processes

It is your responsibility to keep a copy of the written agreement and any receipts for payment of tuition or non-tuition fees.

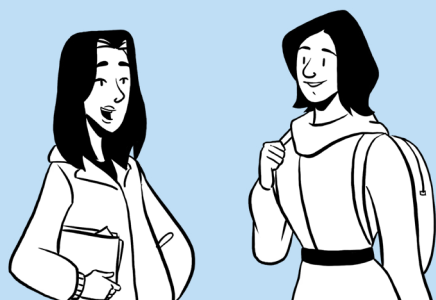
If the written agreement contains any links to supplementary material, it is important to keep an electronic copy of the information contained in these links at the time you sign the agreement.

Changes to contact details

It is also a requirement that, while in Australia, you must notify your education provider of your contact details, including:

- Residential address, mobile number, and email address
- Who to contact in an emergency
- Any change to those details within seven days of the change

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Tuition Protection Service

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.

Written agreement checklist

What to look for	Make a note of the information provided
An outline of the course or package of courses	
Course start date	
Location/s where the course will be delivered	
Study modes and work based learning (if applicable)	
Prerequisites, including English language requirements	
Conditions of enrolment	
All tuition fees, when are the fees due and if there will be any increases to these fees	
Any non-tuition fees that may be incurred	
Refund policy and the process for claiming a refund	
How your personal information will be disclosed	
Internal and external complaints and appeals processes	
Information about what happens if the course cannot be delivered	
The following statement - "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".	

The information in this fact sheet is based on an education provider's obligations in Standard 3 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.

