

## ESOS FRAMEWORK

The Education Services for Overseas Students ACT 2000 (ESOS Act) and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support integrity of the student visa program.

The Australian Government is committed to ensuring overseas students have a great education experience in Australia. The ESOS Act and related laws protect international students through:

- The ESOS legislation and recent reforms
- The National Code
- The Overseas Students Ombudsman
- The Tuition Protection Service

Further information about students' right and obligations under the ESOS Framework can be found in ESOS Framework Student Fact Sheet:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx> .

Further information about overseas student health cover (OSHC) can be found in the Department of Immigration and Border Protection's OSHC Fact Sheet:

<https://www.border.gov.au/Trav/Stud/More/Health-Insurance-for-Students>.

Kambala is committed to full compliance with the ESOS Act. Our staff observe this commitment and support the School in complying fully in providing consistent advice and reporting to the school community in meeting our obligations.

### Protection for overseas students

As an overseas student on a student visa, you must study with an education provider in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Kambala is a registered CRICOS Provider (02284M). CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

### Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider. If you are under 18 years of age, to ensure your safety, you will be granted a visa only if there are arrangements in place for you accommodation and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you pay for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your right to know:
  - how to use your provider's support services
  - who the contact officer or officers are for overseas students



- if you can apply for course credit, when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study
- if attendance will be monitored for those courses
- what will happen if you want to change providers
- how to use your provider's Complaints and Appeals Policy

## **Your responsibilities**

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions.
- Maintain your overseas student health cover (OSHC) for the period of your visa.
- Meet the terms and conditions of the written agreement with your provider.
- Inform your provider if you change your address.
- Maintain satisfactory course attendance.
- if you are under 18 years of age, maintain your approved accommodation and welfare arrangements.