

Accommodation and Welfare Policy

Accommodation and welfare arrangements

All students under 13 years of age

- Students under 13 years of age must live with and be cared for by a parent / legal custodian or relative approved by the Department of Immigration and Border Protection (DIBP).

Students aged 13 years and over

- Students aged 13 years and over have four options for accommodation and welfare:
 1. Parent or legal custodian.
 2. The student can live with a relative approved by DIBP.
 3. The student's parents/legal custodian can nominate a family friend for the student to reside with. The nominated person will be required to be approved by the Department of Education and Training (DET).
 4. The student's parents/legal custodian can request that DET arrange homestay accommodation.

Confirmation of Appropriate Accommodation and Welfare (CAAW):

- Students issued with a Confirmation of Appropriate Accommodation and Welfare (CAAW) will have the period of welfare provision specified on the CAAW. This period will:
 - begin seven days prior to the student's course commencement and
 - end seven days after the course completion or cessation, or until the date the student turns 18 years of age, whichever is sooner.
- DIBP will not allow students to arrive before the nominated welfare commencement date detailed in the CAAW.
- The welfare of students under the age of 18, who have been issued a CAAW, is the responsibility of DET, delegated to the principal or assistant principal of the host school.
- If the student wants to change welfare/accommodation arrangements, the prior approval of DET is needed to ensure the student does not breach visa conditions.

Homestay accommodation:

- Homestay accommodation is provided by a homestay family. This is arranged by the student's host school. Please note that host schools maintain contact with homestay providers throughout the student's stay. DET, the International Education Division and Victorian government schools are not homestay accommodation providers.
- All homestay family members aged 18 years and over undergo a Working with Children Check before students arrive.
- Schools may require students 18 years of age and over to remain in their approved accommodation for the duration of their study as a condition of their enrolment at the school.
- Students in homestay accommodation will be asked to sign a homestay responsibility agreement on commencement of their stay. The agreement will outline the house rules and requirements as well as homestay costs and methods of payment. Please note that since most students are under 18 years of age they do not have contractual capacity. This agreement is therefore a code of conduct agreement rather than a legally binding arrangement.
- Students must abide by house rules.
- A student's privacy, personal possessions and personal space are respected.

- If after-school activities keep a student at school, the student must notify their homestay family.
- Although it is reasonable to expect students to be home at a specified time during the week, other arrangements may be made for returning late on weekends.
- A student must have written permission from a parent or legal custodian and provide all relevant contact details if they wish to stay away overnight.
- Students and/or their parents are required to reimburse homestay providers for any damage to property caused by the student during the student's time of residence.
- Homestay payments are made by the agent, parent or legal custodian of the student to the school. The school then pays the homestay provider on the student's behalf.
- A bond of two weeks homestay payment is usually required. The bond is refundable at the conclusion of the homestay period after all expenses, repairs or damage (if any) have been paid.
- During holidays a holding fee to retain the homestay accommodation may be required to cover the student's absence.

Changing homestay arrangements:

- At least two weeks notice needs to be given to the:
 - student and host school, when a homestay provider wishes to terminate the homestay agreement
 - the homestay provider and host school, when a student wishes to move out of a homestay.
- Students giving less than two weeks notice may forfeit their bond.
- Students cannot change their homestay until they have completed one full term of tuition.
- Students may only change homestay once they have the host school's permission.

Homestay issues / complaints:

- Issues and/or complaints that cannot be resolved between the homestay provider and the student should be referred in writing to the host school.

Course Progress Policy

- It is a DIBP requirement that students demonstrate satisfactory course progress during the period of their enrolment. Schools assess a student's performance each term using the requirements set by the Victorian Curriculum and Assessment Authority. Please note these requirements are the same for domestic students.
- All subjects/units must be completed satisfactorily within the expected duration as specified on the student's CoE for the student to:
 - progress to the next year level OR
 - complete their course of study
- An extension to complete studies may be granted if:
 - study deferment has been approved,
 - there are exceptional circumstances OR
 - intervention strategies have been implemented.
- An intervention strategy will be activated at a minimum where the student has not satisfactorily progressed or is deemed not yet competent in 50% or more of the units attempted in any particular study period (per term).

Key Policies (continued)

Intervention Strategy:

- Students requiring assistance with their performance will be counselled. Counselling will include suggestions for improving performance such as additional support for subject specific tutoring (e.g. English), career and guidance counselling or personal counselling. Student support services and referrals to external support services are provided at no cost. Please note that services beyond those normally provided within the school's resources may incur additional cost to the family.
- Where appropriate, a performance agreement between the student and the school may be developed to assist with improving performance. The agreement will be for a specified period and outline targets to be met by the student.
- If the performance agreement is not met, the student will be reported to DIBP for non-compliance with visa conditions. Please refer to *Breaches of visa conditions* section for additional information.
- Please note that any intervention will be discussed with parents.

Additional counselling or support arrangements:

- DET **cannot take** any responsibility where parents arrange additional counselling or support for the student through private agencies or persons.
Please note information cannot be provided from DET or the school for any such arrangements under the Victorian Government Privacy Act.

Attendance Policy

- Visa conditions require students to attend at least 80 per cent of scheduled course contact hours. Please note that DET prefers students to attend ALL scheduled course contact hours.
- Schools record student attendance daily and process attendance rates for visa conditions fortnightly. Where non-attendance is covered by a medical certificate, the time:
 - is included in attendance figures
 - will be taken into account when determining the 80 per cent attendance rate for compliance and DIBP reporting purposes.

Intervention Strategy:

The intervention strategies for student attendance are summarised below.

- If attendance falls to 90 per cent:

Action by school

Student notified

Parent / legal custodian or DIBP approved relative notified

Homestay family notified (if applicable)

- If attendance falls to 85-90 per cent:

Action by school

Student notified

Parent / legal custodian or DIBP approved relative notified

Homestay family notified (if applicable)

The student will be interviewed by the school.

A Student Attendance Agreement put in place with agreement from the school, the student, parents/legal custodian and homestay family (if applicable)

- If attendance falls to 80-85 per cent:

Action by school

Student notified

Parent / legal custodian or DIBP approved relative notified

Homestay family notified (if applicable)

An additional Student Attendance Agreement will be put in place by the school.

- If attendance falls below 80 per cent (DIBP visa requirements breached):

Action by school

Student notified

Parent / legal custodian or DIBP approved relative notified

Homestay family notified (if applicable)

The student will be issued with a Notice of Intention to Report for Non-Compliance to DIBP. Please refer to visa breaches – issuing a Notice of Intention to Report for Non-Compliance section on for further information.

Student Behaviour Policy

- Each school has a code of conduct, welfare and accommodation policy that students must abide by while enrolled at their host school.
- Students must also be aware of DIBP visa conditions to ensure that they are complied with at all times.
- It is important that students avoid activities that may endanger their safety, the safety of others or that could lead to criminal charges.
- When a student does not fulfil the requirements of the host school's policies and rules, DIBP visa conditions and/or the student enters into activities that are unsafe, a student's enrolment may be suspended or cancelled.
- If this Student Behaviour Policy is breached, the International Education Division may report the student to DIBP for non-compliance with visa conditions. Please refer to *Breaches of visa conditions* section.

Student Deferral Policy

- A student may apply to the International Education Division to defer their course of study in exceptional circumstances. Examples of such circumstances could include: serious illness, injury or trauma, bereavement of close family members, major political upheaval or natural disaster in the home country.
- The International Education Division will consider the impact on the student's capacity and/or ability to progress through their course of study.
- The deferral application should include evidence of the circumstances and be made in writing to:

International Education Division

Department of Education and Training

GPO Box 4367

Melbourne, Victoria 3001 Australia

Please note that deferral of studies is for a maximum of six months and cannot be approved retrospectively.

Transfer Policy

- Students may apply to transfer to another school (government or non-government):
 - after six months (two terms) of enrolment
 - less than six months (two terms) after commencement (in exceptional circumstances only).
- Transfer applications will be processed within ten working days from the receipt of a complete application. The transfer application should be made in writing to:

email: international@edumail.vic.gov.au

Or

mail: International Education Division
Department of Education and Training
GPO Box 4367
Melbourne, Victoria 3001 Australia

Transfer to a different Victorian government school

- Transfer applications need to:
 - be sent to the International Education Division two weeks before the end of the six month study period (two terms)
 - outline reasons for the transfer, for example: unexpected changes in accommodation/welfare arrangements; issues between the student and host school that cannot be resolved; a traumatic incident.
- The International Education Division will assess transfer applications on a case by case basis and consider the availability of places at the requested school.
- Requests to transfer incur an upfront non-refundable School Transfer Fee that is payable regardless of whether the transfer is successful or not. Please note the fee may be waived by the International Education Division in exceptional circumstances.
- Please note that transfers to a different Victorian government school will be processed once the School Transfer Fee is received.
- It is not possible for the International Education Division to consider transfers in the middle of a school term.
- The Transfer Form can be found under Download Publications at www.study.vic.gov.au

Transfer to a non-government school

- If a transfer is requested to a non-government school, DET will issue a letter of release to the student without requiring a transfer fee:
 - if the transfer application fulfils policy requirements
 - where tuition and other fees are fully paid
 - where there is no risk that visa conditions will be breached.
- Transfer applications need to:
 - include written support for the transfer from the parent/legal custodian or legal guardian if the student is under 18 years of age
 - include a letter from the new school confirming that a valid enrolment offer has been made
- Please note if the student is under 18 years of age and is not cared for in Australia by a parent/legal custodian or DIBP approved relative, the valid enrolment offer must confirm that the provider (new school) accepts responsibility for approving the student's accommodation, support and general welfare arrangements.
- The Withdrawal Form can be found under Download Publications at www.study.vic.gov.au

Transfer Appeals

- A transfer application decision can be appealed in writing within 20 working days of the decision. Appeals can be sent to:
Executive Director
International Education Division
Department of Education and Training
GPO Box 4367
Melbourne, Victoria 3001 Australia

Student Travel Policy

This policy applies to students who have been issued a Confirmation of Appropriate Accommodation and Welfare (CAAW). Please note this policy does not apply to students residing with a parent/legal custodian or a DIBP approved relative.

- Where a student's travel in Victoria or interstate includes overnight stays, written approval from the student's parents/legal custodian and the school principal (or assistant principal) is required. Please note if a student is living in a homestay, the homestay provider is also to be provided with details of the travel arrangements.
- With approval from parents/legal custodian and the school, students are able to travel:
 - with the homestay family on a holiday or excursion
 - on a school camp or excursion supervised by school staff
 - with a person(s) approved by the student's school principal and holding a Working with Children Check
 - on a commercial package tour within Australia which is provided by a registered company, is specifically designed for school students and includes appropriate supervision or chaperone arrangement, and involves no independent travel, i.e. pick up and drop off is at the homestay, the school or an assembly point designated by the school
 - in the company of a direct family member over 21 years of age (parent or DIBP approved relative) who will accept responsibility for the student during the travel
 - to a sporting or club event as part of a local team or group and will be under the care and supervision of the club or association during the trip.Please note in these circumstances it is expected that students will be supervised at all times by adults who hold the required Working with Children Check.

The following circumstances constitute breach of visa conditions and/or cancellation of enrolment:

- If tuition fees are not paid by the specified date on the invoice.
- Student attendance is less than 80 per cent of scheduled hours.
- The student fails to meet course progress as required by DIBP.
- If a student fails to adhere to student disciplinary regulations, enrolment may be cancelled without refund.

Visa breaches – issuing a Notice of Intention to Report for Non-Compliance

- Students who are found to be in breach of visa condition 8202# will be issued with Notice of Intention to Report for Non-Compliance.
- The notice explains the visa breach and actions undertaken by the host school to assist the student to comply with the visa. The notice also explains DET's intention to report the visa breach to DIBP.
- Students can appeal the Notice of Intention to Report for Non-Compliance within 20 working days from the date of issue.

Key Policies (continued)

Appealing a Notice of Intention to Report for Non-Compliance

- Students have the right of appeal and will be advised in writing of avenues of review.
- Appeals in relation to a Notice of Intention to Report for Non-Compliance must be submitted within 20 working days from the date of issue in writing to:
International Education Division
Department of Education and Training
GPO Box 4367
Melbourne, Victoria 3001
Australia
- DET will commence review of the appeal within 10 working days of receipt of a written appeal.
- Appellants will be provided with a written statement of the outcome of their internal appeal, including details and reasons for the decision.
- If students are unsuccessful with the internal appeals process they may lodge a further appeal with DET to have their case heard by an independent external body.
- External appeals must be lodged in writing within 10 working days of the internal appeal decision to:
Executive Director
International Education Division
Department of Education and Training
GPO Box 4367
Melbourne, Victoria 3001
Australia
- DET will advise the student of the outcome of their external appeal once a decision is made and implement any decision and/or corrective action as required.
- Students who are unsuccessful with their internal appeal and who do not lodge a further external appeal will be reported to DIBP for a breach of visa condition 8202.
- The issuance of the Section 20 Notice and reporting of the student to DIBP for a breach of visa condition 8202 will occur only after the process above has been completed.
- DET will maintain the student's enrolment and accommodation/welfare arrangements while the complaints process is ongoing, unless extenuating circumstances exist relating to the welfare of the student.

Privacy Policy

- The enrolment form requests personal information about the applicant as well as the applicant's family members and other carers. The purpose of collecting this information is to allow DET, the relevant Victorian government school(s) and other contracted organisations to register the applicant and allocate staff and resources to ensure his/her educational and welfare needs are met.
Also, the information may be shared with other government departments and contracted organisations concerned with the administration of the International Student Program offered in Victorian government schools.
- Information about the privacy policy can be obtained from www.education.vic.gov.au or www.study.vic.gov.au.

Complaints Policy

- DET is committed to managing complaints and appeals impartially, promptly and confidentially.
- The formal investigation of a complaint will require that details of the complaint be lodged in writing.
- The handling of the complaint will commence within 10 working days of receipt of the complaint.
- There is no cost associated with lodging a complaint with DET.
- The identity of the complainant will be protected unless permission for disclosure is given.

Submission of complaints

- Any issues or complaints in relation to the International Student Program offered in Victorian government schools should be discussed with the International Education Division of DET.
- Formal complaints should be submitted in writing to:
Executive Director
International Education Division
Department of Education and Training
GPO Box 4367
Melbourne, Victoria 3001
Australia

Consideration of complaints

- The Executive Director, International Education Division, DET, will consider the formal complaint (internal review).
- After consideration of all of the available evidence, the Executive Director, International Education Division, DET, may decide to find in the favour of or against the complaint.
- If a decision is made against the complaint, the complainant may lodge an external appeal, at no cost, to have the matter considered by an external decision maker (the Institute of Arbitrators and Mediators Australia at vic.chapter@iama.org.au).

Please note:

This agreement, and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws.

visa condition 8202 relates to attendance and satisfactory academic performance

Refund Policy

- This refund policy will apply unless evidence of unforeseen and exceptional circumstances can be demonstrated. Please e-mail international@edumail.vic.gov.au for further information.
- A refund request **MUST** be received within six months of the student:
 - cancelling enrolment OR
 - being granted a new visa that does not attract tuition fees e.g., permanent residency.
- Refunds will not be granted after the six month period. An exception applies for cases where a visa has been refused (in these instances, applicants can apply at any stage following the visa refusal).
- In the case of visa refusals, DET will deduct 5 per cent of the total course fees received or \$500, whichever is the lesser amount. Course fees include tuition and non-tuition fees received by DET from the student.
- Failure to provide appropriate details or evidence in a refund request may result in the refund being delayed.
- Where the refund calculation results in a negative balance (and the student is owing money) no further action will be pursued.
- No refund will be paid until the student has withdrawn from the program and ceased study at a Victorian government school.
- Refunds are paid to the parent/s or to their authorised agents.
- Refunds are paid by either bank draft or electronic bank transfer.
- All refunds are to be paid in Australian dollars and the Department is not responsible for any foreign exchange losses.
- All Government sponsored students (scholarship grantees) will have their refund paid to their sponsor. In cases of students seeking a protection visa, no refund is payable where there is a reasonable belief that the students' families may suffer harm if their details are released to the sponsoring Government.
- DET will advise in writing the outcome of the refund request within 4 weeks of receiving the completed Refund Request Form and supporting evidentiary documents except for the category marked** which will be paid within 10 working days from receipt of the completed form.
- DET may, in its discretion, amend this refund policy at any time and without notice. If DET amends this refund policy, all refund applications made on or after the date of the amendment will be assessed under the amended policy. Parents and students should familiarise themselves with this refund policy at the time of making an application for a refund.

Refund of Overseas Student Health Cover (OSHC)

- DET cannot give authoritative advice on behalf of Medibank Private Australia. Please contact Medibank directly for all OSHC enquiries including membership and changes to membership.
- Once a student has commenced, any OSHC refund enquiry should be made to Medibank.
- Where a student withdraws their enrolment prior to the scheduled course commencement date, the OSHC component will be included in the refund calculation if it has not been disbursed to Medibank.

What if I disagree with my refund?

Refund complaints procedure

- Enquiries regarding refund calculations can be made to Finance Team, IED by email to isfinance@edumail.vic.gov.au or by calling +61 3 9637 2990.
- Students or parents have thirty days to lodge a formal complaint from the date they receive remittance advice of their refund. This complaint must be in writing addressed to the Executive Director, International Education Division, Department of Education and Training. The education agent who enrolled the student may do this on the student's behalf.
- The Executive Director will consider the formal complaint.
- After consideration of all available evidence, the Executive Director may decide to:
 - uphold the complaint and issue a refund of the appropriate amount and/or restore the student's enrolment; or
 - dismiss the complaint.
- This agreement does not remove the right to take further action under Australia's consumer protection laws.

Fee Information

Application Fee

- Applications will be processed on receipt of the application fee. Payment can be made either to the International Education Division or through an accredited education agent.

Tuition Fees

- All fees are to be paid in Australian Dollars (\$AUD) for the total amount of the invoice.
- The payer is to meet all of their bank's transaction fees. The Department is not liable for any foreign exchange variation incurred when making a payment.
- The following table indicates the fees to be paid according to the student's anticipated date of commencement at school. An invoice for payment of tuition fees, optional service fees and the OSHC Premium (if applicable) will be sent to the student together with the Letter of Offer:

| Student Study Period | Tuition Fees Payable |
|---|--|
| 0-6 months | Full tuition fee amount |
| 6-12 months | 50% of total tuition fees |
| 12 months or more (commencing Term 1 or Term 3) | Fees for 2 school terms |
| 12-18 months (commencing Term 4) | Term 4 fees only |
| 18 months or more (commencing Term 4) | Fees for 3 school terms (Term 4 of first school year and Term 1 and Term 2 of following school year) |
| 18 months or more (commencing Term 2) | Fees for 3 school terms (Terms 2, 3 and 4) |

- Tuition fees can be paid to the Department of Education and Training by BPAY, Electronic Funds Transfer or credit card within Australia, and credit card or telegraphic transfer from overseas.
- Where a required payment is not made by the due date and the outstanding amount is referred to an external agency for collection, a collection fee not exceeding 15% of the outstanding amount will be payable in addition to the outstanding amount.
- The DET is not responsible for any monies paid to an agent or other third party by the student or parent.
- English language tuition, if applicable, is incorporated into the yearly tuition fee.
- Students who study intensive English in Terms 3 and 4 are charged at the same rate for the year level they will enter the following year.
- Tuition fees and other charges are subject to change and may vary from year to year. Any increase in fees during the period of study will apply to new and continuing students and will be included in subsequent invoices.
- The Department cannot charge more than 50% of the total course fees for study periods greater than 12 months. However, parents may choose to pay additional amounts. Additional payments can only be paid by semester. For more information contact international@edumail.vic.gov.au

Tuition fees do not include

- Books, uniforms, stationery items, camps, homestay accommodation, visa application or travel costs.
- Optional excursion/school activities that are not a part of the course of study or curriculum.
- Vocational Education and Training (VET) subjects provided by a third party, which may require additional fees for materials and equipment.
- Victorian Curriculum and Assessment Authority (VCAA) Enrolment fee. Students enrolled in any VCE subject units must pay an enrolment fee to the VCAA. Visit www.vcaa.vic.edu.au for more information.

Accommodation Placement Fee

- Where the accommodation arrangements for the applicant are either homestay accommodation OR a nominated third party homestay, there is an Accommodation Placement Fee for DET to:
 - undertake a comprehensive check of the accommodation arrangements
 - issue a Confirmation of Appropriate Accommodation and Welfare (CAAW).

Arrival Support Fee

Students will be welcomed at the airport by a staff member from their school. The staff member will ensure that they have arrived safely and get them to call their parents as soon as possible. The student will also be supported when meeting their homestay family and assisted to settle in.

Students are not permitted to arrive before the welfare commencement date detailed on the CAAW Letter.

Terms and Conditions

Applying

- The application form will not be processed unless all relevant sections have been completed and all requested documentation is attached.
- The student's parent or Legal Custodian* **must** sign the application form where stated in the Parent's Declaration section.

* A Legal Custodian in relation to a child refers to having the right to the daily care and control of the child and the right to make decisions for that child.

DIBP Age Requirements

From 1 July 2016, all school students must be of an appropriate age for the entry level for their school course, regardless of their country of citizenship.

To be granted a visa for school studies, the student must meet the following age requirements:

| | |
|--|---|
| At least six years old at time of visa application | |
| Commencing Year 9 | The student must be less than 17 years of age |
| Commencing Year 10 | The student must be less than 18 years of age |
| Commencing Year 11 | The student must be less than 19 years of age |

For further information, please visit the DIBP Online Client Service Tool at www.border.gov.au

Academic Requirements

Students must have gained a grade of 60% or higher across all subjects completed in the previous two years. Some schools may have additional academic requirements. Please contact international@edumail.vic.gov.au for further information.

English Language Proficiency Requirements

It is a requirement that students have a certain level of English language skill prior to commencing their principal course of study.

Minimum English language requirements for the International Student Program are:

- successful completion of an English language course in Victoria for up to 21 weeks (two terms) before commencing the principal course of study (subject to assessment after the student's arrival), **or**
- documented evidence – to demonstrate competence in English – that the student has:
- received English instruction for 2 years or more, **or**
- been taught in English at an international school for at least 2 years, **or achieved:**
- a general IELTS test score of at least 5.5, **or**
- an AEAS score of 66 or higher, **or**
- an internet-based TOEFL score of at least 69, or computer-based TOEFL score of at least 196, or paper-based TOEFL score of at least 525, **or**
- an EIKEN score of 2 or higher for Year 10 entry, or 2A or higher for Year 11 entry.

Accommodation and Welfare Requirements

- All students under 13 years old must reside with a parent/legal custodian/DIBP approved relative for the duration of the student's enrolment.
- Please refer to the DIBP website www.immi.gov.au for a complete list of approved relatives and information on the DIBP approval process.
- The relative must also be aged 21 or over and be eligible to stay in Australia until the expiry of the student's visa or until the student turns 18.
- Students 13 years or older may reside with a parent/legal custodian, DIBP approved relative, a nominated third party homestay or in homestay accommodation, as part of DET-approved welfare arrangements.
- Homestay accommodation or nominated third party homestay must be approved by the host school and the Accommodation Placement Fee paid before a Confirmation of Appropriate Accommodation and Welfare (CAAW) Letter will be issued.

Overseas Student Health Cover

- As a requirement of the student's visa, students must have health insurance in the form of Overseas Student Health Cover (OSHC) in place for the duration of their visa (DIBP requirement), or for their total study period (DET preference), whichever is longer, before arriving in Australia.
- Please see the DIBP website for further information about visa conditions: www.immi.gov.au and contact your OSHC provider.
- DET has negotiated a preferred sole provider arrangement with Medibank, which includes a commission payment to DET for the arrangement of OSHC through Medibank.
- Students retain the right to choose their own insurer and purchase their own OSHC online. For information on how to do this visit www.health.gov.au

DET arranged OSHC

- DET can arrange OSHC for students. For information in relation to OSHC policy and fees please refer to: www.study.vic.gov.au

Privately arranged OSHC

Students who choose to arrange OSHC privately / directly through a health cover provider **MUST** ensure that:

- OSHC is arranged prior to arrival in Australia.
- DET has details of:
 - name of the OSHC provider
 - membership number
 - start date of the cover
 - end date of the cover
 - documentation supporting OSHC coverage.

Students studying at more than one education provider

Students studying at more than one education provider and who have multiple OSHC arrangements need to make sure that when one policy expires the next policy starts immediately. There cannot be a gap between the policies.

Applicants from Norway, Sweden or Belgium

Applicants from Norway, Sweden or Belgium may have alternate overseas student health cover arrangements. Please refer to www.immi.gov.au and www.health.gov.au for further details.

Please note: A visa may be cancelled if OSHC is not maintained for the duration of the stay / visa length as this constitutes a breach of visa conditions.

Responsibilities

Education Services for Overseas Students (ESOS)

All institutions teaching international students are regulated under the *Education Services for Overseas Students (ESOS) Act*. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

You can find further information about the *ESOS Act* and your rights as an international student at <https://internationaleducation.gov.au>

The responsibilities of DET under the *ESOS Act* are outlined below:

As part of a student's enrolment, the school and DET provide students with:

School:

- a Principal Class Officer who is responsible for the management of homestay accommodation and welfare services
- a staff member to act as their International Student Coordinator to oversee student services and pastoral care
- pre-arrival information is provided to the student prior to arrival
- an orientation program on arrival
- intensive English language tuition before commencement and, if required, ongoing English as a Second Language support (secondary standard students only)
- counselling and ongoing support
- a minimum of two written and translated school reports per year
- provision of welfare and accommodation arrangements if requested by parents for students aged 13 years and over (fee applicable)
- arrival support (if requested).

DET:

- will keep all information in relation to applications strictly confidential and will not disclose information without consent, unless required by law
- has the right to reject an application at any stage of the enrolment process if there is reasonable belief that the student cannot meet the requirements of the student visa
- can suspend or cancel the enrolment of a student for misbehaviour or non-payment of fees
- will advise the student and parents of non-compliance, or suspension or cancellation of a student's enrolment prior to reporting a student to DIBP. Students and parents have 20 working days to appeal the decision.

DET only accepts responsibility for information provided to international students:

- in DET's own publications
- by DET employees
- by DET's registered international representatives e.g. DET-accredited education agents.

DET will work with students to ensure success but cannot guarantee that students will:

- be accepted into a Victorian government school
- successfully complete their studies
- successfully complete their VCE
- gain entry into a tertiary institution.

For further details in relation to terms and conditions, policies and procedures refer to: www.study.vic.gov.au.

Parents must ensure that:

- their child has a valid passport and visa
- all living expenses and return airfares are met
- all applicable fees are fully paid for the duration of the student's enrolment
- DET is notified immediately upon cancellation or change to their child's visa status
- their child resides with their approved accommodation provider
- the student's host school is notified in writing within seven days if a parent or DIBP approved relative changes address in Australia
- if the student is under 13 years of age that at least one parent / Legal Custodian / DIBP approved relative is living with the student until they turn 13 years of age
- the student has valid health insurance through an Australian Overseas Student Health Cover (OSHC) provider for the duration of their visa. Students can apply for OSHC by selecting the option on this form
- the International Education Division is kept informed of any change of address in the student's home country.

Students must ensure that they:

- abide by their host school's code of conduct and their welfare and accommodation policy
- comply with all visa conditions
- do not engage in any activity that may endanger their own safety or the safety of any other person.