



**BALLARAT CLARENDON COLLEGE  
CRICOS PROVIDER 005570G**

## **ADMISSION OF INTERNATIONAL STUDENTS**

All enquiries to: The Registrar  
Mr Denis Moneghetti  
Ballarat Clarendon College  
1425 Sturt Street  
Ballarat Victoria 3350  
Australia

Tel 61 3 5330 8312  
Fax 61 3 5330 8297  
Email: [registrar@clarendon.vic.edu.au](mailto:registrar@clarendon.vic.edu.au)

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## **ENQUIRIES ABOUT ENROLMENT**

Students should contact the Registrar at Ballarat Clarendon College for information about enrolment as an international student:-

Mr Denis Moneghetti,  
Ballarat Clarendon College,  
1425 Sturt Street  
Ballarat 3350 Victoria  
Australia  
[registrar@clarendon.viic.edu.au](mailto:registrar@clarendon.viic.edu.au)  
Tel: 61 3 5330 8312

Please also refer to Fees & Policies and Enrolment Forms which are posted on our website, [www.clarendon.vic.edu.au](http://www.clarendon.vic.edu.au).

## **LOCATION**

Ballarat is a picturesque rural town of 96 000 people located 110 kilometres west of Melbourne, and is a living museum of the gold rush period in Australia. Beautiful buildings, gardens, fountains, monuments and sculptures enhance the wide tree-lined streets. Features of "small town" living in Australia are friendly and personable locals and a peaceful atmosphere.

Ballarat has a temperate climate with warm summers, cool temperatures in winter and mild autumns and springs. The air is clear with no pollution.

Although Ballarat is a historic town, its contemporary heart is alive with retail options, restaurants and cafes, accessible community services, beautiful heritage, and a great lifestyle for all. It is home to one of Victoria's famous tourist attractions, Sovereign Hill, and features superb botanical gardens, art galleries and theatres. As a large regional city it has two hospitals providing world class medical care. There are also two tertiary institutions, Federation University and the Australian Catholic University.

Ballarat is just a one-hour drive from Melbourne and is also connected by train and coach services. Regular daily train services are available to Melbourne and most country centres. There are bus services Monday to Saturday throughout the Ballarat area including a bus that runs along Sturt Street at the front of the College. Tullamarine Transit provides transport to Melbourne International Airport



## CURRICULUM

In order for students to make optimum progress, the most important resource is the quality of teaching. Ballarat Clarendon College subscribes to this belief and is committed to continuous improvement in teaching practice. This approach enables the College to achieve some of the best results nationally. Further information about the College's outstanding academic results is available at <http://www.clarendon.vic.edu.au/about-clarendon/results/>

The School offers the Victorian Certificate of Education (VCE) which is a two year course, spanning Years 11 and 12. VCE Units 1 and 2 are studied in Year 11 and Units 3 & 4 are studied in Year 12. Many students elect to undertake VCE Units 3 and 4 in Year 11, enabling them to obtain extra marks for their tertiary entrance. Over 40 subjects are offered in the areas of English, Mathematics, Science, Commerce and Humanities. This range enables all students' access to tertiary education with approximately 98% of students being offered University places.

Some VET subjects are also offered at Years 10, 11 and 12.

In some instances, students may be eligible for credits for semester units completed in their home countries when entering Years 11 or 12. .

Students in Years Seven to Ten complete a more general course with emphasis on literacy and numeracy

## **APPLICATION FOR ENROLMENT**

Before we can accept an application from a student from overseas we need to have some information about him.

### **English Testing**

An English ability test is required for assessment for entry and the AEAS test is used for this purpose.

There are various test centres which are listed on the AEAS website [www.aeas.com.au](http://www.aeas.com.au) .

The results of this test will be sent to us with a recommendation of what entry level is most appropriate and how many weeks' study of an intensive English language course is required prior to commencement of studies. The length of the course can vary from 10 to 20 weeks, depending on English ability. Some students may not need to undertake the course. Clarendon requires any ELICOS course to be undertaken at Avalon College in Lara just outside Melbourne. Further details about study at Avalon are available at <http://www.avaloncollege.vic.edu.au>

Entry to the School will be conditional upon the student completing their ELICOS course and obtaining a standard of English sufficient for them to enter the year level offered.

Students who have not reached the required standard may not be able to commence at the School. Reports from the language school will be taken into account when assessing entry at this time.

### **Entry Levels**

The School is registered to enrol international students from Years 7 to 12. The major intakes are at Years 10 and 11 with Year 10 preferred as this enables a student to settle into the College, consolidate their English language skills and catch up on any shortcomings in the subjects they might intend to pursue in VCE.

The College does not accept enrolments into Year 12.

## **Enrolment Process**

In the first instance a student should register using the registration form on the website at <http://www.clarendon.vic.edu.au/admissions/enrolment/>. Once this form along with the necessary documentation, deposit and AEAS Test report have been received the College will issue a Letter of Offer requesting –

- Acceptance of Offer to be completed
- Notarised translation of most recent school report
- Guardianship Arrangements
- Payment of monies detailed in the letter of offer. These include the prepaid first study period tuition and boarding fees, administration fee, enrolment deposit, overseas health cover and capital loan scheme contribution. All fees must be paid in Australian dollars.

Once documentation and funds are received and guardianship arrangements are in place the School will issue –

- The Confirmation of Enrolment Form (CoE)
- The Education Provider's Confirmation of Appropriate Accommodation/Welfare letter (CAAW), if required

These documents are necessary to apply for a student visa.

## **REFUND POLICY**

1. The registration and administration fees and enrolment deposit are not refundable.
2. Overseas student health cover will be refunded in full if not already paid by the School to the Health Fund on behalf of the student.
3. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested. Refunds will be paid to the person(s) who executed the Application for Registration and the Confirmation of Enrolment.
4. The School will refund within 28 days all monies paid except the amounts stated in Clause 1 above in the event that the student's visa application is rejected by the Australian immigration authorities and the student or his parent can produce evidence to this effect.
5. The School will refund within 28 days all unexpended monies paid except the amounts stated in Clause 1 above in the event it is determined by the School prior to commencement that the student is unable to commence at the School.

6. The School agrees to refund within 28 days of the receipt of written notice of cancellation by the parent or student prior to commencement, the tuition fees, fixed charge and boarding fee, if applicable, paid by or on behalf of the student less the amounts retained as detailed below -
- 6.1 if the notice of cancellation is received four months prior to commencement date for the School year, the School shall retain \$AUD500;
  - 6.2 if the notice of cancellation is received two months prior to the commencement date for the School year, the School shall retain \$AUD1,250;
  - 6.3 if the notice of cancellation is received one month prior to the commencement date for the School year, the School shall retain \$AUD2,500.
  - 6.4 no tuition fees, fixed charge or boarding fee will be refunded if notice of cancellation is received within one month of the commencement of the School year.
  - 6.5 this Refund Agreement and the availability of the complaints and appeal processes does not remove the right of the student to take action under Australia's consumer protection laws.

## **MEMBERSHIP OF THE SCHOOL COMMUNITY**

International students automatically become active members of the School community. There are rules and regulations necessary for order and discipline:

- Students, in their work and co-curricular activities, are expected to contribute to the welfare of the School particularly, they are required:
  - to participate in School activities and to play for School teams when selected;
  - attend camps, to go on excursions and to participate in any other activities which form part of the School's program.
- Students are not permitted to leave the School before the end of each term until the published closing date. Students returning to the School after holidays must join their classes on the dates fixed for resuming.
- School uniform must be worn.
- College is a Uniting Church school, but welcomes students of all faiths. Students are required to participate in the religious life of the School.
- A condition of entry to the School is that parents or guardians agree to abide by the regulations of the School.
- In the event of any accident or illness to a student at the School or while participating in any school activity and the parent/s or guardian/s cannot be contacted, the parent/s or guardian/s hereby specifically authorize the School to arrange for all necessary immediate medical treatment and/or hospitalisation and to consent to any operative treatment including general or local anaesthetic.

## **CARE AND SUPPORT**

To assist international students with settling in, we have a well-developed program of support services.

- The International Student Coordinator has specific responsibility for international student welfare.
- Academic progress and attendance is monitored by the International Student Coordinator in conjunction with appropriate Head of School and subject teachers.
- School Counsellors, the Chaplain and the College's Career Guidance Agency, Regan Consulting provide support in personal development, grievances, study requirements, course planning, supply of educational information and application for university study.
- The Registrar assists with student visas, passport renewal, guardianship and health cover.
- The School nurses assist with medical issues.

Regular meetings are held with the International Student Coordinator to discuss issues relating to international students.

Orientation is held prior to entry when students are introduced to key members of staff responsible for their welfare during their stay at the School and they also tour the College and the local area. These sessions help with transition into the School.

## **HEALTH COVER**

The Australian Government requires all international students to have medical insurance cover. The School will arrange this cover for the duration of your course and will request payment upon confirmation.



## **GUARDIANSHIP AND ACCOMMODATION**

If students under the age of 18 are not living with a parent or suitable nominated relative, then the School will ensure the welfare of the student. An Education Provider's Confirmation of Appropriate Accommodation/Welfare Letter (CAAW) will be issued through DIAC and will state the period for which the School will take this responsibility.

The International Student Coordinator and the appropriate Head of School will monitor the safety and well-being of the students while they are at College. However, all students, irrespective of age, are required to have a guardian during their stay at College

All international students not living with direct family would normally live in one of the College Boarding Houses.

### **Guardian**

All international students not living with a parent during their enrolment at College must have a guardian who is over the age of 25 years and living in Victoria.

There are three acceptable categories of guardianship –

1. Students may have a relative in Victoria who is able to fulfil this role. If the parents are nominating a family member as guardian, this person must be over 25 years of age and the parents must provide his/her full name, address, email and contact numbers. They must also provide evidence that the relative is a blood relation.
2. If parents wish to appoint a family friend as guardian, this person must be over the age of 25 years and living in Victoria. The School will request the parents to complete a Form formally appointing the guardian and providing the full name, address, email and contact numbers of that person. The appointed guardian will be required to sign an Acceptance of Guardianship Form which sets out the duties and obligations expected of the guardian. A Working with Children Check and Police Check will also be required. An interview will be made to meet the guardian prior to approval by the School.
3. Guardianship can be arranged by the School in all other circumstances.

## **Requirements of a Guardian**

Guardians are required to oversee all aspects of the student's welfare at School in Australia. These include –

- acting as first contact for urgent medical treatment for the student
- discussing matters with school representatives relating to the welfare of the student
- liaising with parents of the student
- ensuring attendance at School, including first days of term
- making contact with the student on a weekly basis to discuss his progress
- attending parent/teacher interviews and Orientation Day
- helping provide accommodation during holidays and exeats if necessary
- carrying out any other duties which are deemed necessary to ensure the discipline, well-being and academic progress of the student
- advising the parents and School immediately of any change in guardianship or the contact details of guardian/student.

## **Accommodation**

There are accommodation options to the students –

1. Students may live with a parent or suitable nominated relative.
2. The School may be able to offer a place in one of the Boarding Houses.
3. In the event of the Boarding Houses being at capacity the College can arrange a homestay for the student.

A student is obliged to give prior notification to the College of a change of living arrangements, address, or contact details.

If a student fails to maintain the School's approved welfare and accommodation arrangements, the School may cancel the student's enrolment.

## **TRANSFER TO ANOTHER PROVIDER**

International students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course packaged with their principal course of study.

Students can, however, apply for a letter of release from their original provider to enable them to transfer to another education provider.

College will facilitate a transfer from another registered provider if:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
- It is considered by College that it is in the best interests of the student to grant the transfer.
- The original registered provider has provided a written letter of release.
- Written evidence that the student's parent/s/legal guardian supports the transfer.

A letter of release will be provided by the School if:

- A written offer from another registered provider has been sighted.
- Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements if he is under the age of 18 years.

The School will not provide a letter of release to students in the first six months of their principal course in the following circumstances:-

- The student's progress is likely to be academically disadvantaged.
- The School is concerned that the student's application to transfer is a consequence of the adverse influence of another party.

All applications for transfer will be considered within 10 working days and the applicant notified of the decision.

## COMPLYING WITH STUDENT VISA REQUIREMENTS

The Department of Immigration and Citizenship (DIAC) Regulations require students to attend 80% of classes and achieve satisfactory course progress.

### 1. Academic Progress

- (a) The school will monitor, record and assess the course progress of each student each semester.
- (b) Students who have begun part way through a semester will be assessed after one full period of attendance.
- (c) To demonstrate satisfactory course progress, students will need to achieve, at the end of each semester, an average mark (across all subjects taken in the semester) of 50% or higher, as well as a 50% or higher in English or English as a Second Language.
- (d) If a student does not achieve an average mark of 50% or higher, as well as 50% or higher in English or English as a Second Language in an assessment period, the relevant Head of School and International Student Co-Ordinator will meet with the student to develop an intervention strategy for academic improvement. This may include –
  - additional supervised study periods
  - tutorial assistance
  - assistance with formulating a study plan and development of study skills
  - support in establishing short and long term goals that focus on improved learning
- (f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- (g) The Student's individual strategy and progress reports in achieving improvement will be monitored over the following semester by the relevant Head of School and International Student Co-Ordinator and records of student response to the strategy will be kept.
- (h) If the student does not improve sufficiently academically, and achieve satisfactory course progress by the end of the next assessment period, College will advise the student of its intention to commence the process of reporting the student for unsatisfactory course progress.

## **2. Completion within expected duration of study (course progression)**

- (a) Part of the assessment of the course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the duration of the course.
- (b) The school will only extend the duration of the student's study if the student will not complete their course in the expected duration due to:
  - compassionate or compelling circumstances
  - student participation in an intervention strategy as outlined in 1(e)
  - an approved deferment or suspension of study has been granted in accordance with School's Deferment, Suspension and Cancellation Policy.
- (c) Where the School decides to extend the duration of the student's study, the School will report via PRISMS and/or issue a new Confirmation of Enrolment Form, if required.

## **3. Attendance requirements**

- (a) It is School policy for students to attend 90% of the scheduled course contact hours.
- (b) Student attendance is:
  - Checked and recorded daily;
  - Assessed regularly; and
  - Recorded and calculated over each semester.
- (c) Late arrivals are recorded and included in attendance calculations.
- (d) All absences from School should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the School.
- (e) Any absences longer than three consecutive days without approval will be investigated.
- (f) Students at risk of breaching the School's attendance requirements will be counselled and offered any necessary support when they have absences totalling 8% or more during the assessment period.
- (h) If it is found that the student fails to maintain attendance in accordance with school policy then the School will commence the process for reporting the student for unsatisfactory attendance.

## **DEFERMENT, SUSPENSION OR CANCELLATION OF AN ENROLMENT**

### **1. Deferment of commencement of study requested by student**

Ballarat Clarendon College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include:

- illness, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (if possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the studies;
- a traumatic experience which has impacted on the student (this should be if possible supported by police or psychologist reports).

### **2. Suspension of study requested by student**

Once the student has commenced the course, Ballarat Clarendon College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

- illness, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies;
- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports);

The period of suspension will not be included in attendance calculations.

The final decision for assessing and granting a suspension of studies lies with the Principal or his delegate.

### **3. Exclusion from class**

Ballarat Clarendon College may exclude a student from studies on the grounds of misbehaviour by a student in accordance with the School's Behaviour Policy.

Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.

Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet all academic requirements.

Exclusions from class will not be recorded on PRISMS nor included in attendance calculations.

#### **4. Suspension of study requested by the School**

Ballarat Clarendon College may suspend a student from studies on the grounds of misbehaviour in accordance with the School's Behaviour Policy.

Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.

Where the student is provided with homework or other studies for the period of the suspension, the student must continue to meet all academic requirements.

Suspensions from class will be recorded on PRISMS but will not be included in attendance calculations.

#### **5. Cancellation of enrolment**

Ballarat Clarendon College will cancel the enrolment of a student under the following conditions:

- Failure to pay course fees
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
- Any behaviour identified as resulting in cancellation in Ballarat Clarendon College's Behaviour Policy.

If the School has accepted welfare responsibility and if the School suspends or cancels the student's enrolment, the School will continue to check the suitability of arrangements until such time as the student is accepted by another institution, the student leaves Australia, other suitable arrangements are made that satisfy the Migration Regulations or the School reports to DIAC that it can no longer approve of the arrangements for the student.

## **6. Complaints and Appeals over Deferment, Suspension and Cancellation**

- Student requested deferment and suspension are not subject to Ballarat Clarendon College's Complaints and Appeals Policy.
- Exclusion from class is subject to Ballarat Clarendon College's Complaints and Appeals Policy.
- School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation, are subject to Ballarat Clarendon College's Complaints and Appeals Policy.
- For the duration of the internal appeals process, the student is required to maintain his enrolment and attendance at all classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- If students access Ballarat Clarendon College's complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- Extenuating circumstances include:
  - the student refuses to maintain approved welfare and accommodation (for students under 18 years of age);
  - the student is missing;
  - the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing;
  - the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others, is at risk of committing a criminal offence, or the student is the subject of investigation relating to criminal matters
- The use of extenuating circumstances by Ballarat Clarendon College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by the appropriate evidence.
- The final decision for evaluating extenuating circumstances lies with the Principal or his delegate.



## COMPLAINTS AND APPEALS

The purpose of Ballarat Clarendon College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.

Grievances brought by a student against another student will be dealt with under the College's Behaviour Policy.

### Lodging a complaint

If a student is not satisfied with any College decision affecting them they should:

- Discuss the dispute with the International Student Coordinator or relevant Head of School who will assist with resolution of the matter.
- If they is still not satisfied, they are able to put their concern in writing to the Deputy Principal, who will convene a meeting involving the relevant Head of School, International Student Coordinator and other Staff relevant to the issue.
- Complaints will be treated in confidence and with respect.
- Students have the right to be supported by another person at these meetings if they wish.
- The formal complaints process will commence within 10 working days of the date of lodgement of the complaint with the relevant Head of School or International Student Coordinator.
- The student will be informed in writing of the outcome and the reasons for the outcome.
- The School will immediately implement the decision and any corrective and preventative action required.
- If the complaints procedure does not find in favour of the student, they will be advised that they have a right of appeal at no cost through an independent external appeal avenue. If the student wishes to take this course, they can contact the Overseas Student Ombudsman at [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072.
- The School undertakes to finalise all internal grievance procedures within 20 working days.
- For the duration of the internal appeals process, the student is required to maintain enrolment and attendance at all classes as normal, unless extenuating circumstances prevail.

## **Student Advice**

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be informed to contact DIAC for advice.

## **USE OF PERSONAL INFORMATION**

Any personal information provided by a student to the School may be made available to Commonwealth and State agencies pursuant to obligations under the ESOS Act 2000 and the National Code.

The School is required under s19 of the ESOS Act 2000 to inform DIAC of certain changes to a student's enrolment and any breach of student visa conditions relating to attendance or satisfactory academic performance.

The School undertakes to advise DIAC if a student under 18 has changed his living arrangements or if the School no longer approves of the arrangements for the student.

## **STAFF AND FACILITIES**

All staff are suitably qualified or experienced in relation to the functions they perform. It is a requirement that all teaching staff are registered in accordance with the requirements of the Victorian Institute of Teaching (VIT). Each staff member is required to provide evidence that their annual registration has been approved and that their National Criminal Record History Check (NCRHC) is up to date.

In accordance with VIT requirements, staff undertake regular professional development.

School Performance information outlining the College's operational functions is available in the website at <http://www.clarendon.vic.edu.au/about-clarendon/performance-information/>

## Facilities

Ballarat Clarendon College is currently in its 150<sup>th</sup> year of operation and has been on the Sturt Street site for in excess of 100 years. It has a blend of historical buildings and new modern facilities.

The main campus at Sturt Street features -

- A 21<sup>st</sup> Century Science Centre with eight classrooms, five laboratories, an 80-seat lecture theatre, a vertical laboratory and a Foucault Pendulum, all designed to engage our students with the wonders of science.
- Sporting facilities including ovals, gymnasium, fitness centre and swimming pool allowing the students to experience a wide range of sports.
- A well-resourced library with study areas for senior students and online access to all library catalogues and other resource information. There are also three tutorial rooms to enable student resource based learning.
- Specialist computer facilities placed strategically around the campus are available during and after school. In addition, each student has their own notebook computer with online access to the internet and the School's intranet service and library catalogues through a wireless network system. Computers are purchased through the School.
- The Art Department has graphics, and art studios, a print room, a dark room and an art gallery.
- The Performing Arts Department has music, dance and drama studios along with many private practice rooms, rehearsal room, sound recording desk and other music studios.
- Café College provides a variety of hot and cold foods and drinks for morning snacks and lunch. This facility also provides three meals a day, seven days a week for the 150 boarders
- 75 female and 75 male students, mainly from across western Victoria and southern New South Wales plus a small number of international students, board in two separate areas. Boarders in Years 11 and 12 have individual rooms with excellent study facilities while the younger ones live in rooms offering shared accommodation for up to four students. These areas are supplemented with recently renovated bathrooms and common areas featuring recreational activities and kitchens. The Boarding Houses give young adults a unique place that allows them to feel free, yet safe and cared for, in a homely environment.
- More information is available on our website [www.clarendon.vic.edu.au](http://www.clarendon.vic.edu.au)

## **GOVERNMENT LEGISLATIVE RESPONSIBILITIES**

### **ESOS FRAMEWORK**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework, and include the *Education Services for Overseas (ESOS) Act 2000* and the National Code.

### **PROTECTION FOR OVERSEAS STUDENTS**

Overseas students on student visas must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.dest.gov.au>. CRICOS registration guarantees that course and education providers meet the high standards necessary for overseas students. Students should check carefully that the details of a course – including its location – match the information on CRICOS.

### **STUDENTS' RIGHTS**

The ESOS framework protects students' rights, including:

- Their right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from the provider and provider's agent. If students are under 18, to ensure their safety they will be granted a visa only if there are arrangements in place for their accommodation, support and welfare.
- Their right to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. Students should keep a copy of the Written Agreement.
- Their right to receive the education they paid for. The ESOS framework includes consumer protection that will allow them to receive a refund or to be placed in another course if the provider is unable to teach their course.
- The students' right to know:
  - how to use the provider's student support services
  - who the contact officer or officers are for overseas students
  - if students can apply for course credit when enrolment can be deferred, suspended or cancelled
  - what the provider's requirements are for satisfactory progress in the courses students study
  - if attendance will be monitored for those courses
  - at will happen if the student wishes to change providers; and
  - how to use the provider's complaints and appeals process.

## STUDENTS' RESPONSIBILITIES

As overseas students on student visas, students have responsibilities to:

- satisfy student visa conditions
- maintain Overseas Student Health Cover (OSHC) for the period of their stay
- meet the terms of the Written Agreement with the provider
- inform the provider if the student changes address;
- maintain satisfactory course progress;
- if attendance is recorded for the course, follow the provider's attendance policy; and
- if the student is under 18, maintain approved accommodation, support and general welfare arrangements.

## CONTACT DETAILS

Ballarat Clarendon College	For policies and procedures at the school.	Speak with senior staff members. <a href="http://www.clarendon.vic.edu.au">www.clarendon.vic.edu.au</a>
Department of Education Science and Training (DEST)	For your ESOS rights and responsibilities.	<a href="http://www.aei.dest.gov.au/esos">www.aei.dest.gov.au/esos</a> ESOS Helpline +61 2 6240 5069 Email: <a href="mailto:esosmailbox@dest.gov.au">esosmailbox@dest.gov.au</a>
Department of Immigration and Citizenship (DIAC)	For visa matters.	<a href="http://www.immi.gov.au">www.immi.gov.au</a> Phone 131 881 in Australia. Contact the DIAC office in your country.