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Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All education institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

[CRICOS](#) is a good place to start when you want to find a course or education institution to study with.

Using an education agent

International students do not have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

The law requires education institutions to only use education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters. Migration agents can do this. You can find out more about migration agents at the [Department of Home Affairs website](#).

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

Written agreements or contracts between the student and institution

Under Australian law, an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your education institution, you will need to refer to your written agreement. You can find out more about making complaints on page 6 of this fact sheet [making complaints and getting help](#).

Home Affairs. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

Visit the Department of Home Affairs website for more information about [visa requirements](#) and [welfare arrangements](#) for students under the age of 18.

Your responsibilities as an international student in Australia

Your student visa

As an international student on a student visa, you must:

- comply with your student visa conditions;
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as

your original education institution says they will release you; or
you have a government sponsor and that sponsor writes a letter saying they support you
changing education institutions.

before you have completed six months of your principal course.

Your original education institution can only provide a letter of release if:

you have a letter from another education institution saying they have made you an
enrolment offer; and
where you are under 18, you have the support of your parent or legal guardian or
education institution wishing to enrol you says they will take responsibility for your welfare.

the reasons that you may or may not be granted a transfer. Your education institution must assess or
consider your request to transfer against this policy.

internal appeals and complaints handling processes. If you are not satisfied with the outcome of that
internal appeal process, your options are outlined in the section below [Making complaints and
getting help](#)

If you are thinking about changing your course, you need to ensure that you continue to meet the
conditions of your student visa. Further information about the impact of changing courses or
education institutions is available on the [Department of Home Affairs website](#)

Making complaints and getting help

If you have a complaint about your education institution, you should talk to them first. Your
education institution must have complaints and appeals processes in place to help students resolve
their issues.

If you cannot resolve your complaint with an education institution, there are other actions you can
take. You will need to find out whether your education institution is a private or government type by
searching them and looking at the institution type field on the [CRICOS website](#)

If your education institution is a private (non-government) organisation, you can make a complaint to
the Commonwealth-5(m)92 re W* n BT /F1 1/52nM q as 632 EMC /Pnd5.32 841.92 re W* n B3(e)9(us-

