



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, and can be found at <http://cricos.education.gov.au>.

## 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.

If you want to use an education agent, it's best to pick one used by the institution you want to study at. You can find a list of education agents on the institution's website.

The law requires institutions to use only 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.



## Support services for you in Australia

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (from 1 January 2018).

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

## Welfare for students under 18 years of age

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.

If you are under the age of 18 your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you must have the approval of your institution before you do so. This is because your institution must advise the Department of Immigration and Border Protection as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your institution's approval, this may be reported to the Department of Immigration and Border Protection. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

For more information about visa requirements for students under the age of 18, visit:

<http://www.border.gov.au/Busi/Educ/Educ/Welfare-requirements-for-student-visa-applicants-under-18> and <http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>.

## 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

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Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit [www.fairwork.gov.au/awards-and-agreements](http://www.fairwork.gov.au/awards-and-agreements).

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit <https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work> or <https://www.humanrights.gov.au/>.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and

You should read and understand your institution's transfer policy, as it should clearly state 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.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. 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 Immigration and Border Protection's website at <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>.

For more details about the legislative requirements around transferring courses, you can visit:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework>

