

Education Services for International Students

The ESOS framework - Providing quality education and protecting your rights

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 protect the rights of overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas Students Act 2000* (ESOS Act), the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), and Australian Consumer Law.

Protection for overseas students

As an overseas student on a student visa, you 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: <https://cricos.education.gov.au> CRICOS registration guarantees that the course and education providers at which you study, such as Guildford Grammar School (CRICOS Provider Code 00437D), meet the high standards necessary for overseas students. When choosing an education provider, please check carefully that the details of your course - including its location - match the information on CRICOS.

National Code of Practice for Providers of Education and Training to Overseas Students 2018

The Australian Government has released the revised National Code 2018, which commenced on 1 January 2018. Further information on the ESOS legislative framework can be accessed [here](#).

Your rights

The ESOS framework protects your rights. Under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from Guildford Grammar School and its agents before you enrol.
- sign a written agreement with Guildford Grammar School before or at the time you pay fees. You do not have to pay Guildford Grammar School any money or fees until you accept the agreement



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- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if Guildford Grammar School is unable to teach your course, visit <https://tps.gov.au/> for more information
- access complaints and appeals processes
- request to transfer to another institution and have that request assessed by your institution.

Further information for students can be accessed through the Australian Government Factsheet: [International education: ensuring quality and protecting students](#)

Guildford Grammar School recognises that Australia may be a new environment for international students, with different laws, culture and customs. Under the ESOS framework, Guildford Grammar School 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.

Guildford Grammar School will provide you advice on:

- orientation, support and welfare services available at the School
- legal services
- emergency and health services
- facilities and resources
- when your enrolment can be deferred, suspended or cancelled
- 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.

Welfare for students under 18 years of age

If you are under 18 years of age, to ensure your safety, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare.



If Guildford Grammar School has approved your living and general welfare arrangements, but you wish to change them, you must have the approval of the School before you do so.

Your responsibilities

As an international student on a student visa, your responsibilities include:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- informing Guildford Grammar School if you change your address or other contact details
- meeting the terms of your written agreement with Guildford Grammar School
- maintaining satisfactory course progress and attendance.

General information

Guildford Grammar School is committed to our founding vision and focuses on providing an education that will equip our students for life in the modern world. Enrolment at Guildford Grammar School does not guarantee a successful education assessment or secure a migration outcome for overseas students.

The ESOS framework does not allow another provider to enrol a student who wants to transfer to another course but has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course, you will need Guildford Grammar School's permission.

Agents for the Recruitment of International Students

Guildford Grammar School has not formally appointed an Education Agent. We will however liaise with student's Agents as required, and at the School's discretion.

Guildford Grammar School has a memorandum of understanding (MOU) with Phoenix Academy, an English Language and Training Organisation, whose marketing division Phoenix Link2Uni may from time to time assist in the recruitment and enrolment of international students to study at Guildford Grammar School.

For further information, please contact the Registrar on (+61 8) 9377 9222 or email: registrar@ggs.wa.edu.au.



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Contact details

Guildford Grammar School	For policies and procedures that affect you	Contact the School's Registrar on (+61 8) 9377 9247 Email: registrar@ggs.wa.edu.au
Department of Education and Training (DEST)	For your ESOS rights and responsibilities	Advice for International Students Fact sheet ESOS Helpline (+61 2) 6240 5069 Email: esosmailbox@deewr.gov.au
Department of Home Affairs	For visa matters	https://immi.homeaffairs.gov.au/ Phone: 131 881 in Australia
Citizens Advice Bureau (CABWA)	For legal matters	www.cabwa.com.au Phone: (08) 9221 5711 in Australia
School Medical Centre	Medical	Phone: (+61 8) 9377 9211 Phone: (08) 9377 9211 Email: medical@ggs.wa.edu.au
St John of God Public Hospital	Emergency Medical Care	info.midland@sjog.org.au Phone: (08) 9462 4000 1 Clayton Street, Midland WA 6056
AHM Insurance	Overseas student insurance	OSHC@ahm.com.au Phone: 134 148
Emergency - Police, Fire, Ambulance	For emergency situations	Phone 000 www.police.wa.gov.au



International Students and Privacy

Collection and disclosure of personal information of Full Fee Paying Overseas Students (FFPOS)

Information is collected by the School and during a student's enrolment in line the Schools Privacy Policy and in order to meet our obligations under the *Education Services for Overseas Students Act 2000* (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

The authority to collect this information is contained in the ESOS Act 2000, the *Education Services for Overseas Students Regulations 2001* and the National Code 2018. Information collected about the student can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager.

In other instances, information collected can be disclosed without consent where authorised or required by law. Information disclosed can include but may not be limited to personal details, contact details, course enrolment details, course enrolment changes, and the circumstances of any breach by a student of a student visa condition.

Contacting us

If you require further information regarding our Privacy Policy, please email us at the following address: privacy@ggs.wa.edu.au

Should you wish to read more information on privacy legislation or the National Privacy Principles we recommend the Federal Privacy Commissioner's website at: www.privacy.gov.au.