

## INFORMATION FOR INTERNATIONAL STUDENTS

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

For a summary of the ESOS framework, go to:  
<https://internationaleducation.gov.au>

For information about student visa requirements refer to the Department of Home Affairs website:  
<https://www.homeaffairs.gov.au/trav/stud>

Contact the **International Student Coordinator** at your school if you have any concerns or questions about your school, personal issues or other problems. The Coordinator will assist you or refer you to the appropriate staff member.

The following regulations apply to your studies at a NSW government school:

### Attendance and course requirements

- You must attend a minimum of 80% of all scheduled classes. If you do not meet attendance requirements you may be reported to Department of Home Affairs, unless there are compassionate or compelling circumstances (guidelines are provided below).
- You must provide a doctor's certificate for any absences of 3 (three) days or more. The doctor must be a registered medical practitioner. If you are absent for 1 or 2 days, a letter of explanation must be provided by your carer or if you are over 18 years, you can provide your own written explanation.
- You must meet course progress requirements. Your school will provide you with information about course requirements as outlined by the Board of Studies. Further information about course requirements is available at [www.boardofstudies.nsw.edu.au](http://www.boardofstudies.nsw.edu.au)

### Accommodation and welfare arrangements

- All students must be accompanied to their approved accommodation upon arrival in Australia.
- If you have requested a homestay family be arranged for you then a compulsory airport transfer will be arranged for you.

- » If a relative or close family friend has been approved as your carer then arrangements must be made for them to meet you at Sydney International Airport.
- If you are under 18 years, you must **maintain your approved accommodation, support and welfare arrangements**. If these arrangements are approved by the NSW Department of Education, you must not change those arrangements without prior written approval. Requests to change the arrangements must be made in writing to DE International and signed by your parents.
- If you want to change your homestay, you should contact the International Student Coordinator at your school.
- NSW Department of Education recommends that students over 18 continue to live with relatives or homestay families. Changes to accommodation should be within reasonable travelling distance to your school.
- Your parent or relative (approved carer) must notify your school of your residential address within 7 (seven) days of arriving in Australia and notify any changes of address and contact details within 7 (seven) days. Students over 18 years who change address must also notify their school within 7 (seven) days.

### Conditions of enrolment

- You must commence school enrolment on the date stated on the **Confirmation of Enrolment** and if this is not possible notify DE International in writing within 24 hours of the start date on the Confirmation of Enrolment.
- You must adhere to school rules and the terms and conditions of enrolment as stated on the international student application form. You will receive information about school rules and expected behaviour at orientation.
- Your school may suspend or cancel your enrolment on grounds of misbehaviour. For further information about student behaviour and suspension and expulsion of students, refer to the International Student Coordinator at your school.
- Travel during school holidays, other than returning to your home country, is only permitted if you are travelling with your carer or relatives or on an approved school excursion. Written permission from your parents is required.

- If you want to transfer to another government school you must provide a written request to your school signed by your parents or carer.
- If you want to change provider you must provide a written request to your school signed by your parents. For further information concerning visa regulations about change of provider refer to the Department of Home Affairs website and the coordinator at your school.

### Taking leave

- If you are going to be absent for a week or more during school term, your parents must request approval from the principal. You must not defer your start date or take extended leave without the principal's permission. Approval is only granted on compelling or compassionate grounds (guidelines below).

### Complaints and Appeals

- NSW Department of Education has a complaints and appeals process which is available on the website. If you wish to make a complaint or appeal a decision made concerning your enrolment, course progress or other decision, you should contact the International Student Coordinator at your school. Your carer (if you are under 18) or support person (if you are over 18) must be present with you in any appeal interviews.
- If you are not satisfied with the outcome of internal complaint and appeal process, you will be given access to the external appeals process through the NSW Ombudsman.

### Work

- To work-part time DE International requires that you must have been enrolled for at least six months in your current school, have a satisfactory attendance record and provide your school with a letter of consent from your parents before beginning part-time work.
- Any part-time work during school term must not interfere with your school studies and must not exceed 40 hours per fortnight. You should not work more than 10 hours per week in school terms as any more hours may impact on your learning.

### Guidelines for compassionate or compelling circumstances

Leave approved on grounds of compelling or compassionate circumstances is not counted in

attendance records. Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your course progress or wellbeing. These could include, but not limited to:

- illness, where a medical certificate states that you are unable to attend classes or
- bereavement of close family members such as parents or grandparents (where possible a death certificate or other evidence should be provided either prior to departure or on return) or
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on your studies or
- a traumatic experience which could include, but is not limited to:
  - » involvement in, or witnessing of an accident
  - » witnessing or being the victim of crime
- and this has impacted on you (these cases should be supported by police or psychologists' reports or advice)
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

### Deferment of course commencement date

Any request for a deferment must be submitted in writing and signed by your parents to DE International. A request for deferment after your student visa has been issued will only be approved where evidence of compelling and compassionate circumstances can be provided. A deferment may affect your visa so please consult Department of Home Affairs before submitting a request.

### Suspension of studies

If you are required to take leave from attending school due to compelling and compassionate circumstances a suspension of your studies may be possible, whereby your absence is not counted towards your attendance rate.

Prior to taking leave, a signed request from your parents must be submitted to DE International along with evidence of compelling and compassionate circumstances.

A suspension of studies may affect your visa so please consult Department of Home Affairs before submitting a request.