

DE INTERNATIONAL

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.

For a summary of the ESOS framework, go to:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

For information about student visa requirements refer to the Department of Home Affairs website:

<https://www.homeaffairs.gov.au>

Contact the International Student Coordinator at your school if you have any concerns or questions about your school, personal issues or other problems. The International Student 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 Immigration, unless there are compassionate or compelling circumstances (guidelines are provided below).
- You must provide a doctor's certificate for any absences of three days or more. The doctor must be a registered medical practitioner. If you are absent for one or two days, a letter of explanation must be provided by your guardian/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 NSW Education Standards Authority (NESA). Further information about course requirements is available at www.educationstandards.nsw.edu.au
- An intervention strategy will be implemented if you are at risk of not meeting satisfactory course requirements. If you are deemed not yet competent in 50% or more in any study period you may be reported to Immigration.

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 organised 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**. You must not change those arrangements without prior written approval from DE International. Requests to change these 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 seven days of arriving in Australia and notify any changes of address and contact details within seven days. Students over 18 years who change address must also notify their school within seven days.

Conditions of enrolment

- You must commence school on the start date on the **Confirmation of Enrolment** and if this is not possible notify DE International in writing within 24 hours of the start date.
- 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, ask your 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 and approval from DE International is required prior to departure.
- If you want to transfer to another NSW government school you must provide a written request to your school signed by your parents.
- 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 International Student 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 both the principal and DE International prior to taking leave.
- You must not defer your start date or take extended leave without DE International approval prior to taking leave. 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 advised of how to access to the external appeals process through the NSW Ombudsman.
- You must remain enrolled at your school throughout any appeal process until the process has been completed.

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 the student visa requirement of 40 hours per fortnight during the school term. However, DE International requires that you work no more than 10 hours per week during the school term.

Guidelines for compassionate or compelling circumstances

Leave approved on grounds of compassionate or compelling 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 written advice from a suitable medical professional)
- 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 compassionate or compelling circumstances can be provided. A deferment may affect your visa so please consult Immigration before submitting a request.

Suspension of Studies

If you are required to take leave from attending school due to compassionate or compelling 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 compassionate or compelling circumstances.

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