

International Student Enrolment Information Handbook

As at 17 August 2026

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The acceptance and understanding of a culturally diverse world is fundamental to enabling Canterbury students to prepare for the challenges of a global future.

Canterbury welcomes enrolments from international students. Our international students experience our diverse range of co-curricular, cultural, academic and pastoral programs within our Australian setting.

These students are an important group within the wider Canterbury community and the school recognises the contribution they make to our student population.

The school provides specialist staff trained in English as a Second Language for those students requiring support.

Canterbury is bound by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007) under registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

CRICOS Registered Courses

Primary Education (Prep - Year 6)	Primary School Studies (7 years)	Course Code 086185G
Junior Senior (Years 7 - 10)	Junior Senior Studies (4 years)	Course Code 086186G
Senior Senior (Years 11 - 12)	Senior Senior Studies (2 years)	Course Code 023343J

Preliminary Requirements

Depending on the student's English language ability, the student may be required to successfully complete an ELICOS (English Language Intensive Course for Overseas Students) course.

As a condition of enrolment, the student authorises Canterbury to check visa entitlements electronically via VEVO (Visa Entitlement Verification Office) for the duration of enrolment on the Department of Home Affairs (Immigration and Citizenship) website.

As a condition of enrolment from Year 10 onwards, the student agrees to allow Canterbury to open a learning account in the student's name with the Queensland Curriculum and Assessment Authority (QCAA), and for the student to be assigned a Learning Unique Identifier (LUI) for certification of studies purposes.

As a condition of enrolment, the student agrees to abide by all school policies for the duration of enrolment and to disclose any medical or health conditions that may affect studies or student welfare. These policies include:

- International Student Welfare & Accommodation Policy
- International Student Complaints & Appeals Policy
- International Student Monitoring of Course Progress & Attendance Policy
- Code of Conduct / Charter of Values
- International Student Transfer Request Assessment Policy
- International Student Deferment, Suspension & Cancellation Policy
- International Student Refund Policy
- International Student Application Entry Requirements Policy

The Student/Parents/Guardians must agree to disclose any essential information relating to additional support or care the student may require due to an existing medical condition, including the need for prescribed medication, disability - including learning disorder, or other need for specialised support. Failure to do this may result in enrolment cancellation.

As a condition of enrolment, the Student/Parents/Guardians must agree that all students for whom the provider holds a Confirmation of Appropriate Accommodation and Welfare (CAAW), must maintain approved arrangements for the entire duration of enrolment, irrespective of the student's age.

Enrolment Criteria

Canterbury will consider enrolment applications from students wishing to apply for a student visa, subject to compliance with minimum requirements and conditions set by the school and with the legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

All students applying to Canterbury are assessed on the following criteria:

- Availability of a place in the academic year level nominated in the application.
- The student's behaviour, attendance and commitment to study.
- The student's age.
- The student's English proficiency level.
- Satisfactory completion of the academic year level prior to the year level nominated in the application.

ELICOS Course: (Primary School Preparation / High School Preparation Program)

Depending on the student's English language ability, the student may be required to successfully complete an ELICOS course prior to commencement at Canterbury College.

Application Entry Requirements

As part of the application process, international applicants will need to provide evidence of the following:

The student has attended an English speaking school in their own country and achieved sound results in both oral and written English

OR

The student has attended an ELICOS course in Australia. Progression from the ELICOS course into mainstream academic classes will be based on successful completion and passing the course in the stated time, demonstrating excellent attendance, excellent approach to learning and commitment to studies. The student will also need to attend an in-person interview with the Head of School.

It is a requirement that the Principal is satisfied the student can immediately achieve sound English results for the appropriate year level of entry. Students who do not have English as their first language will need to meet the following language requirements:

Mainstream Year Level	IELTS Test	Canterbury College Band Scale Test	Other
Prep – Year 3	-	-	To be negotiated
Year 4 – 6	-	-	To be negotiated
Year 7	4	4	To be negotiated
Year 8	4	4+	To be negotiated
Year 9	4.5	5-	To be negotiated
Year 10	5	5+	To be negotiated
Year 11	5.5	6	To be negotiated
Year 12	6	6+	To be negotiated

Course Credit

Canterbury College will assess all applications for course credit for students enrolling in Senior Studies. The student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework. Canterbury College assesses and records course credit, according to requirements of the [Queensland Curriculum and Assessment Authority](#) (QCAA).

Enrolment Steps

Step 1 – Submit Documentation

International students are required to provide the following documentation as well as evidence of satisfactory levels of academic achievement appropriate to the entry year level requested on the Application Form:

- Completed Canterbury Application Form.
- Evidence of English language proficiency
- Translations into English of the student's Academic Transcripts for the past two years.
- Certified translations of any certificates of public examinations (where applicable).
- A photocopy of the photo page of the student's passport.
- If already enrolled at an Australian school, a Letter of Release and academic reports.
- If the student is required to attend an ELICOS course, a letter of offer must be supplied from the ELICOS provider outlining course requirements and duration of the course.

An application for enrolment can only be processed when all information has been provided.

Step 2

Direct entry students

Where logistically possible, the student is interviewed face-to-face by the Head of Junior School or Head of Senior School – whoever is appropriate.

In cases where the student is not local, the interview is conducted online via Skype, Microsoft Teams or Zoom.

The purpose of this interview is to converse with the student in English, discuss the school and student expectations, discuss accommodation and welfare, refer the student to relevant policies, subjects and appropriate year level curriculum, co-curricular activities, and address any questions the student may have.

Agents must ensure that any preparation for the interview takes place prior to the interview date.

The agent or parent cannot coach the student during the interview as this will not give the interviewer an accurate assessment of the student's English level and general capability.

ELICOS Studies

The ELICOS letter of offer is reviewed by Canterbury. Canterbury will liaise with the ELICOS provider to confirm the requirement of progress reports. The student will be required to pass the ELICOS course.

Step 3 – Decision

If the applicant is successful, the school will notify the agent or student.

Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.

In cases where report cards are not available or are inconclusive for any reason, the school will require relevant testing of the applicant to assess the application.

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Step 4 – Enrolment Offer

Once an application has been accepted, the student will be issued:

A conditional Letter of Offer outlining:

Course Fees

Course Duration & Description

CRICOS Code

Enrolment Conditions.

Written Agreement outlining:

Student's contact information

Total estimated fees for the duration of the enrolment

(tuition & non-tuition fees)

Special conditions (if any)

Relevant policies around refunds, welfare & accommodation, course attendance & progress

Visa requirements for enrolment as an international student

Collection of Information - Privacy Policy.

Step 5 – Offer Acceptance

The parent(s) / legal guardian(s) and the student:

Sign and return the Written Agreement

Pay fees as outlined in the Letter of Offer

Supply evidence of Overseas Student Health Cover (OSHC) if the OSHC is not purchased through the school.

IMPORTANT: The agent cannot sign documents nor make fee payments on behalf of the student or their parent(s) / legal guardian(s).

Step 6 – Issue of Confirmation of Enrolment (CoE) and Confirmation of Appropriate Accommodation and Welfare (CAAW)

The school will issue CoE/s for the courses accepted.

If accommodation is to be arranged through the school's Homestay Program, the school will issue a CAAW.

The arrangement will be monitored under the school's Homestay Program, and must comply with the strict laws relating to the protection of children including screening by the Queensland Government.

All adults in the household must hold a Working With Children Blue Card.

In approved cases, the school will issue a Confirmation of Appropriate Accommodation and Welfare (CAAW).

Step 7 – Student Visa 500 Application

Apply online for your student visa through the Department of Home Affairs (Immigration and Citizenship) website using your CoE and CAAW.

Full details on student visa application requirements can be found at www.homeaffairs.gov.au.

The process is complex and applications from certain countries require substantially more documentation and background checks.

During peak periods the Department of Home Affairs (Immigration and Citizenship) may take up to 3 months to process visa applications.

As you will need to have a student visa before you can commence at the school, you should ensure to allow for visa processing times when planning your visa application.

Step 8 – Grant of Visa

Please provide a copy of the Grant of Visa to the school.

Genuine Temporary Entrant (GTE)

The Genuine Temporary Entrant (GTE) requirement is an integrity measure used by the Department of Home Affairs (Immigration and Citizenship) in its assessment of student visa applicants to ensure the visa will be used for study purposes only and to verify a genuine intention to stay in Australia temporarily.

To comply with student visa regulations, Canterbury will assess some applications against the GTE requirements.

In some cases, applicants will be asked to apply through an education agent registered with Canterbury who will assist with the visa application, including GTE assessment.

Students must hold a valid student visa to enrol at Canterbury under this program.

Step 9 – Preparation For Arrival

Students will complete a Student Profile which is used to identify the most suitable homestay family for the student.

The factors taken into account are:

- Allergies
- Before/After school activities

The next step is notifying the school of flight arrival information.

Arrangements will be made for airport pick-up if required.

Step 10 – Orientation

A student orientation will be arranged, including

- Interview with the Head of Junior School/Head of Senior School/Head of Teaching and Learning to discuss subjects
- Orientation – Homestay, School & Safety
- Uniform outfitting
- Registration in school activities, clubs and organisations
- Campus tour
- General information
- ID photo & student card
- Laptop registration on the school network
- Textbooks issued
- Locker allocation

Student Visa 500 Conditions

The Australian Department of Home Affairs (Immigration and Citizenship) has granted you a visa under certain conditions.

You have a responsibility to maintain: Satisfactory academic course progress

Living arrangements approved by the College

Satisfactory College attendance

Overseas Student Health Cover (OSHC)

Stay with the principal education provider for 6 calendar months, unless issued a Letter of Release from the provider to attend another institution.

International Student Fees for 2026

Fees are reviewed annually and available from our [website](#).

Enrolment Conditions

All students and Parents/Guardians are bound by all rules and regulations as issued by the Principal for their conduct while attending the school. Parents/Guardians agree to ensure their student obeys all rules and regulations.

The school reserves the right to suspend or dismiss from the school, or take any other disciplinary action against any student whose behaviour, conduct, attitude or effort is unsatisfactory, or who fails to obey the rules of the school.

- Parents/Guardians agree to ensure their student honours all required school commitments - curricular, extra-curricular and Chapel.
- All students and their Parents/Guardians agree to ensure that participation in school teams/groups is given precedence over outside involvements.
- Parents/Guardians agree to ensure their student is not absent from school unless medically unfit or unless leave has been granted by the Head of Junior School or Head of Senior School – whichever is relevant to the student's year group. All term dates notified by the school are to be strictly observed.
- Parents/Guardians agree that neither the school nor the Board of Directors nor any member of the staff will be liable in damages for the loss by any student of any personal property.
- Parents/Guardians agree that images of their student may be used by the school for promotional and publicity purposes (unless Parents/Guardians notify the school to the contrary in writing).
- It is expected that Parents/Guardians will provide the school with any relevant information on the special needs of their student (including medical specialist and learning needs reports) upon application for enrolment and will advise the school of any changes to those special needs. Non-presentation of known needs at interview, or when they subsequently arise, could result in the cancellation of the student's enrolment. It is expected that Parents/Guardians will work co-operatively with teaching staff to assist with their student's learning.
- It is the responsibility of all Parents/Guardians to advise the school of any changes in the applicant's health or development, to ensure all personal, sensitive, and health information relevant to the student and held by the school will remain current and up-to-date or changes in family circumstances, which may affect the student at Canterbury.
- Parents/Guardians will make good any damage to school property or apparatus and any other property caused by their student.
- Students must wear the appropriate school uniform in good and clean condition and in such a way as to show pride in being identified with the school. Tattoos are not permitted on any part of the body.
- Canterbury must approve the accommodation and welfare arrangements of students for the duration of their enrolment. If the student is transferring to or from another provider, there can be no gaps in their accommodation and welfare. Please refer to the International Student Welfare and Accommodation Policy.

Commitment to Canterbury's Holistic Educational Program

By accepting an enrolment at Canterbury College, and continuing your ongoing partnerships with us each year, parents, carers and students confirm their support for Canterbury College's holistic approach to student education.

[Link to Canterbury's Holistic Education Program and Co-Curricular Program](#)

Campus Location and Map

Canterbury College is located on 30.2 hectares of natural Australian bush land, grassed ovals and landscaped grounds in Logan City. The College is situated approximately midway between Brisbane and the Gold Coast.

[Campus Map Link](#)

[College Facilities Link](#)

Homestay Accommodation

All international students enrolled at Canterbury must live in accommodation approved by the school. Canterbury does not offer boarding to students.

Students can either live with a parent / relative (as defined by Department of Home Affairs (Immigration and Citizenship)) or in a

College-approved Homestay Family.

International students live with carefully-selected homestay families who are committed to the care and wellbeing of visiting students. Many of these families have children attending Canterbury.

Our homestay families make sure that each student experiences every facet of the Australian lifestyle through family meals, day trips and conversation. Students will gain an understanding of our culture and will be able to practice their English in a relaxed, supportive family atmosphere.

Homestay families will:

- provide a caring and supportive environment and treat the student as one of their own family members.
- provide a comfortable, clean room for each student that can be considered their private space. The room will be well ventilated, be adequately lit, and will have a comfortable bed with clean linen, a wardrobe, a desk and a chair for study.
- provide three nutritious meals a day and snacks as required.
- provide transport to and from school each day and be located within a reasonable distance of the school.
- Queensland has strict laws relating to the protection of children and all homestay families have been screened by the Queensland Government and hold a Working With Children Blue Card.

For more information on Blue Cards please visit the website of the Working with Children Check www.bluecard.qld.gov.au

Student's Entitlements in Homestay

Bedroom

Homestay accommodation will include a bedroom containing adequate furnishings including a bed, linen, wardrobe, desk, good lighting and ventilation. The bedroom will be recognised as your private area. However, house rules regarding cleanliness apply and you are required to keep your room clean and tidy.

Laundry

Your homestay family will assist you with your laundry. Please ask your homestay family where to place the clothing to be washed and how often they wash. 23

Meals

Three meals a day, as well as snacks and drinks, will be provided.

Breakfast: As this is usually a rushed meal for most families, the homestay family might ask you to help yourself to toast and cereal, tea, coffee, milk or juice.

Lunch: Your homestay family will provide you with either a packed lunch or items you can use to prepare your own lunch during the week.

Dinner: This meal is regarded as the most important meal of the day. This is a time when the family comes together and discusses the day's events and it is important for you to be involved. Please tell your homestay family if there is anything you cannot eat.

Student Curfew

International students must observe the following curfew times in Homestay:

For students in Years 11 and 12

Monday to Thursday – students must return to the homestay by 6:00pm (with prior permission) Friday and Saturday – students must return to the homestay by 9:00pm (with prior permission) Sunday – students must return to the homestay by 6:00pm

For students in Years 9 and 10

Monday to Thursday – students must return to the homestay by 6:00pm (with prior permission) Friday and Saturday – students must return to the homestay by 8:00pm

Sunday – students must return to the homestay by 6:00pm

For students in Years 7 and 8

Monday to Thursday – Students must return to the homestay by 6:00pm (with prior permission) Friday and Saturday – Students must return to the homestay by 7:00pm (with prior permission) Sunday – Students must return to the homestay by 6:00pm

Any changes to these curfews need to be discussed with the homestay parents and the College. In addition:

Students are not permitted to go to Chinatown, the City or Sunnybank after school, from Mondays through to Thursdays.

Students may request permission from the College to be absent outside these hours. Permission will only be granted in special circumstances. You must always tell your homestay family where you are going, who you are with and provide contact numbers. If you are running late or change your plans, you are required to phone or text your homestay parents.

Each homestay will have their own rules so please discuss your arrangements with your homestay parents.

Academic information

[Click here for Senior School academic information](#)

[Click here for Junior School academic information](#)

International Student Programs and Policies

[Click here for our current information and policies](#)

- International Student Complaints and Appeals Policy
- International Student Deferment, Suspension and Cancellation Policy
- International Student Entry Requirements Policy
- International Student Fee Policy
- International Student Monitoring Course Progress and Attendance Policy
- International Student Transfer Request Policy
- International Student Welfare and Accommodation Policy
- International Students Refund Policy
- Critical Incident Management Plan

Extract from Critical Incident Policy

A critical incident is broadly defined as any situation faced by the school community causing its members to experience unusually strong reactions, which have the potential to interfere with their ability to function either at the time the situation arises or later. The necessity of responding promptly and appropriately in such a situation is important in protecting the mental health of students, staff and family.

The full version of the Critical Incident Policy is available upon request:

enrolments@canterbury.qld.edu.au

Emergency Evacuation Procedures

Canterbury uses a system of three alarms that will indicate to staff that there is an emergency situation that needs to be addressed. The warning bell indicates that there is a problem and a meeting needs to take place with the Emergency Committee.

Once an action plan has been established and depending on the incident (fire, bomb threat, gas leak, intruder etc) the staff and students will stay in classrooms, gather in year groupings or meet as an entire school. Emergency procedure Drills are held each term.

International students will receive further information at their student orientation session upon commencement at Canterbury.

Arrangements with Agents

Canterbury has arrangements with these selected [agents](#).

Important Contact Information

College contacts

Principal	Mr Dan Walker
Head of Secondary School	Mr Nick Stansbie
Head of Junior School	Mrs Karen Roman
Head of Teaching and Learning and International Student Contact	Mrs Rebecca Adamson
Secondary School	secondarieschool@canterbury.qld.edu.au / 07 32998643
Junior School	juniorschool@canterbury.qld.edu.au / 07 3299 0847
Homestay Coordinator	homestay@canterbury.qld.edu.au / 07 3299 0888
Parent Liaison Officer	plo@canterbury.qld.edu.au / 07 3299 0888
International Enrolments	enrolments@canterbury.qld.edu.au /07 3299 0822

Other important contacts

Emergency 000

Police, Fire, Ambulance

Department of Home Affairs <https://www.homeaffairs.gov.au/>

(Immigration and Citizenship)

Online medical appointments Healthengine: <https://healthengine.com.au/>

HotDoc: <https://www.hotdoc.com.au/>

Public Transport Translink: <https://translink.com.au/>

Taxi Black and White Cabs

<https://www.blackandwhitecabs.com.au/>

13 cabs

<https://www.13cabs.com.au/locations/brisbane/>

Study Australia <https://www.studyaustralia.gov.au/>

Collection of Information - Privacy Policy

The school collects personal information, including sensitive information about students and parents or guardians before and during the course of a student's enrolment. The primary purpose for collecting information is to enable the college to provide schooling for your son/daughter.

Some of the information we collect is to satisfy the school's legal obligations, particularly to enable the school to discharge its duty of care. Certain laws governing or relating to the operation of schools (e.g. Public Health and Child Protection) require that specific information is collected.

Health information about pupils is sensitive information within the terms of the National Privacy Principles under the Privacy Act. We ask you to provide medical reports about pupils from time to time.

The school, from time to time, discloses personal and sensitive information to others for administrative and educational purposes. This includes to other schools, other discrete bodies within Canterbury such as government departments, Anglican Schools Commission, medical practitioners, and people providing services to the school, including specialist visiting teachers, coaches and volunteers.

If we do not obtain the information referred to above, we may not be able to enroll or continue the enrolment of your son/daughter.

Personal information collected from students is regularly disclosed to their parents or guardians. On occasions, information such as academic and sporting achievements, pupil activities, and other news is published in College newsletters, magazines, on our website, and in the general media for example newspapers, television.

Parents may seek access to personal information collected about them and their son/daughter by contacting the school. Pupils may also seek access to personal information about themselves. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the school's duty of care to the student, or where students have provided information in confidence.

If you provide the school with the personal information of others, such as doctors or emergency contacts we encourage you to inform them that you are disclosing the information to the school and why. That they can access that information if they wish and that the school does not usually disclose information to third parties.

Living and Studying in Australia

You are encouraged to visit www.studyinaustralia.gov.au which is the official Australian Government website for advice on studying and living in Australia.

This website provides impartial information on:

Course Living Costs Employment

Education Institutions Study Costs Help Centre's in your own country

Application Process Visa Costs Money matters



Australian Government
Department of Education

International education: ensuring quality and protecting students

Australia welcomes international students

Coronavirus (COVID-19) information for international students

International students are an important and valued part of Australia's world class education system. Those impacted by the COVID-19 pandemic can find a range of resources and support on the Department of Education [website](#).

Additional information can also be found on the [Study in Australia](#) website, the official Australian Government website for international students.

Australian laws protect international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the education institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework on the [Department of Education website](#).

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.

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

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 – only migration agents can do this. You can find out more about using 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.

Your rights before you enrol

Even before you enrol with an education institution, 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 your education institution and your education institution's agent;
- sign a written agreement with your education institution before or at the time you pay fees. You do not have to pay the education institution any money or fees until you accept the agreement;
- 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 your education institution is unable to teach your course (known as a provider default), visit the [TPS website](#) for more information;
- access complaints and appeals processes; and
- request to transfer to another education institution and have that request assessed by your education institution.

Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can choose to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your education institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your education institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees, and information on how they will be paid and what refund arrangements apply.

In Australia there are also very strong protections for students' fees, which you can learn more about on page 6 of this fact sheet under [Protecting your tuition fees](#).

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the education institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the education institution can keep tuition fees for the number of weeks that have passed since commencement and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the education institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the education institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

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 free information and advice on:

- support and welfare services available at the education 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; and
- 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.

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 education institution before you do so. This is because your education institution must advise the Department of Home Affairs as soon as possible about changes to living and welfare arrangements for students under 18.

International education: ensuring quality and protecting students

If you don't have your education institution's approval, this may be reported to the Department of 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 long as you stay in Australia on a student visa;
- tell your education institution if you change your address or other contact details;
- meet the terms of your written agreement with your education institution; and
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the [Department of Home Affairs website](#), or call 131 881 on Monday – Friday from 9am to 5pm inside Australia (except public holidays).

Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

If you are struggling with your studies, it's best to ask your education institution what support services they can offer you.

Your consumer rights and protections

Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students can either:

- complete their studies in another course or with another education institution; or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay

you a refund of your unspent prepaid tuition fees. If your education institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

Visit the [TPS website](#) for more information. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. 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 the [Fair Work Ombudsman website](#).

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 the [Fair Work Ombudsman](#) and [Australian Human Rights Commission](#) websites.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit the [Fair Work Ombudsman website](#). You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will not automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the [Department of Home Affairs website](#).

Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another education institution you should be aware that there are rules about what you can or cannot do.

If you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the final course of study you are undertaking), Australian law says that you can only change education institutions if:

- your original education institution can no longer provide the course you enrolled in;

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- 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.

In other words, you will usually need your education institution's permission if you want to transfer 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 the education institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your education 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 education 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 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 Ombudsman using the [online complaint form](#) on their website. If you are unable to complete the online form, you can contact them on 1300 362 072 from 10:30am to 3pm AEDT Monday to Friday inside Australia (except public holidays).

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state/territory or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen on the [Commonwealth Ombudsman website](#).

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Questions?

If you have any questions or concerns that have not been answered in this fact sheet, you can submit an enquiry on the [Department of Education website](#).

Find out more and connect on social media

Study in Australia is the official Australian Government website for international students. You can connect with it through their [website](#), [Facebook](#), [Twitter](#) or [YouTube](#).

The Fair Work Ombudsman gives you information and advice about your workplace rights and obligations. You can connect with it through their [website](#), [Facebook](#), [Twitter](#), [YouTube](#) or [subscribing to email updates](#).

