

## INTERNATIONAL STUDENT RESPONSIBILITIES

Welcome to the Queensland Department of Education and Training International Student Program. The International Student Program is administered by Education Queensland International (EQI), a branch within the Queensland Department of Education. This guide has been prepared by Education Queensland International to assist you to understand your responsibilities as an international student. Please keep these notes for the period that you are a student with EQI and refer to them from time to time. On behalf of the Queensland Department of Education and Training, EQI welcomes you to Queensland and wishes you every success with your studies.

### CONTRACTUAL RESPONSIBILITIES

#### (i) Changes to the Offer of a Place

When you accepted the Offer of a Place in the International Student Program, you accepted a place in a certain school. It is expected that you will remain at this school for the duration of your program. However, under certain exceptional circumstances, a change to another school may be considered. These circumstances may include a change in the course or subjects that you wish to study. Usually such changes would occur at the end of a school year. We do not accept requests to change school for reasons of convenience to your selected accommodation. In cases where a school transfer is approved fees will apply. For more information refer to EQI's terms and conditions on your International Student Application Form.

#### (ii) Accommodation

If you are under 14 years of age, you must live with a parent or close relative. If you are over 14 years of age, your school can assist you in locating suitable homestay accommodation or you can live with a close relative approved by the Department of Immigration and Citizenship (DIAC). Your homestay accommodation should be within a reasonable distance from the school and must be approved by your host school. You are not permitted to change your accommodation at any stage during the program without permission from the school. The school must have your current address and telephone number at all times. If you change your address without notifying the school, Education Queensland International may contact you for an explanation. If a student changes accommodation without their school's approval, the student's contract may be terminated on grounds of inappropriate accommodation and welfare arrangements.

#### (iii) Course requirements

You are required to attend school every day of your course. You need to seek permission from your school before any unavoidable absence (e.g. bereavement). In case of absence due to illness, you must provide a medical certificate within 5 days. You are also required to maintain a satisfactory rate of progress in your studies. School reports are issued every term and are monitored by Education Queensland International. Any student who fails to maintain satisfactory progress and/or is frequently absent from school may be contacted by Education Queensland International to explain the apparent lack of progress or the poor attendance record. If at the next review period an improvement is not evident, then the student's contract may be terminated.

#### (iv) Payment of fees

Your program fees (tuition, homestay and OSHC) must be paid **in advance**. If you are studying for up to one year, your fees for the duration of your program will be paid in advance of your arrival. If your study program is longer than one year, your fees for the following year will be invoiced in November and are payable in advance by 31 December. Students studying for longer than one year will be responsible for the payment of homestay fees during the summer vacation period directly to their host family as these fees will not be invoiced by EQI.

Your tuition fees cover all the compulsory aspects of your school program. They do not cover non-compulsory aspects, such as stationery, trips and extra-curricular sporting or cultural activities. As you begin your course you will receive the set textbooks for the subjects you will be studying. As additional set texts become required, they will be supplied to you. These books are for your exclusive use for the duration of the subject and you will be required to return them in good condition when they are no longer required. Your school will not be obliged to provide you with additional copies should you lose a book or should the book become unusable. Schools may choose to assist you with a further copy but it will not be a new copy.

Students with unpaid fees are not permitted to continue in their course. If a student's educational contract with EQI is terminated, the Immigration authorities are notified that the student is no longer a student with EQI.

### **(v) Refunds**

You should make yourself familiar with the EQI refund policy in the terms and conditions of the International Student Application Form. If you decide to leave before the end of your program, you must give notice of your intention to withdraw. If you are seeking to transfer to another educational program within Australia, you will require a letter of release from EQI. You must present this letter of release to your new education provider. If you fail to provide a letter of release to the new education provider, your student visa may no longer be valid. Also, if you wish to change your educational program, you must seek approval from EQI.

### **(vi) Student Support**

Your school will introduce you to support staff whose job it is to assist you throughout your studies. You should ensure that you know how to contact these staff, such as the International Student Coordinator, Guidance Officer, Homestay Coordinator and English as a Second Language (ESL) teacher. If you have any problems it is important that you speak with them.

### **(vii) Complaints and Appeals**

If you have a problem that relates to school matters - your school program, assessment, other students, or accommodation you should talk to the school support staff and, if necessary, to the Principal. If you have a complaint about some part of your contract with the Department of Education and Training, e.g. the program provided, arrangements made on your behalf, fees paid, etc, then you should talk to EQI. Students who have discussed their problem with the appropriate school or EQI staff and who are still dissatisfied are entitled to complain to the Director General of Education (Chief Executive Officer of the Department of Education and Training) through the Director, Education Queensland International.

## **OVERSEAS STUDENT HEALTH COVER**

Before you were given your visa to enter Australia, you were required to pay an overseas student health cover (OSHC). This entitles you to the usual medical services that are available to Australians. You need to be fully aware of what the services are and how to claim for them. If you have any problems, you can seek advice from any branch office of your OSHC provider. If you have any problems with OSHC you should talk to your OSHC provider, but if you have a question about your OSHC payments, you should talk to your school International Student Coordinator or Education Queensland International staff on telephone 3224 6958.

## **PERMISSION TO WORK**

As of 26 April 2008 student visas are issued with a limited work entitlement. EQI does not recommend you work during your enrolment in HSP and/or the first term of your Secondary School program. There are legal requirements in relation to the number of hours you are permitted to work relating to your age. Please consult your school prior to making arrangements in relation to part-time work.

## **STUDENT VISA CONDITIONS**

You have come to Australia on the category of visa reserved for students. Your visa should be valid until after the end of your program. Once you have finished this program, EQI is no longer able to assist you with visa matters.

When the expiry date of your visa is near and you wish to continue to study in Australia, you will need to seek an extension to your visa. This process can take some time and, if you leave it too late, can cause you some serious problems. You should seek your extension as early as possible by contacting the Department of Immigration and Citizenship (DIAC). EQI does not control visa issues.

For any assistance with visa matters, and to answer any questions on migration and visa matters, you need to approach the officers in the Overseas Students section of DIAC (Telephone: 131881).

The Australian Government considers matters of immigration very seriously and it carries out checks of whether students are adhering to the conditions of their visa. In particular, you should study carefully the rules concerning attendance, employment, change of address and complying with Australian laws. If the Immigration authorities are not satisfied that students are adhering to their visa conditions they may take steps to cancel their visa. EQI will supply all information that the Immigration authorities are entitled to collect. In the event that a student is found to have breached conditions of entry EQI will be unable to help them.