



John Paul College
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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 consumer protection for overseas students. These laws are known as the ESOS framework and include the *Education Services for Overseas (ESOS) Act 2000* and the National Code.

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 <http://cricos.dest.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Contact Details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	Speak with your provider. Go to your provider’s website. www.jpc.qld.edu.au
Department of Education Science and Training (DEST)	For your ESOS rights and responsibilities	www.dest.gov.au/esos (until 30 June 2007) www.aei.dest.gov.au/esos (from 1 July 2007) ESOS Helpline +61 2 6240 5069 Email esosmailbox@dest.gov.au





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AEI Study in Australia site		www.studyinaustralia.com
Department of Immigration and Citizenship (DIAC)	For visa matters	www.immi.gov.au Phone 131 881 in Australia Contact the DIAC office in your country.
External Appeals Institute of Arbitrators and Mediators of Australia (IAMA) National Alternative Dispute Resolution Advisory Service QLD Dispute Resolution Branch		http://www.iama.org.au http://www.nadrac.gov.au http://www.justice.qld.gov.au/mediation/home.htm

