



**John Paul College**  
Unity | Christ | Learning



## 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.deewr.gov.au/institution/InstitutionSearch.aspx>. 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: <a href="http://www.jpc.qld.edu.au">www.jpc.qld.edu.au</a> / <a href="http://www.jpic.com.au">www.jpic.com.au</a>
Department of Education  AEI  Study in Australia site	For your ESOS rights and responsibilities	<a href="http://www.aei.dest.gov.au/esos">www.aei.dest.gov.au/esos</a> (from 1 July 2007)  ESOS Helpline +61 2 6240 5069  Email <a href="mailto:esosmailbox@dest.gov.au">esosmailbox@dest.gov.au</a>  <a href="http://www.studyinaustralia.com">www.studyinaustralia.com</a>
Department of Immigration and Border Protection (DIBP)	For visa matters	<a href="http://www.immi.gov.au">www.immi.gov.au</a>  Phone 131 881 in Australia  Contact the DIBP office in your country.
External Appeals  Dispute Resolution Branch, Department of Justice  Overseas Students Ombudsman		Phone (07) 3239 6269   Phone 1300 362 072 or <a href="http://www.oso.gov.au">www.oso.gov.au</a>

