

COMPLIANCE WITH THE *EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) ACT*

CHECKLIST FOR PREPARING ACCEPTANCE FORMS



WRITTEN AGREEMENTS

Concurrently with or prior to accepting program fees from a student, the University must enter into a written agreement with the student. The acceptance form attached to an offer letter constitutes the written agreement and must:

- identify the program or programs in which the student is to be enrolled and any conditions on their enrolment
- provide an itemised list of program fees payable by the student
- provide information in relation to refunds of program fees
- set out the circumstances in which personal information about the student may be shared between the University and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, program enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition
- advise the student of their obligation to notify the University of a change of address while enrolled in the program

The University must also provide information specifically in relation to refunds of program fees in the case of student and provider default, including:

- amounts that may or may not be repaid to the student (including any program fees collected by education agents on behalf of the University)
- processes for claiming a refund
- a plain English explanation of what happens in the event of a program not being delivered, and
- a statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws"