

CRICOS Student Support Policy

The National Code states:

6.1 The registered provider must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:

6.1.1 support services available to assist overseas students to help them adjust to study and life in Australia

6.1.2 English language and study assistance programs

6.1.3 any relevant legal services

6.1.4 emergency and health services

6.1.5 the registered provider's facilities and resources

6.1.6 complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)

6.1.7 requirements for course attendance and progress, as appropriate

6.1.8 the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia

6.1.9 services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

6.2 The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the overseas student.

6.3 The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.

6.4 The registered provider must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.

Policies and Procedures

The ECA College's Management and staff are committed to the provision of support services for enrolled students, with staff in place who are appointed for contact and referral for course and academic enquiries, student support and general welfare matters. All enrolling overseas students are provided with an orientation event which includes guidance concerning student support services. ECA College

is committed to assisting all of its international students make an effective transition to life and study in Australia, providing information on living, studying and working in Australia, academic progress, and information on accommodation, counselling, financial, health, safety and welfare services.

Responsibility for ensuring these commitments and obligations are met is a shared responsibility across a range of operational levels and involves key employees, including the:

- ECA College Principal Executive Officer;
- ECA Governance, Quality Assurance and Compliance Manager;
- ECA College Director of Studies;
- ECA Administration and Records;
- ECA International Admissions Manager;
- ECA Student Welfare and Engagement Manager;
- ECA College Trainers;
- ECA College Student Services Officer.

The range of information supplied to the students through handbooks and Orientation Presentation, general information on Safety and awareness relevant to life in Australia and policies, procedures and services designed to address international student needs, including:

- Student support services and how to access such services;
- English language and academic support services;
- Legal services and points of reference;
- Emergency and health services;
- Facilities and resources;
- Critical incidents procedures;
- Complaints and appeals procedure; and
- Visa conditions requiring course progress.
- the support services available to assist students with general or personal circumstances affecting their studies; and
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- General information on Safety and awareness relevant to life in Australia

Responsibility for briefing all staff on ECA College's obligations under the ESOS Framework and National Code Standards and the implications of these for students life.

The Student Services Officer (SSO) shall remain a designated member of staff and provide a contact point for all overseas students. The SSO shall ensure that where staff has identified, or enrolled students have indicated their need of support or welfare, the SSO shall seek further advice from the student.

Equipped with advice from the student the SSO shall:

- Respond to questions concerning academic or course progress and refer the student to any relevant training staff for further advice.
- Where an accommodation or general welfare issue arises, refer the student to the SSO who will provide advice on accommodation, State Public services, counselling assistance with personal, emotional or cultural issues.
- The student should be advised that the support services of the ECA College are at no extra cost.

Pre-Enrolment General Information

- ECA College publishes relevant information about living, studying and working in Australia, academic and general information on Safety and awareness relevant to life in Australia on the ECA College website (www.eca.edu.au) and in the ECA college student handbook, freely accessible by all potential students on the website prior to the application processes and their arrival in Australia.
- ECA College requires that its approved agents are aware of this information and that they make it available to all prospective students making enquiries about studying with ECA College.
- Appropriate links on ECA College website and handbook will provide information on ESOS National Code policies and procedures, and access to links to appropriate sites containing up to date information on issues of health, safety, accommodation, banking and finance, visa and immigration, and local culture respectively. Additional questions relating to these matters can be referred to ECA College Student Services Officer and/or Director of Studies (through the ECA Sales Manager) for reply.
- All prospective students must read and sign an International Student Offer and Acceptance Form which provides a wide range of information for international students.

Orientation

All new students and their Agents will be informed at least one week prior to enrolment of a student Orientation Day organised by the Student Services Officer: its date, time and location.

On Enrolment and Orientation Day all enrolled students will be personally welcomed by the ECA College PEO, DOS and the Student Services and Welfare Coordinator.

The shorter term objectives of orientation focus on assisting all new students to become part of the ECA College community by:

- demonstrating to all students that they are welcome and valued by ECA College in general, and introducing them to their academic and service staff, and their fellow students;
- providing sufficient and timely information for students to begin study and establish themselves as ECA College students;

- providing further information on life, study and work in Australia on a student visa;
- assisting students to develop a belief that their own efforts significantly affect their chances of future success, and encouraging them to assume responsibility for their actions and academic progress; and by making them aware of whom to approach for assistance.

The longer term objectives of ECA College’s orientation programs are to lay the informational foundations to:

- Assist new students to participate comprehensively in ECA College student life and to facilitate intellectual, emotional, social, ethical, and physical wellbeing and development during the course of the student’s enrolment;
 - Encourage new students to persist and complete their ECA College program/s; and to
 - Help prepare and orient new students to achieve their educational and life objectives.
- Students will be directed to the ECA College website as the primary source of detailed information, and provided with access to the ECA College Student Handbook which includes the summarised key information on National Code policies and procedures and on their rights and responsibilities as holders of student visas and as ECA College students, including:
- Student conduct – personal and academic;
 - Student facilities and services including accommodation and health cover;
 - Attendance, leave, compassionate and compelling circumstances;
 - Academic performance, assessment, completion, complaints and appeals;
 - Academic counselling and support;
 - Student enrolment, fees, cancellation of enrolment, transfers and refunds;
 - ECA College staff and staff responsibilities;
 - Visa conditions and non-compliance;
 - Life and work in Australia for international students; and
 - ECA College agents.

During the Orientation session all students will be introduced to college academic, student services and administration staff, and briefed on:

- local culture, life in Sydney and local amenities;
- Student Services;
- the Staff contacts for students;
- academic counselling;
- welfare counselling services;
- accommodation services;
- the critical incident and emergency contact;
- health insurance and maintaining OSHC;
- fees and fee refunds policy and procedures;

- recognition of prior learning and credit transfer policies and procedures;
 - legal requirements relating to students' visa;
 - keeping address and contact details up-to-date;
 - working and your student visa;
 - attendance requirements;
 - course progress requirements
 - completion of the course in the normal amount of time;
 - complaints, grievances and appeals;
 - student code of conduct
 - communication policy and etiquette (e.g. internet and mobile phones);
 - safety (bomb threats, fire drills, evacuation and points of assembly);
 - facilities on Campus; and
 - introduction to the college website and Student portal
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- Emergency and health services
 - English Language and Study assistance program

Students are also asked to complete a declaration to ensure that they have received all the relevant information about the course and college.

Student General and Academic Support Strategies

ECA College recognises the importance of ensuring student access to relevant support services, including welfare services and academic support personnel and services empowering students as far as possible. A central element of this strategy is the Academic Intervention Strategy which is designed to identify students who may need academic help with their study and to identify any students who may be at risk because of unsatisfactory academic progress and/or attendance. The strategies are designed to meet

Standard 8 Monitoring Course Progress.

The Intervention Strategy involves a number of elements/stages:

Stage 1: Early detection of, and intervention in, unsatisfactory academic performance or prolonged absence – First Warning letter

a. *Trainer-assessor notification of an "At Risk" student:* The trainer-assessor should initially endeavour to resolve any issues informally, by providing information and support. The trainer-

assessor should update RTO Manager within 2 weeks from the submission date (Refer ECA College Reassessment Policy). Student Intervention Officer will identify the Student 'At Risk' during the first study period based on the 1 or more of the below criterias:

- i. failing to achieve a satisfactory result (C) in consecutive assessments (either through failure to submit work or demonstrate competence) that form part of any unit of competency
- ii. failing to achieve competency in a unit that would normally be completed prior to the end of the study period
- iii. being deemed to have irregular attendance that places satisfactory course progress in jeopardy
- iv. being deemed to have an identified issue affecting study in the course (language difficulty, unsuitable course, classroom behaviour, other issue).

b. At Risk Letter and First Intervention Meeting: The Intervention Officer will, after identifying the Students 'At Risk', send or deliver in person a Course Progress – At Risk letter to the student, and allocate the student to an appropriate re-assessment class. The Course Progress – At Risk letter should detail the reasons for risk flag being raised, and advise the student of the place and time of a first intervention meeting with the re-assessment trainer-assessor. The re-assessment trainer-assessor will develop a study plan for the student.

If the student has submitted the assessments on due date, the outcomes and actions from the meeting may include the college:

- Undertaking reassessment in each of the failed units
- Undertaking a non-compulsory period of study during the scheduled break between study periods
- Repeating failed units during the next study period by
 - Attending additional classes
 - Undertaking a self-paced/online program

Being required to undertake additional English language classes prior to reassessment

Stage 2a: Unsatisfactory academic performance (50% or more NYCs of total units) at the beginning of second study period

At the beginning of next study period, the Student Intervention Officer will review the academic performance of each student. If as a result of the review it is identified that a student has failed or is deemed not yet competent in 50% or more of the course requirements for that study period, then the Student Intervention Officer will contact the student to arrange a second intervention meeting to discuss academic performance and issue a First Warning Letter.

If the student has submitted the assessments on due date, the outcomes and actions from the meeting may include the college:

- Advising the student on the suitability of the course in which they are enrolled
- Undertaking a review of the student's results
- Allocating the student to a re-assessment class
- Providing support and counselling and/or the student:
- Undertaking a compulsory Intervention workshop
- Repeating failed units during the next study period by
 - Attending additional classes
 - Undertaking a self-paced/online program
- Being required to undertake additional English language classes prior to reassessment

Outcomes, actions and agreements of this meeting will be documented on a Course Progress Intervention Registration form, signed by both the Student Intervention Officer and the student, with a copy being given to the student and a copy kept on the student's file.

Students will be required to pay the designated fee to attend the reassessment workshop.

Students who fail to achieve competence in a majority of course requirements undertaken during a study period will be advised that this lack of academic performance could lead to the student being reported to DET, with the possible cancelling of their student visa.

Stage 2b: Monitoring of students with unsatisfactory academic progress during a second consecutive study period

The academic performance of any student who is undertaking repeat units of competency in any study period as a result of failing more than 50% of units in the previous study period, or is undertaking other units of competency of the qualification, will be monitored in an ongoing way.

- The Student Intervention Officer will inform the trainer-assessor of the student's 'At Risk' status and instructed on the monitoring process.
- Any assessment undertaken by the student in any unit undertaken in the study period that achieves an unsatisfactory result will be recorded, and will require the student to immediately discuss their academic performance with the trainer-assessor and the Student Intervention Officer. (Refer to Reassessment Policy)
- All results of these students will be reviewed at the mid-point of the study period

Stage 3a: No improvement noted in student performance midway through the term and/or student consistently failed to meet the assessment requirements: Second warning, third intervention meeting

Students who midway through a second consecutive study period are not making satisfactory academic progress either in their new units or in units being repeated will be contacted by the DoS to attend a third intervention, the attendees of which will include the student, the student's trainer-assessor, Student Intervention Officer and the DoS. The procedure for the notification of the student and the convening of this meeting is as follows:

a. *Third Intervention meeting with student:* the purpose of this meeting will be:

- To inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods
- To advise Students that they have **until the start of the next study period** (i.e. until the end of the break period between the second and third study periods) to be able to demonstrate competency in a majority of units undertaken during the study period otherwise the **college will be obliged to report them to DET**
- To remind the students of past strategies identified for achieving satisfactory course progress.
- To determine any other reasons for the ongoing unsatisfactory performance

Outcomes, actions and agreements of that meeting will be signed by both the DoS and the student, with a copy being given to the student and a copy kept on the student's file.

Stage 3b: Monitoring of students with unsatisfactory academic progress during a second consecutive study period

The academic performance of any student who is undertaking repeat units of competency in any study period as a result of failing more than 50% of units in the previous study period, or is undertaking other units of competency of the qualification, will be monitored for 10 days after the second warning letter has been issued.

- The DoS will inform the trainer-assessor of the student's 'At Risk' status and instructed on the monitoring process.

- Any assessment undertaken by the student in any unit undertaken in the study period that achieves an unsatisfactory result will be recorded, and will require the student to immediately discuss their academic performance with the trainer-assessor and the DoS.
- All results of these students will be reviewed during the second study period

Stage 4: Letter of Intention to Report for Unsatisfactory Progress

If the Student is unable to demonstrate competency in a majority of course requirements at the end of second consecutive study period, and has not fulfilled the necessary actions which were agreed upon in Stage 4 (above), the college will notify the Student in writing of its intention to report the Student to DET and DHA for unsatisfactory course progress.

This third warning letter serves as a letter of intention to cancel enrolment. This written notice (“Letter of Intention to Report for Unsatisfactory Progress”) will be sent by email. The written notice will inform the Student that (s)he/she will be able to access the college’s complaints and appeals process as per ESOS Standard 10 (Complaints and appeals), and that the student has 20 working days in which to do so. A copy of this letter is retained within the student’s file.

Stage 5: Reporting of student’s breach of visa conditions via PRISMS

If the Student chooses not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the college, the college will notify as soon as practicable the Secretary of DET through PRISMS of the student not achieving satisfactory course progress.

Copies of all outcomes and notifications related the appeal process is kept on the Student’s file in accordance with the college’s complaints and appeals policy and procedure.

Welfare Support for International Students

The National Code states:

6.5 The registered provider must designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.

6.6 The registered provider must have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.

6.7 The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

6.8 The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

6.9 The registered provider must:

6.9.1 take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety

6.9.2 provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents

6.9.3 provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

Overall responsibility for the oversight and management of student welfare support services lies with the Director of Studies with recourse to and support from the Principal Executive Officer and the Student Intervention Officer.

Direct responsibility for providing and coordinating student access to student services and welfare lies with the Student Services Officer and the ECA Student Welfare and Engagement Manager.

Prior to their enrolment all students are provided with information pertaining to living and studying in Australia, including information relating to accommodation, health services and insurance, counselling and working in Australia while on a student visa.

Comprehensive information on student support and welfare services is also provided during Orientation and in the Student Handbook and on the ECA College website.

The ECA Student Welfare Coordinator also provides comprehensive information during orientation sessions prior to enrolment.

The first point of contact for international students experiencing personal difficulties of a non-academic nature (financial problems, health problems, and all matters related to the welfare, safety, visa and emergency situations) is the ECA College Student Services Officer who will refer them to the ECA

Student Welfare engagement manager, if additional support is required.

Students requiring Fee Extensions, Special Consideration, Special Examination or Leave of Absence are required to complete the submit the appropriate form to the Student Services Officer who will manage the processing and resolution of the request. The appropriate forms are available on the ECA College website and Student Services.

Students requesting Accommodation assistance are referred to “2Stay” the preferred ECA College accommodation service which has an office at 10/160 Sussex Street, Sydney

Students experiencing Health and/or psychological-emotional problems will be referred to professional medical services and counsellors by the ECA Student Welfare Coordinator who is responsible for handling initial inquiries, assessing the situation and, when necessary, referring students to appropriate help.

Students experiencing problems of a legal nature (theft, break-ins, assault, sexual abuse and assault, racial/ethnic abuse and/or discrimination) will be referred to appropriate bodies for assistance. Where appropriate the ECA Student Welfare and Engagement Manager will be available to accompany the student to such services if requested to do so by the student.

Records of student welfare cases and interventions will be maintained by the ECA Student Services Officer on student profile.

All student service support and counselling and referral and reporting will respect the privacy of students and comply with the requirements of privacy legislation.

All staff at the ECA College are made aware of the obligations under the ESOS framework, through familiarity with the relevant policies and procedures, and through access to the our Sharepoint and ECA College website.

Critical Incident Policy and Procedure

ECA College recognise that international students generally do not have close family available to care and provide support for them in Australia in the event of crisis and/or critical incident. It is important that ECA College does everything in its capacity to:

- respond in a practised and timely way with any critical incident involving an international student;
- ensure that timely and regular information is relayed to families abroad;
- ensure that ongoing support is provided to a student in need; and
- ensure that comprehensive records are maintained.

The Principal Executive Officer carries overall responsibility for the development, oversight and review of the Critical Incident Policies and Procedures. In carrying out these responsibilities the PEO is supported

by the ECA College Critical Incident Team, comprised of the Principal Executive Officer, Director of

- Studies, and the Governance, ECA Quality Assurance and Compliance Manager.
- ECA Student Welfare and Engagement Manager;
- ECA College Trainers;
- ECA College Student Services Officer.

Day-to-day responsibility for policy and procedure coordination, and responding to, managing and reporting on critical incidents rests with the Student Welfare and Engagement Manager and the ECA Student Welfare Coordinator, who are answerable to the PEO. In the absence of the PEO, primary responsibility for Critical Incident Policies and Procedures lies with the ECA Director of Studies.

All international students are advised during orientation of the details of ECA College's Critical Incident Policies and Procedures, and all students will be provided information on relevant emergency services contact persons and telephone numbers.

All members of staff are made aware of the ECA College's Critical Incident Policies and Procedures upon initial induction and they are made aware of any changes at scheduled Trainer Meetings. All staff will be provided information on relevant emergency services contact persons and telephone numbers.

When any student becomes aware that an international student has been missing from the campus with no known contact with staff (general or academic) and/or other students, that student is encouraged to inform a trainer or Student Services Officer of the situation.

When any staff member becomes aware that an international student has been missing from the campus with no known contact with staff (general or academic) and/or other students, that staff member is responsible for informing the Director of Studies or Student Services Officer Coordinator of the situation. Should any student or staff member become aware of any critical incident affecting one or more of ECA College's international students (either during or out of normal ECA College operating hours) that student or staff member will be responsible for informing the Student Intervention Officer.

The Student Intervention Officer will

- record details of the reported concern/incident;
- report the concern/incident to the ECA Operations Director or PEO;
- investigate the concern/incident to identify and evaluate the details and severity of the incident; and
- determine, in consultation with the Operations Director or PEO where it is considered necessary, what action needs to be taken.

If the incident is not severe and can be resolved with resources available to ECA College the PEO, the

Student Welfare and Engagement Manager and/or the Student Services Coordinator will ensure that the appropriate level of action is taken and support is provided.

If the incident is severe and warrants a level of support/assistance from external resources, including the police and other emergency services, the PEO and/or Student Services Coordinator will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.

If the PEO has not been immediately available and involved, the incident and the consequent action must be reported to the Principal Executive Officer as soon as possible after the initial support has been provided.

The PEO and/or Student Welfare Coordinator will:

- monitor developments and the condition of, and provide appropriate support to, the international student/s through any period of treatment/convalescence;
- ensure, where appropriate, that family members and other relevant people are kept informed of the condition of the international student;
- coordinate the provision of any ECA College resources required during any period of treatment/convalescence/support;
- liaise with the police and other emergency services personnel as required;
- advise and assist any family members who decide to travel to Australia to support the international student/s with travel and accommodation requirements;
- ensure that detailed records are maintained of the incident.

The Student Services Coordinator will prepare a report on any critical incident, the response and the outcome, and that report will be maintained in the Critical Incident File.

Even if investigation of a suspected critical incident reveals that no critical incident occurred, the Student Services Coordinator will prepare a report on that report and investigation, and that report will be maintained in the Critical Incident File.

In the event of the death of an International Student, the ECA College Principal Executive Officer will ensure the following actions are undertaken:

- contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;
- coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
- organise the sending of a letter of condolence to the family;
- ensure all administrative actions are taken e.g. adjust the student records

database, process any tuition refunds, notify PRISMS etc.

- In implementing these procedures in response to any suspected or real Critical incident the responsible officers will remain mindful of information privacy principles, laws and regulations.

Student Support Services Review

The designated Student Services Officer shall maintain a log of student support service events and enquiries and:

- Liaise with and maintain advice on current progress with students referred to either training staff.
- Prepare a quarterly report of student support services accessed by students and submit to the ECA College's Management for review.

The Director of Studies shall ensure that Student support services are reviewed quarterly in the ECA College's Management Review meetings and that corrective actions required are applied.

Availability of welfare services

In most cases international students do not have close family available to care and provide support for them in Australia, and it is therefore imperative that ECA College respond in a practical, professional and timely way to their educational, health, and psychological needs. This commitment includes responding to any critical incident involving an international student, and maintaining comprehensive records of all requests for support and responses to those requests.

ECA College is committed to providing an effective and complete orientation to ensure that international students are introduced to key personnel, familiarised with the facilities and procedures of the institution, and adequately prepared for study at ECA College and adapting to life in Australia.

The orientation program delivered at the commencement of study has to be viewed in the context of a developmental process which includes students':

- A- pre-enrolment contact with the institution;
- B- entry to the course of study;
- C- progress throughout the course; and
- D- their exit from the institution

In addition to the academic support and personal counselling services referred to above and the open classroom support sessions, a range of external organisations that may help student, if they feel that we cannot assist them, or we deem we are unable to provide them with the specialist support that may

need. In the first instance, it is best to contact the professional counsellor in Campus on the details below and make an appointment to discuss issue/s.

Email ID: petrina.hennessy@gmail.com

Website: www.petrinahennessy.com

Contact #: Provided upon request

If the counsellor is unable to assist, she may refer the student to one of the organisations below, to assist with the issue. In all cases, the counsellor is available for contact in all cases of emergency and in case the student wish to discuss whether these external organisations have been able to assist you, or you simply need to discuss the issues further.

The third party organisations that are not related to ECA College that are able to potentially provide student with assistance are:

A- The Australian Red Cross (general social support) www.redcross.org.au and 1800 811 700

B- Mission Australia (general social support)- www.missionaustralia.com.au and 13 11 14

C- St Vincent De Paul Society (general social support)- www.vinnies.org.au and (02) 9568 0262

D- Beyond Blue (depression)- www.beyondblue.org.au and 1300 22 36 46

E- Gambling Help Australia (issues with gambling and gaming addiction)
www.gamblinghelponline.org.au and 1800 858 858

F- Lifeline Australia (self-harm and suicide help line)- www.lifeline.org.au and 13 11 14

G- Relationships Australia (personal relationship support)- www.relationships.org.au and 1300 364 277

As an international student, once enrolled, applicants must:

- Satisfy their student visa conditions, which includes payment of fees and satisfactory academic progress
- Maintain their Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with their provider
- Inform their provider if they change their address (within 7 days)
- Maintain satisfactory course progress

Student obligations and ESOS Information

Student Responsibilities

As an international student on a student visa, they have responsibilities to satisfy their student visa conditions. For more information:

<https://www.homeaffairs.gov.au/trav/visa-1/500->

Student's Obligation to Notify Change of Address

International students must advise the ACS and the institution where they are studying of any changes in their Australian and home country addresses and phone numbers **within 7 days**. Changes to address and other contact details can be made by informing the ECA College by email at Nubia.Chakkalakal@eca.edu.au or Anju.Sharma@eca.edu.au.

Student's Obligation to Maintain a Valid Visa and Health Insurance

International students must ensure that they maintain a valid visa and any health insurance (OHSC) required as a condition of their visa. **Visa and health insurance renewal is the responsibility of the student.**

ESOS Information for Students

Information for International Students: <https://www.australia.gov.au/information-and-services/education-and-training/international-students>

International Student Fact Sheet:

<https://docs.education.gov.au/documents/international-student-fact-sheet>

TPS: <https://tps.gov.au/Home/NotLoggedIn>

All the above information are available on Student Handbook, College website and Orientation presentation.

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