

Education Services for Overseas Students “ESOS” Act, 2000

In 2007, the Australian Government revised the ESOS Act, to ensure nationally consistent standards as outlined in the National Code 2007 for the conduct of registered training providers and to identify roles and responsibilities to ensure compliance. It requires that institutions which enroll overseas students to inform overseas students of their rights under the Act. While the Act does not cover local students, unless otherwise specified, the following rights and responsibilities apply within ICHM to both local and international students.

All students must keep ICHM informed of their residential address and telephone number at all times. This is especially important when students are on internship. Changes to addresses must also be advised. Correspondence sent to the student’s address on file will be deemed to have been received and ICHM will not accept any liability for any information the student fails to receive as a result of it being sent to the wrong address.

The Refund Policy contains information on student withdrawals and fee refunds. If a student withdraws from a course and wants to claim a refund, they must apply in writing to the Principal. Note that this Policy does not remove the right to take action under Australia’s consumer protection laws.

If ICHM defaults from its obligation to provide the course to one or more students, the ESOS Act provides protection for overseas students.

The *Assessment Policy* provides information for students to contribute further information before decisions and rulings are confirmed by the Academic Committee. In addition, the *Academic Grievance Policy* sets out how to appeal a decision of the Academic Committee. This *Policy* and the associated *Non-Academic Grievance Policy* provide the means to seek a review of any unfavourable action or decision through, initially, an internal inquiry and, if the matter is not resolved, an independent external one through the “Visitor”.

Information in student files may be made available to different bodies of the Australian Government pursuant to obligations under the *ESOS Act* and other Acts and Regulations.

Overseas students should be aware that ICHM is obliged to advise the Australian Government in writing with details of their enrolment and compliance with visa conditions (failure to meet minimum course progress requirements, failure to meet minimum attendance requirements and failure to provide current address details).