

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 they include the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code 2007*.

澳洲政府希望為旅居本地的海外學生，提供安全、愉悅的學習環境，讓學生皆且收穫甚豐的留學經驗。因此，澳洲為海外學生所擬訂之法律，皆旨在促進優質教育，並保障消費者權益。我們稱此等法律為 ESOS 架構，其中包括 2000 年海外學生教育服務條例 (*Education Services for Overseas Students (ESOS) Act 2000*) 和國家法規 2007 (*National Code 2007*)。

## Protection for overseas students

### 保證海外學生

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>. 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.

身為持學生簽證的海外學生，你必須就讀於教育機構所提供的課程，而該教育機構及其課程必須已向聯邦政府招收海外學生院校及課程註冊登記 (CRICOS)，並刊載於網站：<http://cricos.deewr.gov.au>。CRICOS 註冊保證你就讀的課程能達成海外學生所要求之高標準。請仔細查閱你的課程詳情—包括其地點—以確定是否與 CRICOS 上的資料相符。

## Your rights

### 你的權益

The ESOS framework protects your rights, including:

ESOS 架構保障你的權益，其中包括：

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- 在註冊入學前，從教育機構和教育機構之代理取得課程最新和正確的資料、學費和繳費模式，以及其他資料。若未滿 18 歲，為確保你的安全，我們僅會在以妥善安排你的住宿、經濟支助和社會福利的情況下，向你授予簽證。
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- 繳學費前或繳學費時，你有權與教育機構簽訂書面協議，列明你將獲提供的服務、需支付的費用和課程退費資料。你應保留一份書面協議的副本。
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

- 你有權獲得你已付費的教育。ESOS 架構包括保障消費者權益，一旦教育機構無法提供你所需要的課程，就要允許你退還學費或以其他課程取代。

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

澳洲教育架構對海外學生所提供的教育和訓練服務，必須符合 ESOS 架構所制訂的標準。標準內涵蓋一系列你有權知道的資訊，以及必須向你提供的服務，其中包括：

- orientation and access to support services to help you study and adjust to life in Australia
- 學生課程輔導，以及使用支援服務，幫助你適應澳洲的生活和學業生涯
- who the contact officer or officers is for overseas students
- 與海外學生聯絡的辦事人員
- if you can apply for course credit
- 你是否可以申請課程學分
- when your enrolment can be deferred, suspended or cancelled
- 在甚麼情況下可延遲、暫緩或取消你的註冊
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- 教育機構就你修讀課程的理想進度事宜所訂的要求。若未達成理想進度，則可取得怎樣的支援
- if attendance will be monitored for your course, and
- 此等課程是否監督出席率，以及
- a complaints and appeals process.
- 投訴和上訴流程。

One of the standards does not allow another provider to enroll a student who wants to transfer to another course, but has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

標準之一說明：不容許其他教育機構接受轉學其他課程，但卻尚未於澳洲完成最後一門課的最後 6 個月課程之學生。欲在尚未完成最後一門課的最後 6 個月課程前轉學，你必須取得教育機構的許可。

## Your responsibilities

### 你的責任

As an overseas student on a student visa, you have responsibilities to:

身為持學生簽證的海外學生，你有責任：

- satisfy your student visa conditions
- 遵守你的學生簽證條件
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- 留學期間購買海外學生健康保險(OSHC)

- meet the terms of the written agreement with your education provider
- 遵守教育機構與你之間的書面協議條款
- inform your provider if you change your address
- 如更改地址即通知教育機構
- maintain satisfactory course progress
- 符合理想的課程就讀進度要求
- if attendance is recorded for your course, follow your provider's attendance policy, and
- 若課程要記錄你的出席率，必須遵循教育機構的出席率政策，以及
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.
- 若未滿 18 歲，保持你的經核准住宿、支援和一般福利安排。

## Contact details

### 聯絡詳情

Who? 聯絡單位	Why? 聯絡事項	How? 聯絡方法
Your provider 你的教育機構	For policies and procedures that affect you 查詢影響你的相關政策和程序	<ul style="list-style-type: none"> <li>• Speak with your provider.</li> <li>• 與教育機構洽談。</li> <li>• Go to your provider's website.</li> <li>• 瀏覽你的教育機構網站。</li> </ul>
教育、就業及工作場所關係部 (DEEWR)	For your ESOS rights and responsibilities ESOS 權益和責任	<ul style="list-style-type: none"> <li>• <a href="http://www.aei.gov.au/ESOS">www.aei.gov.au/ESOS</a></li> <li>• ESOS 求助專線 +61 2 6240 5069</li> <li>• 電郵： <a href="mailto:esosmailbox@deewr.gov.au">esosmailbox@deewr.gov.au</a></li> </ul>
Department of Immigration and Citizenship (DIAC) 移民與公民事務部(DIAC)	For visa matters 簽證事宜	<ul style="list-style-type: none"> <li>• <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>• Phone 131 881 in Australia</li> <li>• 澳洲電話: 131 881</li> <li>• Contact the DIAC office in your country.</li> <li>• 聯絡你所在國家的 DIAC 辦事處</li> </ul>