



# Student eNews



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## Special Edition - Written Agreements



Welcome to a special edition of the student e-news.

It is important to **read** and **understand** your written agreement with your education provider **before** you sign it and before you make any decisions about changing courses.


To find out why, read the **Frequently Asked Questions** below.

### Why is my written agreement with my education provider important?

The written agreement that you sign with your education provider is a contract between you and your education provider.

You might change your mind about your course of study or something

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could happen to you or your family that prevents you from finishing your course. Your written agreement should set out when you can claim a refund and when your provider could require you to pay additional fees if you withdraw from your course after course commencement or without giving enough notice to your provider.

It is important that you read and understand your written agreement:

- before you sign it
- before you make any decisions about changing or withdrawing from your course.

## **What should be in the written agreement between me and my provider?**

Your written agreement should clearly identify:

- your name
- the dates and location for the course
- the itemised fees for each study period in the course
- whether or not you will get a refund if you withdraw from the course or package of courses before you finish
- what happens if your provider fails to deliver the course
- the situations in which your personal details can be shared with government agencies
- the process for claiming a refund
- a statement about your right to take action under consumer law.

## **I paid a deposit when I enrolled but I have changed my mind – will I get a refund?**

This depends on what your written agreement says. Some providers will pay a refund if you withdraw before or even after your course starts but other providers will not. Your rights and obligations should be set out in the written agreement.

If you think you are entitled to a refund or if you think the written agreement that you signed is unclear or does not contain the things listed above, you should apply for a refund through the process set out in the written agreement. If you are unclear what this process is, you should ask your education provider.

## **My provider won't give me a refund or is asking me to pay more money - what should I do?**

If you want a refund from your education provider make sure that you apply for a refund in the correct way. The written agreement must advise you how to apply for a refund. Usually a refund application must be made in writing and sometimes the application must be made on a special form. By going through the correct process you are more likely to get the right outcome in response to your refund request.

If your provider decides that you are not entitled to a refund, and you think its decision is wrong, you can make a complaint through its internal appeals process. It is important to explain clearly why you think your education provider made the wrong decision and why you think you are entitled to a refund.

You can also use your education provider's complaints and appeals process if you consider that your provider is wrongly pursuing you for a cancellation fee.

If you are unhappy with the outcome of the internal appeal and you think your provider is still wrong, you can apply for an external review of its decision. You can also seek legal advice about other options available to you.

## **How do I make an external appeal?**

If you are an overseas student studying with a private provider you can complain to us, the Overseas Students Ombudsman, by filling out

our online complaint form, by phone or by visiting one of our offices. For more information about how to complain to our office contact us here:

[www.oso.gov.au/](http://www.oso.gov.au/)

If you are an overseas student or a domestic student studying with a public provider you can complain to the appropriate state or territory ombudsman:

[www.oso.gov.au/related-sites/state-and-territory-ombudsmen.php](http://www.oso.gov.au/related-sites/state-and-territory-ombudsmen.php)

## Who else can help me?

You can find out information about other organisations that can help you [here](#).

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