



[Visit our website](#) | [Subscribe](#) | [Forward](#) | [Feedback](#)

Welcome to the third edition of our provider e-newsletter.









We need your help to encourage the development of clear and compliant written agreements by all registered providers.

Overseas students, like domestic students, sometimes **change their minds** about their course of study. While this is not surprising, it can cause **disputes** between overseas students and education providers. **Clear and compliant written agreements** can help to prevent some of these problems or make them easier to solve.

You can take a step towards better written agreements right now by taking the written agreement **Checklist Challenge** below. Also, take part in our **Written Agreements Survey** which is part of our consultation about written agreements between overseas students and providers.

We have also sent our **Written Agreements Consultation Issues Paper** to

In this issue

-  Welcome to the third edition of our provider e-newsletter.
-  Common mistakes in written agreements
-  What if a student asks for a refund of fees?
-  What if a student withdraws but still owes me money?
-  Take the Checklist Challenge
-  The "Racism. It stops with me" campaign

[FAQs for Providers](#)

[FAQs for Students in English](#)

[FAQs for Students in 21 other languages](#)

the provider peak bodies (the Australian Council for Private Education and Training (**ACPET**), English Australia (**EA**) and the Independent Schools Council of Australia (**ISCA**) for comment. The purpose of this issues paper will be to share common problems we have seen in written agreements between providers and overseas students, and to help develop solutions to these problems.

In this edition we also promote the "**Racism. It Stops With Me**" campaign run by the Australian Human Rights Commission. Read on to find out more about the campaign.

We hope you enjoy this edition of the provider e-news.

Common mistakes in written agreements

Before you accept course money from an intending student, you must have a written agreement with that student. This means that the student must have signed or otherwise accepted the terms and conditions contained in the letter of offer or offer of enrolment.

[Read more](#)

What if a student asks for a refund of fees?

Every provider is required to make a written agreement with each overseas student that includes information about the refund requirements that apply if the student defaults in relation to a course.

This agreement must be consistent with the ESOS Act and must include the following things which are set out in standard 3 of the National Code:

[Read more](#)

OSO Publications

Better Practice
Complaints Guide

Feedback

What if a student withdraws but still owes me money?

Whether or not a student owes you money depends mostly on the terms and conditions in your written agreement.

Some providers include cancellation clauses in their written agreements which require students to pay fees for a subsequent term or semester if they do not give adequate notice of withdrawal. Sometimes students complain to our office because they are being pursued for money which they do not believe that they owe.

[Read more](#)

Take the Checklist Challenge

The Purpose of this Checklist

This checklist is designed to assist registered providers to ensure that their written agreements with overseas students comply with legal requirements.

[Read more](#)

The "Racism. It stops with me" campaign



The Ombudsman signed up to the Australian Human Rights Commission's anti-racism campaign, 'Racism. It Stops with Me'. The campaign, launched last year, invites all Australians to reflect on what they can do to stop racism wherever it happens. Individuals and organisations can sign up online to support the campaign.

[Read more](#)
