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Take the written agreements checklist challenge




Welcome to this special edition of the provider e-news. Our Written Agreements Issues Paper has now been published on our website along with a provider self-assessment checklist.

These publications are intended to assist education providers to develop and maintain compliant written agreements with overseas students, which meet the requirements of the Education Services for Overseas Students (ESOS) legislative framework.

Take the **checklist challenge** to see if your written agreement is clear and compliant with ESOS requirements. If your written agreement does not comply with the ESOS framework, you may not be able to rely on your refund policy. If it is unclear, students may not understand their rights and obligations, leading to complaints and disputes.

In this issue

-  Take the written agreements checklist challenge

[FAQs for Providers](#)

[FAQs for Students in English](#)

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

[OSO Publications](#)

[Better Practice Complaints Guide](#)

[Feedback](#)

We invite you to read the [Written Agreements Issues Paper](#) to learn more about your obligations under the ESOS framework and how our office resolves complaints from overseas students about refunds and fees.

Thank you to all the peak bodies, providers and other organisations who commented on the draft of this issues paper last year.

You can find the checklist and the issues paper on the Overseas Students Ombudsman [publications and media page](#).

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