



International students – attendance

This fact sheet is all about **maintaining satisfactory attendance** to meet conditions of your student visa and avoid being reported to the Department of Home Affairs. It includes information about **your right to complain** to the Commonwealth Ombudsman if you are studying with a private registered education provider in Australia.

Why do I have to maintain satisfactory attendance?

All primary student visa holders have a **mandatory visa condition** (8202). The condition requires you (among other requirements) to *maintain satisfactory attendance in your course* for each study period as required by your education provider.

Please note that if you are studying in the Higher Education sector, your provider is not required to monitor and report on your attendance. Please see our fact sheet regarding course progress.

You need to let your education provider know if your circumstances change, such as if you become ill or you experience other issues that may affect your studies.

What happens if I do not attend enough classes?

Many education providers are required to report international students who fail to achieve satisfactory attendance to the Department of Education and Training and the Department of Home Affairs.

To find out the attendance requirements for your course, **check your education provider's policies and procedures**.

Will I receive a warning first?

Yes. All education providers are required to identify, contact and provide an intervention strategy for students who are at risk of failing to meet attendance requirements.

What can I do if I get a notice of intention to report?

If you fail to achieve satisfactory attendance after being warned by your education provider, your provider must notify you that it intends to report you to the Department of Home Affairs. You have the right to lodge an appeal with your provider and, if you're not happy with the outcome, the right to lodge a complaint with an independent complaints body.

Your provider must not report you during the complaints and appeals process.

Contact us

ombudsman.gov.au
1300 362 072

GPO Box 442
Canberra ACT 2601

You have a right to a complaint and appeal with your provider and then an external complaint with an independent complaint-handling body

The Commonwealth Ombudsman is an independent complaint-handling body

The Commonwealth Ombudsman is a free service

Have you seen our video? Scan the QR code to watch



How do I complaint about my education provider's decision?

If you are an international student studying with a **private education provider**, you can complain to the Commonwealth Ombudsman after you have finalised the complaint and appeal process offered by your provider.

The Ombudsman investigates complaints about problems that intending, current or former international students may have with private schools, colleges or universities (education providers) in Australia. You can fill out our online form or phone us **1300 362 072**. For more information about how to complain and how to contact us, visit **ombudsman.gov.au**

If you are an international student or a domestic student studying in **South Australia**, you can complain to the [Office of the Training Advocate](#)¹.

If you are an international student or a domestic student studying with a **public (government) education provider** you can complain to the appropriate [state or territory ombudsman](#)².

If I complain to the Ombudsman, will this stop my provider reporting me to the Department of Home Affairs?

Your provider must not report you while the Ombudsman investigates your complaint. The Ombudsman will notify you and your provider when starting and finishing an investigation of your complaint.

Depending on the outcome:

- your provider may still be required to report you, or
- the Ombudsman may recommend your provider does not report you.

What happens if I am reported to the Department of Home Affairs?

If you are informed your provider has reported you, your visa may be subject to cancellation. If your visa is to be considered for cancellation, the Department of Home Affairs will send you a notice giving you the opportunity to provide information about your situation. This information about your circumstances will be taken into account. You must respond within the time frame given by the Department of Home Affairs or your visa may be cancelled. It is important your contact details are kept up to date and to ensure that you continue to comply with your visa conditions. You can find out more information about studying in Australia at [homeaffairs.gov.au](#)

Who else can help me?

You can find a list of [useful links](#)³ to other organisations that may be able to help you on our website.

More information is available at **ombudsman.gov.au**.

Please note: This document is intended as a guide only. For this reason, the information should not be relied on as legal advice or regarded as a substitute for legal advice in individual cases. To the maximum extent permitted by the law, the Commonwealth Ombudsman is not liable to you for any loss or damage suffered as a result of reliance on this document. For the most up-to-date versions of cited Acts, please refer to the [Federal Register of Legislation](#).

¹ <http://www.trainingadvocate.sa.gov.au/>

² <http://www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen>

³ <http://www.ombudsman.gov.au/about/overseas-students/useful-links>