

INFORMATION FOR INTERNATIONAL STUDENTS

This section will provide you with more information about your rights and responsibilities as a student visa holder at ANU, as well as how ANU will support you to have a successful and enjoyable time.

The Academic Standards & Quality Office (ASQO) is available to help students who are on a subclass 500 student visa to ensure that they remain compliant with the conditions of their student visa. ASQO also ensures that the University is acting in accordance with the relevant legislation. Specifically, ANU must abide by the ESOS legislative framework which consists of the Education Services for Overseas Students Act (short ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

Responsibilities: Student Visa

As an international student you have responsibilities that you will need to satisfy and these are listed below.

- > Maintain full-time enrolment in a CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) registered program (study load of 100%) – generally 24 units per Semester.
- > Satisfy academic progress requirements.
- > Must not study more than 33% of your program online or by distance and you must have at least one program per study session that is not online or by distance.
- > Inform ANU of your Australian residential address, mobile phone number, email address and who to contact in emergency situations within 7 days of arriving in Australia and within 7 days of any of this information changing through ISIS.
- > Have visa length OSHC (health cover).
- > Must continue to satisfy the requirements for the grant of the visa.
- > Must maintain an active eCoE (electronic Confirmation of Enrolment) while studying in Australia.
- > Must comply with all conditions of your visa.

Complaints and Appeals

Complaints and appeals at ANU are progressed through different stages depending on whether the complaint is resolved. Generally the stages for a complaint include: 1.) Informal resolution, 2.) formal resolution, 3.) escalation to a mediator. For more detail, visit www.anu.edu.au/students/program-administration/assessments-exams/problems-appeals-complaints and appeals visit www.anu.edu.au/students/program-administration/

assessments-exams/problems-appeals-complaints. Generally, the stages for an appeal are: 1.) Informal resolution, 2.) formal review, 3.) formal appeal, 4.) external review by the Commonwealth Ombudsman (www.ombudsman.gov.au). Visit www.legislation.gov.au/Details/F2017L01197 for more detail. You can formally present a case at minimal or no cost. The process begins within 10 working days of ANU receiving a formal written lodgement. A student can be assisted or accompanied by a support person.

The Department of Home Affairs, formerly the Department of Immigration and Border Protection–DIBP

It's important to be aware that ANU or the ASQO do not grant or cancel visas. While ANU does report changes to your enrolment status to the Government, monitors enrolment to ensure compliance with student visa conditions and provides you with an eCoE to apply for a student visa, it is the Department of Home Affairs who have sole discretion over all visa decisions. You can visit the the Department of Home Affairs website for more information (www.border.gov.au/about/contact). If you have specific questions or concerns about your visa or your entitlements, you should contact Department of Home Affairs directly by calling them or visiting the Canberra Office, located at 3 Lonsdale Street, Braddon.

Academic Progress and Intervention Strategies

There are a number of things that the ASQO monitor and report on – one of them is your study load. As mentioned earlier, you are required to maintain a full time study load and you are expected to complete your program within the dates listed on your eCoE. These directly correspond with how long the registered program will take to complete when a full time study load is maintained.

There are some instances where you may be permitted to reduce your study load, however if you find yourself in one of these situations, you will need to talk to your college course advisor.

Situations where your study load may be modified:

- > if required by the Early Intervention Strategy.
- > if a prerequisite unit cannot be offered.
- > in other compelling or compassionate circumstances (for example, a documented illness).

Academic Progress and Intervention Strategies

There are support services that are available to you to help you succeed academically. These include access to support staff and academic college advisors, Careers and Academic Skills advisors, health, counselling and disability services.

Extension of your eCoE

There are limited situations and circumstances in which you may be allowed to extend your electronic Confirmation of Enrolment (eCoE) such circumstances include:

- > Compassionate or compelling circumstances (e.g. documented medical illness, death in the family).
- > Where a formal early intervention strategy has been implemented for students at risk.
- > Where an approved deferment or suspension of study (Leave of Absence) has been granted.

Request for Change to eCoE

When you require an extension of your eCoE, you will need to complete a Request for Change of eCoE form. You will also require a new eCoE in the following circumstances;

- > Change program (i.e. transfer to a new program – even if your duration doesn't change).
- > If you fail a course.

You can find the Request for Change of eCoE form on the webpage students.anu.edu.au/manage/visa.php

Reporting Variations to Your Enrolment

As mentioned previously, ASQO is responsible for reporting information about international student visa holders to the government. To do this, they use a Government-run system called PRISMS. By law, ASQO have to report all of the following breaches of your student visa conditions, which may have serious implications for students on a student visa;

- > Non-enrolment
- > Part-time enrolment (i.e. underloaded without approval)
- > Failure to satisfy course requirements
- > Non-commencement of study
- > Non-payment of tuition fees
- > Withdrawal from study.

Changes to your Enrolment

During your career at ANU, your circumstances may change. The following aspects will be reported to the Department of Home Affairs:

- > The duration of your program changes, including completing early
- > You defer your studies
- > Are approved for program leave: If you request leave for 6 months or less and the reason is deemed 'compassionate or compelling' under the National Code 2018, it will be reported as such to the Department of Home Affairs. If there is no physical evidence to support 'compassionate and compelling reasons' for taking leave, it will be reported to reasons for taking leave, as a cessation of study which may result in the cancellation of your student visa.
- > Transfer your program of study.

In regards to a leave of absence, students need to be aware that reporting a leave of absence will cancel your eCoE. The Department of Home Affairs expects that students on program leave should depart Australia within 28 days from the day their leave is reported. If you wish to remain in Australia while on leave, you will need to contact the Department of Home Affairs to discuss your options.

When to Contact ASQO for International Student Queries

Below are some examples of when to contact ASQO (Academic Standards and Quality Office):

- > For enquiries related to US and Canadian Financial Aid Loan Applications
- > For any Student Visa compliance enquiries
- > For leave of absence advice
- > For changes to eCoEs
- > Transfer to another university within 6 months of commencing your studies at ANU
- > Any questions about lodging a complaint or appeal.

ASQO contact details

121 Marcus Clarke [X005] Childers Street
Acton ACT 2601 (Student Central)

E policy.regs@anu.edu.au

T Local: 6125 1436

From overseas: +61 2 6125 1436

W drss.anu.edu.au/asqo/contact.php