
Your rights

The ESOS framework protects your rights, including:

- (i) Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- (ii) Your right to sign a written agreement, called at GBC the Enrolment Agreement, with your
 - a. provider before or as you pay fees, setting out the services to be provided, fees payable and
 - b. information about refunds of course money. You should keep a copy of your written agreement.
- (iii) Your right to get the education you paid for. The ESOS framework includes consumer protection
 - a. that will allow you to receive a refund or to be placed in another course if your provider is unable
 - b. to teach your course

The ESOS Framework sets out the Standards NSW education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know. The services that must be offered include:

- (i) Orientation and access to support services to help you study and adjust to life in Australia
- (ii) A Customer Service Manager for overseas students
- (iii) How you can apply for course credit
- (iv) When your enrolment can be deferred, suspended or cancelled
- (v) What our requirements are for satisfactory progress in the courses you study and
- (vi) What support is available if you are not progressing well and
- (vii) If attendance will be monitored for your course
- (viii) A complaints and appeals process.

One of the standards restricts providers from enrolling transferring students prior to the student completing six months of his / her principal course of study.