Captain Cook Institute Pty Ltd trading as
George Brown College
Level 4, 56-58, York Street, Sydney NSW 2000
+612 9279 4949

Your rights

Name:	**Your rights**
Approved by:	PEO
Date Approved:	24 August 2023
Implementation Owner	General Manager – George Brown College
Maintenance Owner	General Manager – George Brown College
Review Date	24 August 2024

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 George Brown College (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

b) if your provider is unable to teach your course.

The ESOS Framework sets out the Standards that 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.
(ix) Quality training and assessment in compliance with the relevant legislation for the registered training provider and CRICOS registered provider.
(x) Issuance of AQL certification documentation.
(xi) One of the standards restricts providers from enrolling transferring students prior to the student completing six months of his / her principal course of study.

Change History

Version	Approval date	Review by	Approved by	Change
V.4	15 April 2018	General manager	PEO	Development of policy
V.5	24 August 2023	General manager	PEO	Development of policy

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