

CODE OF PRACTICE IN THE PROVISION OF INTERNATIONAL EDUCATION AND TRAINING SERVICES

(Extract from Ministerial Council on Education, Employment, Training and Youth Affairs)

1. Provision of Education and Training Services

- 1.1. All providers will adopt policies and management practices which maintain high professional standards in the delivery of education and training services, and which safeguard the educational interest and welfare of students.
- 1.2. Providers will maintain a learning environment that is conducive to the success of international students. They will have the capacity to deliver the nominated course(s); provide adequate facilities and use methods and materials appropriate to the learning needs of the students.
- 1.3. Providers of courses to international students in Australia must obtain registration of their courses on State and National registers and that for students enrolled in registered courses providers will monitor and assess their performance, course attendance and progress.
- 1.4. Providers will ensure that staff involved with international students are not only suitably qualified but also sensitive to the culture(s) of the students being taught and will provide for training of such staff as appropriate.

2. Marketing of Education and Training Services

- 2.1. Providers will market their educational product with integrity and accuracy; avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian international education and training. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.
- 2.2. Providers will market their services in consistence with the education, cultural and regulatory systems of countries in which they seek to market and will not detract from the reputation and interests of other Australian institutions.
- 2.3. Providers will be responsible under this code for the actions of their appointed agents in relation to the marketing of services to, and the processes for international students and will make every reasonable effort to ensure that at all times these agents act in the best interest of the applicant and the provider.

3. Provider's Financial Standards

- 3.1. Providers will safeguard funds paid by international students.
- 3.2. Providers who are unable to deliver agreed services will make a refund to the student in accordance with relevant Commonwealth and/or State and Territory legislation.
- 3.3. There will be proper documentation of the contractual and financial relationship between the international student and the provider and the provider will make available to the student copies of this documentation.

4. Student Information

- 4.1. Providers will supply accurate and current information to enable a person unfamiliar with the Australian education and training system and living conditions to make an informed decision about the appropriateness of the provider and its courses to the student's needs.

- 4.2. Providers will supply accurate and current information to students and prospective students on all relevant matters. This will include but not be limited to detailed and realistic estimates of costs for students and for accompanying dependants of tuition, accommodation and living expenses; bridging courses, flexible programs and details of pre-sessional and in-sessional English language programs; Australian and overseas recognition given to qualification(s) offered; withdrawal arrangements; termination of tuition; credit transfer; refund entitlements including instances where the provider defaults; details of facilities and equipment; living conditions and staffing; accommodation availability on and off campus; internal and external grievance procedures and non academic student support services of special relevance to international students.
- 4.3. Providers will review regularly all information provided to international students to ensure its accuracy and relevance.

5. Student Recruitment and Placement

- 5.1. Recruitment of international students will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which the qualification, proficiencies and aspirations of the applicant are matched by the educational opportunity offered. Proficiency in English will be specifically assessed. Providers will ensure that the assessment of the educational background of intending students is undertaken by suitability qualified staff and agents and provide for the additional training of such staff and agents, as appropriate.
- 5.2. Offers of course placements will include requirements for English language and bridging courses where these are deemed necessary.
- 5.3. Providers must inform prospective students of the migration regulations governing international student entry to and stay in Australia. Providers will inform prospective and enrolled students of any changes to student visa conditions, as advised by the Department of Immigration and Ethnic Affairs (DIEA) or its equivalent. This information should include advice on visa conditions, work rights, course requirements (including enrollment in a full-time course of study, attendance and academic progress matters), and to maintain adequate arrangements for the education of dependants, and to seek the prior approval of DIEA or its equivalent for certain course changes or before commencing or changing courses.
- 5.4. Providers will notify the relevant Commonwealth authority if a student is no longer participating in a course at an institution for which they were enrolled.
- 5.5. Providers will ensure that the recruitment and placement of international students comply with equal opportunity legislation and are consistent with immigration requirements.

6. Student Support Services

- 6.1. Providers will be sensitive to cross-cultural issues and meet the special needs of international students, especially those under the age of eighteen years. These services will include adequate orientation, information and advice on accommodation, counseling, concurrent assistance, bridging courses and welfare facilities.
- 6.2. Providers will ensure that students have access to fair and equitable process for dealing with grievances.

7. Sanctions

- 7.1. Providers who do not meet the obligations of this Code or relevant regulatory requirements may have their approval to offer course to international students and their registration as approved providers withdrawn.