

What are my obligations in relation to ESOS and the National Code?

ESOS stands for Education Services for Overseas Students. The Education Services for Overseas Students (ESOS) Act 2000 and associated legislation is the legal framework governing the responsibility of education institutions towards overseas students. Five pieces of law make up the ESOS legislative framework and UNE must at all times comply <http://aei.gov.au/AEI/ESOS/ESOSLegislation/default.htm> .

Heads of School have specific responsibilities under the framework:

1. Be aware of UNE's general obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

For general information on the ESOS Framework:

http://aei.gov.au/AEI/ESOS/EasyGuide_ESOS.htm

<http://aei.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/default.htm>

For UNE Operating Procedures governed by the ESOS Framework refer to UNE International:

<http://www.une.edu.au/for/international-students/>

2. Critical Incidents

<http://www.une.edu.au/elis/national-code/national-code-policies-procedures.php>

2.1 Notify ELIS of the arrival on campus of Study Tour students and Visiting Academics (elis@une.edu.au)

2.2 Call Security (ext 2099) and ELIS (ext 3192 or a/h 0400 852226) immediately if an incident occurs involving:

- International students on campus in Armidale
- Exchange students
- Short term non-award students
- Study Tour students; and
- Visiting Academics

3. Complaints and Appeals Processes

3.1 The complaint and/or appeal must begin within 10 days of receipt of the formal complaint.

3.2 The School responsible for administering the relevant policy must maintain comprehensive records of all complaints and appeals and their outcomes including:

- A statement of findings in relation to each complaint or appeal that demonstrates the reasons behind the decisions made at each stage of the appeal;
- Evidence that the statement is issued to the student and a copy retained on the student's file.

3.3 The School must advise ELIS when the complaint or appeal is first lodged, and of the outcome of the appeal.

4. Course Progress and Completion within the Expected Duration of Study

4.1 Ensure Course and Unit Co-ordinators are aware of and actively implements the UNE Early Intervention Strategy processes for international students

4.2 Ensure Course and Unit Co-ordinators are aware of the additional progression requirements for international students

4.3 Ensure Course and Unit Co-ordinators are award of UNE's Compassionate and Compelling Circumstance Guidelines for international students.

The procedures and guidelines for the above three points is located at:

<http://www.une.edu.au/elis/national-code/national-code-policies-procedures.php>