

ESOS FRAMEWORK POLICY

Policy Name	ESOS Framework Policy
Quality Area	International Student Services — Quality Area 6
ESOS Act	Education Services for Overseas Students Act 2000
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018
Version	1.0
Last Reviewed	May 2026
Approved By	Chief Executive Officer

1. Purpose

The Australian Government is committed to providing international students with a safe, enjoyable and worthwhile study experience. The Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice 2018 were established to protect the consumer rights and interests of international students studying in Australia.

SKILLS CLICK PTY LTD is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and is bound by the requirements of the ESOS framework. This policy outlines SKILLS CLICK PTY LTD's obligations under the ESOS framework and the protections available to all international students enrolled with us.

2. Scope

This policy applies to all international students enrolled at SKILLS CLICK PTY LTD on a student visa, as well as all staff members, trainers, assessors and third-party providers involved in the delivery of education and support services to those students.

3. ESOS Framework Obligations

As a registered CRICOS provider, SKILLS CLICK PTY LTD must comply with the ESOS Act 2000 and the National Code 2018. These obligations include providing international students with the following services and information:

- Proper orientation about the institution and course requirements prior to and upon commencement.
- Access to adequate support services to assist students with their studies and adjustment to life in Australia.
- Details of the designated Student Support Officer available to assist overseas students.
- Information about eligibility for course credit or recognition of prior learning.
- Clear grounds and processes for deferral, suspension or cancellation of enrolment.
- Information about the institution's complaints and appeals process.

4. Student Rights Under the ESOS Framework

The ESOS framework protects the rights of international students. Students enrolled at SKILLS CLICK PTY LTD are entitled to the following protections:

Right to Accurate Pre-Enrolment Information – You have the right to receive current and accurate information about courses, fees, study modes and other relevant details from SKILLS CLICK PTY LTD before enrolling. Students under 18 years of age will only be granted a visa if suitable accommodation and welfare support arrangements are in place.

Right to a Written Agreement – You have the right to sign a written agreement with SKILLS CLICK PTY LTD before or at the time of enrolment. This agreement sets out the services to be provided, the fees payable and the refund policy. You should retain a copy of this agreement for your records.

Right to Quality Education and Consumer Protection – The ESOS framework ensures consumer protection for international students. If SKILLS CLICK PTY LTD fails to deliver the services as advertised, you may be entitled to a refund or placement in an alternative course.

Right to CRICOS-Registered Courses – International students on a student visa must enrol in a course and with a provider listed on CRICOS. You should verify that both the course and campus location in your enrolment match the details recorded on CRICOS.

5. Key Protections Summary

Orientation – SKILLS CLICK PTY LTD provides a comprehensive orientation program covering course requirements, support services, student obligations and life in Australia.

Support Services – Students have access to academic support, welfare support and referrals to external services where required.

Contact Officer – A designated Student Support Officer is available to assist overseas students with any concerns or queries throughout their enrolment.

Course Credit – Students may apply for course credit or recognition of prior learning. Eligibility criteria and application processes are outlined in the Student Handbook.

Deferral, Suspension and Cancellation – SKILLS CLICK PTY LTD's Deferral, Suspension and Cancellation Policy outlines the grounds and procedures applicable to changes in enrolment status. Students will be informed of any decision in writing.

Complaints and Appeals – Students have the right to raise concerns and lodge formal complaints or appeals. Full details are provided in the Feedback, Complaints and Appeals Policy.

6. CRICOS Registration

SKILLS CLICK PTY LTD is registered on CRICOS as a provider of education services to international students. Our CRICOS registration details are:

- CRICOS Provider Code: 04211A
- RTO Code: 45377
- ABN: 78 608 602 526

Students can verify our registration and confirm that their enrolled course and campus location are correctly listed at: www.cricos.education.gov.au

7. Tuition Protection and Refunds

The ESOS framework includes Tuition Protection Service (TPS) provisions to protect international students' prepaid tuition fees. If SKILLS CLICK PTY LTD is unable to deliver a course, students will be assisted to find a suitable alternative course or will receive a refund of their unused prepaid tuition fees in accordance with the ESOS Act. Detailed information about fees, refund entitlements and the written agreement is provided in Section 6 and Section 7 of the Student Handbook and in the individual written agreement signed at enrolment.

8. Visa and Enrolment Obligations

International students studying on a student visa must comply with all visa conditions, including satisfactory course attendance and academic progress. SKILLS CLICK PTY LTD monitors attendance and progress in accordance with the National Code 2018 and will report non-compliance to the Department of Home Affairs via PRISMS where required.

Students are encouraged to speak with their Student Support Officer immediately if they are experiencing circumstances that may affect their ability to meet their visa conditions.

9. Complaints and External Review

Students who are not satisfied with the outcome of an internal complaint or appeal have the right to seek external review. The relevant external bodies for international students are:

- Overseas Students Ombudsman (international students): www.ombudsman.gov.au — Phone: 1300 362 072
- ASQA (training quality complaints): www.asqa.gov.au/complaints

For further information about making a complaint or appeal, please refer to the SKILLS CLICK PTY LTD Feedback, Complaints and Appeals Policy.

10. Further Information

For more information about the ESOS Framework and your rights as an international student, visit:
<https://www.education.gov.au/esos-framework>

For any questions about this policy or your rights under the ESOS framework, please contact:

- Student Support Officer, SKILLS CLICK PTY LTD
- 15 Hawker St, Airport West VIC 3042
- Phone: (03) 9995 2359
- Email: info@skillsclick.edu.au