STUDENT SUPPORT SERVICES

Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman’s services are free, independent and impartial. You can find out more about this service on their website: www.oso.gov.au The OSO also produces an email newsletter for international students. You can subscribe to the newsletter on the OSO website.

- Victorian Ombudsman - www.ombudsman.vic.gov.au

Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution is unable to fully deliver your course of study. The TPS may also assist you if you have withdrawn from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.

The TPS will make ensure that you are able to either:

- Complete your studies in another course or with another institution, or
- Receive a refund of your unspent tuition fees.

Under the Tuition Protection Service international students have a number of rights and obligations. For more information visit the Tuition Protection Service website.

Support services

NorthEd International College Support Services

Student support forms a large part of Australia’s education system. NorthEd will provide students information to access specialist services to help international students adjust to life and study in Australia, and to achieve their goals. This includes student services such as:

- Language and academic support.
- Designated international student advisers.
- On-arrival orientation programs.
- Childcare, health and counseling.
- Suggested Student accommodation.
- Employment services.
- Prayer and worships rooms.
- Banking, shopping and food outlets.
- Clubs, societies, sport and fitness facilities.

You will also be able to enjoy the social side of studying as well. You can join a club or society, improve your health and fitness in the gym, join a sports team, attend a social event, or volunteer for community service.