

### **1. Where do I lodge my visa application?**

From 1 August 2009 all student visa applications for citizens of Pakistan (living in Pakistan or New Zealand) and citizens of Afghanistan (living in Pakistan or Afghanistan or New Zealand) will be processed by the Adelaide Offshore Student Processing Centre (AOSPC) in Australia.

Student visa applications lodged from 1 August 2009 must be lodged directly with the AOSPC. Student visa applications sent to the Australian High Commission in Islamabad on or after 1 August 2009 will not be accepted and will be returned for lodgement with the AOSPC.

Citizens of Pakistan (living in Pakistan or New Zealand) and citizens of Afghanistan (living in Pakistan or Afghanistan or New Zealand) must lodge their student visa application to the AOSPC by post or by courier. Please note you cannot lodge your application online.

By mail: AOSPC GPO BOX 1393, ADELAIDE SA 5001, Australia

By courier: AOPSC 4th Floor, 55 Currie Street Adelaide SA 5000, Australia

### **2. I lodged my application before 1 August 2009, will my application be sent to the AOSPC?**

No. If a student visa application has been lodged with the Australian High Commission in Islamabad before 1 August 2009, the Australian High Commission in Islamabad will continue to process and finalise this application. It will not be transferred to the AOSPC for a decision.

### **3. How long does it take to get a student visa when the visa application is lodged with the AOSPC?**

Once we receive your application an acknowledgement letter will be sent to you by e-mail or post within 7 working days.

Your application will then be allocated to a case officer as soon as possible for assessment for a Pre-Visa Assessment (PVA). If necessary your case officer will contact you by letter or e-mail informing you of any additional documentation needed to complete your application.

Our service standard to finalise a complete visa applications is 90 days. However, we strongly suggest that you lodge your application as soon as you have all relevant documentation and **at least 16 weeks prior to your course commencement date**. If you do not allow for the recommended timeframes there is no guarantee that you will receive your visa in time for your course start date.

Applications are assessed in the order they are received by this office and cannot be granted more than 16 weeks before your course commences.

The amount of time taken to finalise individual applications may vary significantly depending on processing requirements and application completeness.

**Please note:** The Australian Government may undertake verification checks on documents lodged in support of a student visa application, including financial statements and educational qualifications.

In some cases, if documents are unable to be verified and a case officer is unable to be satisfied the document is genuine, the application may be refused.

Applicants are advised that there are currently difficulties in verification of documents from the following areas:

SWAT  
FATA

Applicants should be aware that if documents are provided from these areas, processing times for their applications may be longer than published timeframes due to the difficulty in verifying documents.

**4. What is the student visa application charge (VAC)?**

To find the current student Visa Application Charge (VAC) go to:

<http://www.immi.gov.au/allforms/990i/students-visa-charges.htm>

**5. Do I send original documents with my application?**

No. The Adelaide Offshore Student Processing Centre (AOSPC) does not require original documentation for the purpose of processing visa applications.

The application is required to be lodged by post or courier using the correct visa application form, but when providing supporting documents, please ensure they are in one of the following formats:

Scanned copies of the original documents emailed directly to the AOPSC; or  
Scanned copies of certified documents emailed directly to the AOPSC; or  
Certified copies of the documents mailed to the AOPSC.

The AOSPC email address is [offshore.student.processing.adelaide@immi.gov.au](mailto:offshore.student.processing.adelaide@immi.gov.au)

By mail: AOSPC GPO BOX 1393, ADELAIDE SA 5001, Australia

By courier: AOPSC 4th Floor, 55 Currie Street Adelaide SA 5000, Australia

Providing scanned copies of documents by email reduces postal and administrative delays in receiving and processing information. Please DO NOT send this office any original documents or duplicates previously provided unless you are requested to do so by a departmental officer.

A certified copy is a copy of an original document that has been authorized or stamped as being a true copy of an original document by a notary public.

**6. Is there any way my application can be processed more quickly than the others?**

No. Applications are strictly processed in order they are received at the AOSPC.

**7. Can I change my course offer or education provider during application processing?**

Yes. It is possible to change a course offer or education provider during processing of your application at any time until a final decision is made. If the new letter of offer or Confirmation of Enrolment is for a longer period than that initially provided to this office, and you change your course or education provider after the Pre-Visa Assessment (PVA) stage, your ability to meet the additional financial requirements will need to be assessed. The application would retain its place in the processing queue. Please refer to the DIAC website for further information:

<http://www.immi.gov.au/students/students/chooser/index.htm>

**8. When should I pay my tuition fees?**

This is up to you to decide, however if you pay your tuition fees and your visa is unsuccessful you will need to contact your education provider to negotiate payment refunds. You may wish to wait until after you are notified by DIAC that you have passed the PVA stage before making payment to your education provider.

**9. Can I lodge my application and then send further documents at a later time?**

It is important that you include all the required documents when you lodge your application. Lodging a complete application can assist case officers to quickly make a decision. If you cannot provide all of the supporting documentation at time of lodgement, inform the department which documents are missing and when you expect to be able to provide them. Incomplete applications may be delayed or, in some cases, refused.

**10. Does having an agent prepare my application affect the outcome?**

If you provide a sufficiently complete application which meets the criteria for the grant of a student visa, then the visa will be granted. DIAC is not influenced in any way whether you use an agent or whether you prepare the application yourself.

**11. What are the English language requirements?**

Please go to the DIAC website for this information:

<http://www.immi.gov.au/students/index.htm>

**12. How much money do I need to obtain a student visa?**

You must have enough money to pay for travel, tuition and living expenses for yourself, your spouse and your dependent children for the duration of your stay in Australia. For information on how to calculate what is considered sufficient in your circumstances, please go to the DIAC website:

<http://www.immi.gov.au/students/students/chooser/index.htm>

**13. What are acceptable sources of income?**

Acceptable sources of income may vary depending on the visa subclass you are applying for. For more information, please go to the DIAC students website; select the subclass you are applying for, your country and go to number 3 'eligibility – financial requirements'.

<http://www.immi.gov.au/students/students/chooser/>

**14. Can a student loan obtained from a bank to fund my stay in Australia be terminated within the timeframe specified by the financial requirements?**

No. If you provide evidence of funds in the form of a student loan, that loan must be available for the whole time prescribed in the financial requirements for your visa subclass.

For example, if you are applying for a visa which is Assessment Level 4, you cannot terminate the loan within the first 36 months of your stay in Australia.

For information on the timeframe applicable to your visa subclass, go to the DIAC website:

<http://www.immi.gov.au/students/students/chooser/index.htm>

**15. Do I still need a savings history if I use a student loan to fully fund my study and stay in Australia?**

Yes you should provide documents as evidence of the income stream for person who holds the loan.

**16. What are the age requirements to study in secondary school in Australia?**

All students except exchange students must meet specific academic and age requirements. If you are applying for your first student visa, you must provide evidence that you have successfully completed Year 9 equivalent and your age is appropriate for your proposed Year level. An appropriate age means that if you are enrolled in:

Year 12, you will be less than 20 years of age at the start of Year 12  
Year 11, you will be less than 19 years of age at the start of Year 11  
Year 10, you will be less than 18 years of age at the start of Year 10  
Year 9, you will be less than 17 years of age at the start of Year 9

You also need to show evidence of the following:

- that your secondary school course will be at least 16 months;
- that you successfully completed a recognised secondary course lasting 2 years outside Australia. The course must have an Australian curriculum and be conducted in English by an Australian provider.

**17. What are acceptable methods of payment for my student visa?**

When making a payment to Adelaide Offshore Student Processing Centre, please pay by credit card, bank cheque or money order.

We accept American Express, Visa, Diners Card, Mastercard and JBC credit cards. If you do not nominate the payment amount in form 157A, or fail to fill out the correct credit card details, this will result in the application being invalid.

Cheques and money orders should be made out to the **Department of Immigration and Citizenship (DIAC)** in Australian dollars (\$AUD) and be payable through an Australian bank or an international bank which has an office in Australia.

If paying by credit card please complete the details on the application form or on a separate letter with the following details:

**Credit card number**  
**Expiry date**  
**Credit card holder's name and signature**  
**Fee amount**

Please note: do not pay by cash

If you require any further information on fees please visit our website at:  
<http://www.immi.gov.au>

**18. How do I get my visa label?**

Students who have their visa application approved by the AOSPC can have a visa label placed in their passport by any DIAC office overseas. For contact details of DIAC offices overseas details please visit the DIAC website at [www.immi.gov.au/contacts/overseas/](http://www.immi.gov.au/contacts/overseas/).

You should send your passport/s by courier together with a copy of your approval letter and return address advice (this is particularly important if your approval letter was sent to an address in Australia) to:

Visa Section  
Australian High Commission  
Constitution Avenue & Ispahani Road  
Diplomatic Enclave No. 1  
Sector G-5/4  
ISLAMABAD – PAKISTAN

You will need to provide a valid passport with 2 unused visa pages. Please note that we do not put visa labels on additional pages (inserts). If you have no more unused pages you should obtain a new passport or an additional booklet.

**19. If I marry after I lodge my application and prior to it being finalised do I need to notify the processing office?**

Yes, you should notify DIAC of any changes in your personal circumstances. Failure to declare your spouse or any dependants will generally render them ineligible to join you in Australia at a later date. If you are married at the time of application, you must declare your spouse and any other dependents.

**20. My student visa application has been refused, can I reapply?**

Yes, you can reapply at any time. If your circumstances change and you wish to reapply you may do so. The application will be considered on its merits and in the light of the legislative and policy requirements applying at that time. A new application charge will apply and any future applications should include all supporting documents and address the reasons for this refusal.

Please note there is no refund of the visa application charge.

**21. My parent's friend will be my guardian in Australia, is this ok?**

No, welfare arrangements can only be provided by a relative aged over 21 years who is nominated by your parents.

You must provide evidence of your relationship to this person and your relative must provide a police clearance from each country they have lived in for 12 months or more in the last 10 years.

Welfare arrangements can also be provided by your school. These arrangements will need to be provided by the school that you will study at while you are under 18 years of age. You should contact your school to determine what welfare arrangements they will accept. There is also now the option of one of your parents/custodians or relatives being able to apply for a student guardian visa (subclass 580). For more information go to: [http://www.immi.gov.au/students/student\\_guardians/580/index.htm](http://www.immi.gov.au/students/student_guardians/580/index.htm)

**22. Do I require Health Insurance to study in Australia?**

Yes. You must have health insurance while in Australia. Health insurance can be provided by obtaining Overseas Student Health Cover (OSHC) which provides medical and hospital insurance. For more information go to:

<http://www.health.gov.au/internet/wcms/Publishing.nsf/Content/health-privatehealth-consumers-oshc.htm>

**23. Do I need to have my health check before I lodge my application?**

No, do not attend a health examination before you lodge your visa application unless the information about your visa specifically asks you to do so. Otherwise, you will be advised by the department when to attend a health examination. For more information go to:

<http://www.immi.gov.au/allforms/health-requirements/index.htm>

**24. Where can I obtain further information about student visas?**

If you have any queries regarding your visa or would like more information about studying in Australia please visit our website at: <http://www.immi.gov.au/students/index.htm> or alternatively, you may call 131 881 from anywhere in Australia.

**25. I need to send additional information to my case officer to support my application, how do I do this?**

When addressing emails and posted materials please use the following:

**Your Given Name and Family Name**

**Your Date of Birth**

**File Reference number (if known)**

**ICSE Request ID (if known)**

**Your Case Officer (if known)**

Please ensure that these reference details are quoted on all correspondence in relation to your application.

For emails, the reference details should be included as the first part of the subject line.

For posted or couriered items, write the reference details clearly on the front of the envelope and on a sheet of paper attached to the enclosed material.

Correspondence to the Adelaide Offshore Student Processing Centre should be sent to the appropriate address as shown below:

By email: [offshore.student.processing.adelaide@immi.gov.au](mailto:offshore.student.processing.adelaide@immi.gov.au)

or

By mail: AOSPC GPO BOX 1393 Adelaide SA 5001, Australia

or

By courier: AOSPC 4th Floor 55 Currie Street Adelaide SA 5000, Australia

**26. How do I check the progress of my application?**

If you have applied for a student visa and you have appointed a migration agent or authorized contact to act on your behalf, all enquiries and correspondence should be directed through your migration agent or authorized contact.

Migration agents and authorized contacts can use the details below to check the progress of applications. All migration agents and authorized contacts must have been authorized by the

applicant on Form 956 *Appointment of Appointment of a migration agent or exempt agent or other authorised recipient*.

If you have applied for a student visa and have not appointed a migration agent or authorized contact, you may contact DIAC directly using the details below.

Should you wish to enquire about the status of processing times, an email sent to the [offshore.student.processing.adelaide@immi.gov.au](mailto:offshore.student.processing.adelaide@immi.gov.au) mailbox will generate an automatic response with current timeframes.

Should you have a further enquiry regarding your application, the preferred method of contact is that the query is sent to the above email address where it will be responded to as soon as possible.

Please be aware that due to the volume of applications received processing times can vary. No communication from this office within the processing timeframe is normal and should not be interpreted as a cause for any concern.

In order to allow all applications to be assessed as quickly as possible, please limit enquiries to matters relevant to the assessment and processing of your application. Repeat enquiries can delay application processing. Please do not send multiple copies of documents.

When a case officer has news or instructions, this will be communicated to you by post or email as soon as possible.