AUSTRALIA STUDENT VISA GUIDE

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Please use this guide to direct you step by step through the whole online visa application.

If you have a question, first consult this guide but when in doubt with a question or concern, call/email your program manager.

Screenshots are a HUGE help so send that along if you can!

Last Updated: 14 March 2019
Step 1: Create your ImmiAccount Login

   You will be taken to this page – click on the blue “Apply” box

2. Click “Create ImmiAccount” at the bottom:
3. Select “Individual” and fill in your details (Family name = last name, given names = first and middle name(s)) and do not use nicknames or abbreviations.

4. Continue setting up your account
5. This will bring you to this page, click continue

6. Click on “New application”

7. Click on “Student.” This expands your options and click “Student Visa (500)”
8. After viewing the terms and conditions, click that you have read them and click next

**Step 2: Application Context**

Tips:
- Enter your current location. Most of you are applying from the United States.
- Confirmation of enrolment – yes, you hold a CoE. You were sent this document when we told you to apply for your visa.
- Other evidence of intended study – no
- Education sector – Higher education
- Closure of education provider – no (this is important! Answer must be no!)
- Commonwealth funded student - no
Tips:
- Your CoE code is in the top right corner of your CoE document
- Is this course a continuation… - yes

Step 3: Primary Applicant Details

Tips:
- Enter your passport information exactly as it appears on your passport
- National Identity Card – most of you say no. If you have one, you know if you do.
- Answer the rest of the questions accordingly
- You do not need to enter any other identity documents
- Health Examination – say no. (This is referring to an exam specifically for the visa by a panel-approved doctor.)
- Place of issue/issuing authority is “United States Department of State” if you have a US passport. Other passports – your issuing authority should be on your passport somewhere.
Tips:
- Answer the question and provide additional documents if necessary

**Transaction Reference Number (TRN):**

Transaction Reference Number (TRN): EG06926C-1P

Additional identity questions

Provide further details below, where available.

**Previous travel to Australia**

Has this applicant previously travelled to Australia or previously applied for a visa?

Tips:
- This is asking if you are bringing a family member with you as a result of your visa (like bringing your child to be with you while you study.) Most of you will answer no. If your parent wants to travel to Australia with you to drop you off, the answer is still no because they will have their own tourist visa. Talk to your program manager if you are unsure.

**Accompanying members of the family unit**

Are there any accompanying members of the family unit included in this application?

Tip: Note the Transaction Reference Number (TRN) at the top of your screen. This number is something you may use later to check in on the status of your visa. Write it down somewhere or snap a quick picture of the number with your phone.
Step 4: Contact Details

Tips:
- Department Office: Choose the office closest to you. If you are in the US, Washington is the only option.
- Country of Residence:
  - If you are a US citizen or permanent resident, please choose “United States” from the country of residence drop down menu then provide your home address. Be careful about autofill!
  - If you are not a US citizen and have permanent residence elsewhere, you should still choose United States from the Country of Residence drop down menu since you are attending an undergraduate university. When you provide your address, please provide your address at your current university.
- Address and phone number in Australia: leave these areas blank
**Step 5: Authorized Recipient**

Tips:
- Please choose no. If you choose yes you will need to fill out a lengthy form and often communication will go straight to that person rather than to you. You do not need an authorized recipient.
- Provide your email. Ideally this is the same email Arcadia is using with you and make sure it’s an account you check frequently. You are notified via email when your visa is granted!
Step 6: Non-Accompanying Family Members

Tips:
- This question is simply asking if YOU have a family (like a spouse or children). Please choose No.

Tips:
- This question is asking if you have parents and/or siblings – most of you will say yes

Tips:
- Enter the information for each family member
Step 7: Genuine Temporary Entrant

Tips:
- Copy and paste the text that was in a word document attached to your CoE and visa email. It should look like this:

[ENTER TODAY’S DATE like 20 NOVEMBER 2018]
Dear Visa Officer,
I intend to genuinely stay in Australia temporarily.
Sincerely,
[YOUR FULL NAME AS IT APPEARS IN YOUR PASSPORT]

- Save the word document of this message with the appropriate date/name. You’ll need to upload this later.

Step 8: Funding for Stay

Tips:
- Select yes
- Select “Other financial Support”
  o In the box write “I have the funds to support myself while studying in Australia.”
Step 9: Health Insurance

OSHC health insurance is a certain type of health insurance that the Australian government wants their students to have and is needed to get a visa. Your Australian school registered you for it and now this application just needs the proof.

Tips:
- Select yes, you have OSHC, and it will expand to more questions:
  - Was it organized by the education provider – yes
  - The name of health insurer is listed on your CoE next to "OSHC Provider Name"
  - Insurance policy number – this number should be in the comments section at the bottom of the “Student Details” section on your CoE or emailed to you by your Australian school or their insurance provider (like BUPA). If you do not have either of those things yet, you can leave the policy number blank. Email your program manager a screenshot if the application does not let you proceed without a policy number.
  - Here is where you can find your Insurance Policy Number:
    - Bond University - in CoE comments
    - James Cook University - in CoE comments
    - Griffith University - in CoE comments
    - Macquarie University - your Macquarie student number + MU (example: 1234567MU)
    - Queensland University of Technology -
    - University of Melbourne - In an email we forwarded you from Melbourne/BUPA
    - University of New South Wales - You do not have an insurance policy number yet. When asked if the OSHC was organised by your provider, make sure you selected "yes." You are prompted to attach further documentation (the Letter of Insurance attached) in the beginning or end of the process. Make sure you upload the letter at some point.
    - University of Queensland - in CoE Comments
    - University of Sydney - Provider ID number on CoE + US (example: 1234567US)
    - University of Technology Sydney - Medibank policy, comes via email
    - University of Wollongong - In an email you received from BUPA
  - The dates of coverage are on your CoE as “Student Health Cover (OSHC) Start date: and End date:"

![Application for a Student Visa](image-url)
Step 10: Education

Tips:
- Highest level of schooling: Secondary
- Has the applicant completed or is currently enrolled in any other studies… : Yes
- Has the applicant previously studied in Australia: Answer accordingly

Tips:
- Most of you have only completed a high school diploma so you would answer like in the screenshot “secondary school”
- Course name – High School Diploma (in Australia “course” can mean different things)
- Write your high school name
- Education History – yes
- Click the button to add details. See next screenshot.
Tips:
This is What pops up when you add details.

You can see the information for a sample student as an example. Click on each drop down menu and select what is most fitting for you. Course name is your major. The institution is **whatever university you attend**. Students that go to Arcadia would write Arcadia University but if you are just studying abroad through Arcadia, you write your school's name there.

- If you have attended more than one school, add another line of details and complete this again. If we asked you for an additional transcript, that means you should fill out a section for that school as well.

**Step 11: Employment**

Click “Add” and see the next screenshot
Tips:
- Your employment status should be “Student”
- Answer the future employment question (no screenshot here but just add a sentence about what you want to do after graduation.)

Step 12: Language
Tips:
- Answer the questions accordingly. The language ability question is referring to an English language ability test which would be “no” for native English speakers.
- Under the Study in English language section, most students will click yes, no, no.
  - A box will appear and write “bachelor degree in progress”
- If your main language is not English, you will be asked the following questions:
  - Did the student complete at least five years’ study in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland?
  - Did the student have successfully completed in Australia in the English language either the Senior Secondary Certificate of Education or studies at the Certificate IV or higher level, in the two years before applying for the student visa?
  - Did the student take the test (TOEFL) no more than two years before the student visa application?
    - Note: Please answer these questions accordingly. If all of your answers are NO and you do not meet the English requirements, you may be asked to take a TOEFL exam.
    If you have questions about this, please contact the Australian Visa Global Service Centre:
    Telephone: +61 2 6196 0196
    Hours: Monday to Friday 10:00am – 5:00pm (Eastern Standard Time)
Step 13: Countries Visited

Tips:
- If you have visited any countries in the last 10 years, select yes
  - If yes, click “Add” and create an entry for each time you went to a country, including multiple entries. For example, if you went to France for 3 days, Germany for 2, then back to France for another 3 days, make three separate entries and include the dates for each. If it was a vacation/school trip, just write “tourism” as the description. If you aren’t positive about dates, make your best guess.

Step 14: Visa History

Answer the questions accordingly.
Step 15: Health Declaration

Tips:
- The hospital or health care facilities question is asking if you have a chronic physical condition that you anticipate needing hospital care for (like dialysis.) If you think the answer to this is “yes,” also let your program manager know.
- **Especially if you think the answer is “yes” to the bottom three questions (about tuberculosis, conditions requiring treatment, or required assistance) please save your application and contact your program manager immediately.** Do not move forward with the application until you talk to your program manager. Answering yes to these questions will delay your application and the government will require additional documents and a special doctor appointment before considering your application.
- Besides the first question which might be yes depending on your circumstances, you can keep moving forward if the rest of the questions are answered “no.”

Step 16: Character Declarations

Tips:
- Answer as application
- Please note that there is a difference between being charged with an offense and being convicted of an offense. If you have an arrest record of any kind and are not sure about how to answer this, you should speak to the police station associated with your arrest, or your lawyer.
- If you answer yes to any of these questions, you will be asked to submit additional documentation which will likely include an overseas penal clearance. You can find out how to apply for one based on your country here: [http://immi-to-australia.com/pdf/Character.pdf](http://immi-to-australia.com/pdf/Character.pdf)
For example, students from the United States will be directed here: https://www.homeaffairs.gov.au/about/contact/offices-locations/usa Please scroll down to the Police Check section. Read the information thoroughly including the type of penal clearance needed, how to apply for it, and the processing time.

This will delay your visa processing time so it is extremely important that you apply for your visa as soon as possible and follow the instructions closely to get your supporting documents as soon as possible. For any questions regarding this, call the Australian Visa Global Service Centre:

- Telephone: +61 2 6196 0196
- Hours: Monday to Friday 10:00am – 5:00pm (Eastern Standard Time)

If this applies to you, contact your program manager immediately

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**Character declarations**

If the applicant answers 'Yes' to any of the character declarations they must give all relevant details. For combined applications, state which applicant the declaration applies to.

If the matter relates to a criminal conviction, provide:

- the date and nature of the offence
- full details of the sentence
- dates of any period of imprisonment or other detention

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has any applicant ever been charged with any offence that is currently awaiting legal action?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has any applicant ever been convicted of an offence in any country (including any conviction which is now removed from official records)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has any applicant ever been the subject of an arrest warrant or intercept notice?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Has any applicant ever been found guilty of a sexually based offence involving a child (including where no conviction was recorded)?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Has any applicant ever been named on a sex offender register?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Has any applicant ever been acquitted of any offence on the grounds of unsoundness of mind or insanity?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Has any applicant ever been found by a court not fit to plead?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Has any applicant ever been directly or indirectly involved in, or associated with, activities which would represent a risk to national security in Australia or any other country?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Has any applicant ever been charged with, or indicted for, genocide, war crimes, crimes against humanity, torture, slavery, or any other crime that is otherwise of a serious international concern?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Has any applicant ever been associated with a person, group or organisation that has been or is involved in criminal conduct?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Has any applicant ever been associated with an organisation engaged in violence or engaged in acts of violence (including war, insurgency, freedom fighting, terrorism, protest) either overseas or in Australia?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Has any applicant ever served in a military force, police force, state sponsored / private militia or intelligence agency (including secret police)?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Has any applicant ever undergone any military/paramilitary training, been trained in weapons/explosives or in the manufacture of chemical/biological products?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Has any applicant ever been involved in people smuggling or people trafficking offences?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Has any applicant ever overstayed a visa in any country (including Australia)?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Has any applicant ever had any outstanding debts to the Australian Government or any public authority in Australia?</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
Step 17: Student Declarations

Please read carefully and answer the questions accordingly.
Step 18: Review the information you’ve entered.

Review it carefully and make sure everything is detailed, honest, and accurate.

**Step 19: Supporting Evidence**

**Tips:**

- **Evidence of Health Insurance** – upload your CoE
  UNSW students only: Upload your insurance letter here in addition to CoE
- **Evidence of Identity** – upload a photocopy of your passport. This should include your passport number, photo, issuing country, date of issue an expiration, and signature.
- **Evidence of Genuine Temporary Entrant Requirement**: please upload the Genuine Temporary Entrant Requirement word document sent to you via email by Arcadia (be sure to add the date and your name).

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**Application for a Student Visa**

**Attach documents**
Transaction Reference Number (TRN): E00K5QX1P

Attach the documents listed below then click Next to pay for and submit the application.

If you choose to submit the application without attaching all required documents, you will need to provide a reason.

Applications submitted without all the required documents may take longer to process.

There are specific **quality and formatting** requirements when scanning documents.

0 attachments received of 60 maximum.

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**Required**

- Health Insurance - Students, Evidence of
  0 Received

**Add documents**

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Please select a value...</th>
</tr>
</thead>
</table>

- Identity, Evidence of
  0 Received

**Add documents**

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Please select a value...</th>
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</thead>
</table>

- Genuine Temporary Entrant Requirement, Evidence of
  0 Received

**Add documents**

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Please select a value...</th>
</tr>
</thead>
</table>

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Step 20: Online Payment

Tips:

- Most students should choose debit/credit card
- Some reasons that your payment could be denied are:
  o Maxed out daily spending limit for debit cards
  o The credit card company stops the charge because it is coming from another country and looks like fraud
- We recommend that you contact your bank to make sure you have the daily spending limit modified as needed and make sure they know you are trying to make a charge that will show up as an Australian charge.

Congratulations! You’ve applied for your visa! Keep an eye on your email for the grant notification.

Notes

Checking the Status of your Visa

Approximately 2-3 days after submitting your online application, you should query the status of your application to determine if your application has been approved using VEVO (Australian Immigration’s Online Visa Query System).


- Go to the VEVO website address above.
- Select Check your own visa details with VEVO
- Read the Terms and Conditions before selecting to agree to them.
- Enter your TRN (Transaction Reference Number) OR password (used on your initial online application), date of birth, passport details and country of passport as prompted and click OK.
  o If your status is approved, please print out the web page and carry this with your passport.
  o If your status is listed as pending, please allow a few more days for processing.
  o If, after two weeks, your application is still listed as pending, please contact your program manager.
  o If your status is not approved, please contact your program manager immediately.

Visa Processing Time

The average processing time is about four weeks, however, each case is very different and some applications can take longer. The exact time will depend on: whether you have provided all supporting documents with your application, whether we need additional information from you and how you respond to any requests for this information, and whether you need to undergo health checks, or provide biometric information, English proficiency information, or police record information.

If your visa is not approved after three weeks of submitting your application, please notify your Program Manager.

Other

It is the student’s responsibility to apply for their visa in a timely manner after receiving their CoE. The CoE cannot be issued by the student’s Australian institution until the necessary documents are received; it is also the student’s responsibility to return these documents to Arcadia in a timely manner.

Visa applications are always changing, so if you notice a difference, please contact your Program Manager to let them know.

When in doubt with a question or concern, call/email your program manager. Screenshots are a huge help so please send one with your question.