



Stronger migration and visa services

Changes to online Student visa applications for clients living in Australia

From 1 July 2010 all Student visa applications lodged online by clients living in Australia will be processed at the Department of Immigration and Citizenship (the department) Onshore Student Processing Centres located in Sydney CBD, Adelaide and Perth.

Lodging an application

A Student visa application can be lodged online – the online service provides easy and secure access to lodge a visa application. For access to this service please visit our website at www.immi.gov.au/e_visas/students.htm.

From 1 July 2010

Student visa applications lodged online for clients living in Australia will be processed at one of three locations:

- Sydney CBD Onshore Student Processing Centre (for clients living in New South Wales, Australian Capital Territory and Tasmania)
- Adelaide Onshore Student Processing Centre (for clients living in South Australia and Victoria)
- Perth Onshore Student Processing Centre (for clients living in Western Australia, Northern Territory and Queensland).

Contacts

Before an application is lodged

We encourage you to visit our website at www.immi.gov.au. You can also contact the general enquiries line on 131 881 between 8:30 am and 4:30 pm Monday to Friday.

After an application is lodged

You can check the progress of your student visa application lodged online. Please visit our website at http://www.immi.gov.au/e_visas/check-progress.htm.

More information

For more information please see *Changes to the online student visa lodgement arrangements – frequently asked questions*.



Stronger migration and visa services

Changes to online Student visa applications for clients living in Australia

Frequently asked questions

Where should I lodge my Student visa application?

You can lodge a Student visa application online – the online service provides easy and secure access for clients living in Australia. For access to this service please visit our website at www.immi.gov.au/e_visastudents.htm.

Why lodge an application online?

The department has a range of online services which provide easy and secure access.

The online service includes information on the visa options available for clients seeking to study in Australia. It also provides links to other organisations that may be able to provide support while you are studying in Australia.

For more information visit our website at www.immi.gov.au/students/.

How do I contact the onshore student processing centres?

The department can be contacted by email, phone or in person. We encourage you to visit our website at www.immi.gov.au or contact the general enquiries line on 131 881 between 8:30 am and 4:30 pm Monday to Friday.

You can also check the progress of your student visa application lodged online. Please visit our website at http://www.immi.gov.au/e_visastudents/check-progress.htm.

More details can be found on our website at www.immi.gov.au/contacts/australia/processing-centres/students/index.htm.

When should I contact the onshore student processing centres?

The onshore student processing centre will contact you shortly after your application has been lodged. They will either request additional supporting documents or advise you when a decision has been made.

Will I need to go to the onshore student processing centres or a DIAC office?

No. The student processing centre will contact you if an interview is required which may take place at the office closest to where you are living.

Does an online Student visa application cost more than a paper application?

No. Online and paper Student visa applications attract the same fee.

What documents should I provide with the student visa application?

For information on what supporting documents are required for a Student visa application, visit our website at www.immi.gov.au/students/checklists/.

You should ensure that you lodge a complete visa application – a decision may be made on the basis of the information provided with your application.

You should attach supporting documents when you are lodging your online application. You can attach supporting documents to your online application before a decision has been made.

For more information on how to attach documents to the online application visit our website at www.immi.gov.au/e-visa/students-attachments.htm.

If you do not attach supporting documents to the online application you can email them directly to the student processing centre handling your application. If you are requested to provide further supporting documents the onshore student processing centre will advise you how to submit the additional information.

How do you know when an application has been decided?

A notification will be sent when a decision has been made to the contact given in the visa application. If your Student visa application is approved, you should retain the grant notification as proof of your status as you do not need a visa label placed in your passport. Your visa information is stored by the department electronically and is linked to the passport number provided in your visa application.

You may access information regarding your visa online at www.immi.gov.au/e-visa/vevo.htm.

Why has the lodgement and processing been changed?

The department is undergoing a wide-ranging transformation program to position itself as the best immigration and citizenship organisation in the world.

Transforming the department will allow us to improve our client service performance, improve the consistency in our decisions and deliver service more efficiently and effectively. The delivery of the transformation program has commenced across a range of products and services.