

## HALF-PRICE FOR STUDENTS

Students enrolled in preschool, elementary, high school, technical, college, and graduate programs are entitled to pay half price for admission to concerts, shows, and cultural or artistic events, upon presentation of a valid student ID.

Students also receive a 50% discount on public transportation fares (bus, subway, and train). In some cities, free public transport is available to students who meet certain criteria, such as low income and participation in social programs. For more information, contact SPTrans, Metrô, CPTM, or the local Department of Transportation.

Note: These benefits do not apply to students enrolled in non-degree or informal courses.

## NON-DEGREE COURSES

There is a wide range of non-degree courses available in Brazil, including arts, languages, computer skills, crafts, and vocational training. These may be free when offered by public institutions, nonprofit organizations, or NGOs, or paid when offered by private companies. In the latter case, this constitutes a consumer relationship governed by the Consumer Protection Code.

## ATTENTION

- Be cautious with schools that promise guaranteed employment after completing a course, as there is no way to ensure a student's placement in the job market. Be suspicious if a company promises a job upon course completion – it could be part of the so-called "scholarship scam." Do not sign up and report it to Procon-SP (São Paulo's consumer protection agency).
- Before enrolling, visit the course location, check the facilities and available resources, talk to current students, and, if possible, attend a trial class.
- Be careful with "free" courses that require the purchase of expensive course materials. If you're dissatisfied, you may find it difficult to return the materials and get a refund.
- Pay attention to vocational training programs that offer professional certification. Depending on the field, the course may need to be officially recognized by a professional licensing board or council.

## COURSE CANCELLATION

The cancellation terms for non-degree courses must be clearly outlined in the contract. If enrollment was made outside of the educational provider's premises - such as via the internet, WhatsApp, phone, or at home - the consumer is entitled to cancel the agreement within seven (7) calendar days from the contract signing date, with the right to a full and immediate refund of any amount paid.

To ensure legal proof, submit the cancellation request in writing (this may include a handwritten letter, email, or text message), send it directly to the institution within the 7-day period, and retain a copy or receipt of the communication for your records.

### USEFUL CONTACTS:

**SP Trans** Transportation Card (Bus, Subway, and Train):  
Address: Rua Boa Vista, 236 - Downtown - São Paulo/SP  
Business Hours: Monday to Friday, from 8 a.m. to 5 p.m. (excluding holidays)  
Phone: 156  
<https://www.sptrans.com.br/fale-conosco/>

**Etec:** <https://www.cps.sp.gov.br/>

**Ministry of Education (MEC):** [mecsp.metasix.solutions/portal](https://mecsp.metasix.solutions/portal)  
Phone: 0800-616161

## PROCON-SP – SERVICE CHANNELS

- 🌐 **Site:** [www.procon.sp.gov.br](http://www.procon.sp.gov.br)
- 📞 **Call 151 (in the City of São Paulo)**  
Monday to Friday, 9am to 3pm
- 👤 **Face-to-face service in the City**  
**São Paulo appointment required:**  
[procon.agendasp.sp.gov.br/eagenda.web/procon](http://procon.agendasp.sp.gov.br/eagenda.web/procon)
- 🏛️ **Other municipalities:** Consult your city hall or the Procon-SP website
- 🗣️ **Ombudsman:** [fala.sp.gov.br](http://fala.sp.gov.br)
- 📷 **@proconsp**
- 📺 **@proconspoficial** **@TVProconSP**

# BASIC CONSUMER RIGHTS FOR REFUGEES AND IMMIGRANTS

# EDUCATION

Realization:

**PROCONSP**

Support and collaboration:



All individuals who enter the country voluntarily or as refugees, regardless of nationality, **have the same consumer rights guaranteed to Brazilian citizens**, as established by Law No. 8,078 of 1990, known as the Consumer Defense Code (CDC).

Procon-SP is a public agency created to protect and uphold these rights, providing free services to consumers.

Refugees and immigrants with provisional documentation have the right to obtain a CPF (Individual Registration) issued by the Federal Revenue Service. With this document, they can access basic free services, such as medical care through the public health system (SUS), as well as services available in the consumer market.

## EDUCATION

*Check out our guidelines and tips on how to access and enroll in educational services in the country.*

### FREE PUBLIC EDUCATION IS A RIGHT FOR ALL

In Brazil, education is a social right guaranteed by Article 6 of the Federal Constitution. The government must provide free public schooling to everyone.

Basic education — consisting of preschool, elementary, and high school — is free for all children and teenagers between 4 and 17 years old, according to the Education Guidelines and Framework Law. Free education is also available for young children (ages 3 to 5) and adults (15 and older) who did not complete elementary or high school.

Enrollment in public schools must be done at the school itself by the students if they are 18 or older, or by a parent or legal guardian if the student is a minor.

Anyone seeking professional training for the job market can apply to state technical schools (ETECs), which are free and offer more than 260 technical and specialization programs. Admission is through an entrance exam known as the "vestibulinho"

### TO KNOW MORE

To find the nearest ETEC in your region:  
<https://www.cps.sp.gov.br/etec/etecs/>

### PRIVATE EDUCATION

In Brazil, it is also possible to attend early childhood, elementary, secondary, and higher education through private schools. In these cases, the relationship is considered a consumer contract since you are paying for the service, and it is essential to understand your rights.

### CONTRACT AND REGISTRATION FEES

The school contract must be read carefully. According to Article 31 of the Consumer Protection Code, the document must include clear and accurate information. If you have questions, contact the school before signing. Tuition may be charged by

semester or annually and is usually divided into monthly installments. Schools also typically charge a registration fee, which must be deducted from or included in the total tuition fee. The total number of monthly installments may not exceed 12 in one year.

Current students have the right to renew their enrollment, but they must clear up any outstanding debts beforehand.

### TUITION ADJUSTMENT

Tuition increases are legal once a year, but they must reflect actual changes in the school's operational costs — such as staffing or infrastructure improvements. Upon request, the school must provide a breakdown of these costs.

### SCHOOL SUPPLIES

When purchasing school supplies, consumers have the freedom to research and compare prices. Therefore, schools cannot require families to buy from a specific store or dictate which brands to purchase. Doing so constitutes "tied selling", a practice prohibited under Brazil's Consumer Protection Code. The only exception applies to specific workbooks that are part of the school's adopted educational system. De même, les matériaux d'usage collectif, comme le papier hygiénique ou les produits de nettoyage, ne peuvent pas être exigés de la part de l'élève.

### HIGHER EDUCATION

Higher education programs in Brazil are only valid if they are authorized and recognized by the Ministry of Education (MEC). This ensures that private institutions meet minimum quality standards.



**Attention:** Before enrolling in a private college or university, visit the E-MEC Portal to confirm the course's accreditation status: <https://emec.mec.gov.br/>