

Submission template

Please note that the Department usually publishes and reserves the right to publish any written submission received and the names of persons making written submissions in the course of this consultation process.

If you consider that information in your submission should be treated as confidential, or if you wish to remain anonymous please clearly indicate this in your submission or in a cover note and provide reasons for your request.

The Australian Government reserves the right to accept or refuse a request to treat information as confidential and will use the criteria set out in the Department of Finance and Deregulation's Financial Management Guidance No. 3 on confidentiality in procurement, July 2007, as a guide when determining whether to accept a claim for confidentiality. Information relating to individuals will be protected under the *Privacy Act 1988*. Requests for access to such information will be dealt with under the provisions of the *Freedom of Information Act 1982*.

The template reflects the terms of reference for the review and the issues identified in the issues paper. Please refer to the issues paper and terms of reference for more information.

A field for general comments has been included below for you to raise additional issues.

Written submissions are to be received by 30 October 2009 and sent by email to:
esosreview@deewr.gov.au.

About you:

Institution / organisation

Name:

Chinese Australian Services Society Cooperative Ltd. (CASS)

Sector:

Community organisation

Prepared by:

xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Contact details:

xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Student / individual

Name:

Institution / organisation:

Course / role:

Home Country:

Contact details:

Supporting the interests of students

i. How can the quality and accessibility of reliable information be improved? What role can ESOS have in ensuring providers and their agents are held to account for supplying prospective and current international students with accurate and timely information?

Comments

The needs of international students are similar to those of new migrants. Apart from information regarding their course of studies, they also need information such as housing and tenancy rights, part time employment, their legal rights and obligations; as well as social and recreational activities to help them understand Australian culture to enable them to integrate and enjoy life in Australia during their course of studies. Most of the providers and agents do not provide much concrete information for the international students on the topics mentioned above. Yet, this kind of information are vital for the smooth and successful settlement of the students so that they can focus and enjoy their studies. While their basic needs such as having a place to live are not met, international students have problems adjusting to the new environment. Further psychological problems such as anxiety and depression may occur.

Recommendation/s

It is recommended that an external party, such as not for profit community organisations, can be provided funding to provide services for the international students. Without the conflict of interests, these community organisations will be able to provide fair, open and accurate information for the students. Currently, the Department of Immigration and Citizenship provides funding for community organisations to provide service to the newly arrived immigrants to help them settle into Australia. Services provided include casework and the organisation of information sessions on different topics such as housing, tenancy rights, understanding the Australian culture and community resources.

Community organisations currently providing settlement services can be funded to run provide similar services to the international students to meet their particular needs. This is particularly beneficial for students who have English as their second language. It will be best if the services be delivered by a community organisation from the same ethnic background. Workers having the same ethnic background of the students will be able to better understand the students' particular culture, practices in their home countries, and the specific issues they will most likely face during their initial adjustment as overseas students. Information sessions and activities will be provided in the students' home language to enable better understanding. Providing services to overseas students as soon as they arrive from overseas to help them settle will prevent the development of more serious problems later. These organisations, apart from providing timely and accurate information for the students, will also act as a link between the provider and the community.

It is also recommended that funding for the services will be contributed by the providers and agents and administered by ESOS so that there is no direct financial link between the provider and the community organisations. This will enable the community organisations to provide services in an open and fair manner without the conflict of interest.

ii. How should the Australian Government and the international education sector protect international students if a provider closes? How should this be resourced?

Comments

Nil

Recommendation/s

Nil

iii. Are different mechanisms needed to support international students to resolve complaints effectively? Are additional complaint mechanisms needed?

Comments

Nil

Recommendation/s

Nil

iv. Should an international student's ability to change their education provider be limited, if so in what way?

Comments

Nil

Recommendation/s

Nil

Delivering quality as the cornerstone of Australian education

v. How can the intersection between ESOS and the underpinning education quality assurance frameworks be improved?

Comments

Nil

Recommendation/s

Nil

vi. Where do international students' needs differ to other students, such that additional or different regulation is required?

Comments

Nil

Recommendation/s

Nil

Effective regulation

vii. Is ESOS compliance and enforcement adequate?

Comments

Nil

Recommendation/s

Nil

viii. Can risk be better addressed through strengthening registration requirements and/or better targeting of compliance and enforcement action? How else can risk be managed?

Comments

Nil

Recommendation/s

Nil

ix. What should be the balance between a focus on inputs and prescription versus outcomes?

Comments

Nil

Recommendation/s

Nil

x. How can ESOS better support Australia's student visa program?

Comments

Nil

Recommendation/s

Nil

Sustainability of the international education sector

xi. What role should ESOS have in supporting the ongoing sustainability of the international education sector given the challenges it faces into the future?

Comments

Nil

Recommendation/s

Nil

General Comments

Nil

Thank you.