

Appendix B

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:

EP International Language School Brisbane

Sector:

ELICOS

Prepared by:

[Redacted]

Contact details:

[Redacted]

Student / individual

Name:

[Redacted]

Institution / organisation:

[Redacted]

Course / role:

[Redacted]

Home Country:

[Redacted]

Contact details:

[Redacted]

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

Recommendation/s

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

Comments

Recommendation/s

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

Comments

Recommendation/s

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

Comments

Being on the receiving end of student's transferring from other providers, I don't think it's necessary to limit the student's ability to do so anymore than it already is. If the next provider is aware of the situation when the other provider ceased studies with the student and accepts these reasons, the student should be able to still accept the student and not be restricted due to "letter of releases".

Recommendation/s

Either a case by case ruling on certain students or a more flexible approach for transfer students would be one way that the students can continue their education in Australia instead of being restricted just because it's a different provider.

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

Recommendation/s

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

Comments

- Ability to comprehend English in the ELICOS sector. This affects their understanding of regulations and therefore ability to comply with them which differs from other students.

Recommendation/s

- Providing regulations in different languages or providing a telephone service with translators to help them in understanding

Effective regulation

vii. Is ESOS compliance and enforcement adequate?

Comments

Recommendation/s

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

Recommendation/s

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

Comments

Recommendation/s

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

Comments

I'm not sure if ESOS handles PRISMS matters as much but the student visa information relating to the COE's on PRISMS could be linked in a more timely manner.

Recommendation/s

if it's possible to have an online form to discuss visa matters where different providers were able to ask questions to ESOS that would be helpful.