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Discussion questions

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

Currently, the Australian embassies have played an important role in disseminating the information from when the application first lodged to get visa to enter Australia.

There has been information system in place on how to live in Australia, the culture, the people and all other positive things which a person may encounter once they entered Australia.

What is missing from the Embassy is that it lacked control on the educational institution that provides education to the overseas students. I would like to emphasize that it is important to track the record of the quality of any educational institute in Australia prior to grant an educational visa to any student.

This is what ESOS may play an effective role in working together with overseas embassies in providing packages to the overseas students on what to expect from any educational institution that accept their particular admission prior to depart their respective countries.

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

Comments

Secondly, the Australian Government must protect the overseas student by providing a recommendation for any student at any particular institute in case of closes. Only this can the education of Australia be reliable internationally. Not only allowing a student to enter Australia but continuously, the Government also monitoring whether that particular person receives the appropriate education as they expected.

In Any event, the Government must provide special assistance to overseas students if they encountered any vulnerability in claiming their educational rights.

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

Comments

I think additional mechanisms should include periodical meetings with the department of education ministry in updating the students on what to expect in case of any policy changes that would affect their rights.

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

Comments

In this case, it would be difficult for international students to have a limited choice. Every students should have the same rights to choose any subject they wish to study and any institute they wish to go to as long as they can afford the school fees and meet the academic requirements.

Education is for everyone, and if we limit the student's rights to know and improve themselves I think it will infringe the basic universal human rights.

I would argue that the student's ability to change their education provider should not be limited to this end.

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

Having ESOS in place would do so much better in assuring the quality of education given to international students. However without cooperation with every educational institute on how the overseas students rights be protected, this policy will have no impact what so ever.

ESOS should control the quality of every educational provider in delivering educational materials to the overseas students.

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

Comments

It is also important to look at the intention of ESOS. If this policy is to promote quality of education to the overseas students then it must be exercised in this regard. A regular information on policy changes that might affect the students rights should be communicated promptly to every international students.

Effective regulation

- vii. Is ESOS compliance and enforcement adequate?

Comments

I don't have any comment on whether this compliance is adequate. Perhaps not until this regulation is in place and once it is implemented. Then we can see the outcome of it and what needs to be improve. As for this time, it is important considering Australia is the best place to study and it has the diverse range of educational subjects.

- 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

There should also be a regular monitoring to the educational provider in case of not meeting the expectation perhaps by using the student survey.

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

Comments

The focus should be based on Australian interest if it is for the promotion of education internationally. The kind of support should be delivered in this regard and if ESOS can play this role in strengthening its support for international students. I believe more students will have confident and security once they are admitted to study in Australia.

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

Comments

Objectively ESOS should promote students rights in meeting their academic requirements. If during their academic studies and their visa expired there should be a mechanism in place where that particular student academic interest will be protected. Such as providing an assurance that their student visa will be extended until they are graduated in case the visa expired. This way alone, will help the student by limiting their pressure by focusing on study alone instead of worrying about whether they'll be sent home without having their qualification.

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

ESOS should provide a protection of rights to the overseas students in case the student confronts any problem during pursuing their education in Australia.

ESOS should approve an independent commission in taking care of students complaints. I have an example where my friend came to Australia and he unfortunately forgot his laptop bag on a trolley, what happened was that his bag gone missing with money in it, laptop and including passport. This is one of the difficulties of a student if this sort of crime happened to the student. For this case, he did reported to the police but he said his not confident that he will recover his personal belongings.

I think there should also be a legal support for any students who experienced crimes in Australia. We can't simply refers them to public authority if they are non-citizen of Australia, it would be hopeless. Perhaps ESOS can play its role in cooperating with university on how to establish a legal aid support centre where student's complaints can be addressed adequately in conjunction with the existing police system.