

Supporting the interests of the students

iii: are different mechanisms ... needed?

response: yes, please establish these, as is suggested per page 8 of the Issues Paper.

With regard to difficulties in timely payment of tuition fees, there should be better protection for international students where there are extenuating, compassionate circumstances beyond their control which contribute to late payment.

There should be regulations in place that serve to ensure there are equitable hearings given to each case on its merits, so that international students are not disadvantaged by circumstances beyond their control. Fees policies currently differ from institution to institution with some being fair and supportive while others have quite harsh and inflexible rules. Penalties for even one day late payment of tuition fees can in some Universities mean cancellation of enrolment, reporting of status to compliance office- and DIAC and if student wants reinstatement, they are penalised and charged significant late fees. Mechanisms for protection of vulnerable students, such as committees to hear each student's case, should be written into regulation.

iv: Should an international ... what way?

response: keep the status quo.

vi: Where do international is required?

response:

a) the ratio of support staff per number of international students should be regulated/prescribed as at the moment it is not

b) reduction of study load should be allowed, especially in the first session

c) review of the effectiveness of IELTS to assist students at risk who fall in lower IELTS

Recommendations:

mental health screening included in health screening - information about mental health to agents/countries

Effective regulation:

vii: is ESOS ... adequate?

response:

- reduction of study load in first session, should be allowed/relaxed

Submission received from: Student support advisors team at UOW

- definition of full-time is 4 subjects. this disadvantages students trying to transition from home to Australian life & study. Domestic students do not have this rule.
- 3 year exclusion is overly harsh, when a uni applies 1 year exclusion. This may have to be decided case by case.

General Comments

(xi)

Students with children:

NSW government needs to change its policy on extremely high school fees for children of international students and also reinstate the transport concession for international students.