



Australian Government
Department of Education and Training

Student Service Delivery Working Group



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Australian Government
Department of Education and Training

Working Group Members

Urbanest

Study Group

Migrant Worker Taskforce

International Education Association of Australia

Holmesglen Institute of TAFE

IGLU

Griffith College

CISA

ISANA

NSW Government Schools

Universities Australia

TDA

Work to enhance the International Student Experience

- Strategies to reduce workplace exploitation
 - Ways to facilitate consistent and accurate pre-departure information
 - Improving international students' experience with accommodation
 - Fostering engagement between international students and communities
 - Identifying best practice in improving employability of international students
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Methodology

- Surveys
- Analysis of current data
- Key Reports
- Examples of good practice input from national experts
- Provide advice to the 'Expert Members'



Workplace Exploitation

- *Workplace exploitation issues are first and foremost issues for employers.*
 - *Expert Members encourage the Migrant Workers' Taskforce to consider measures that can help address exploitation at its source (particularly in those industries where international students are most commonly employed) and to enable access to redress for victims of exploitation (for example, through the work of the Fair Work Ombudsman).*
 - *Expert Members reiterated their ongoing support for the continuation of existing workplace rights for international students, including the current 40 hour per fortnight limit on work during study periods.*
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Role of Providers

Expert Members agree in-principle that providers should:

- *support students by ensuring they have access to the right information at the right time.*
 - *advise international students experiencing workplace exploitation on how to access existing redress mechanisms*
 - *take a leading role in eliminating workplace exploitation and underpayment on campus by ensuring on-campus businesses, including franchisees and contractors, comply with workplace laws.*
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National Code

Consideration be given to workplace exploitation issues when the National Code 2018 is next revised.

Support Material

The Department of Education and Training, the Fair Work Ombudsman and regulators develop guidance material to support education providers in dealing with workplace exploitation of international students.

Data Collection

Government work with the sector and other stakeholders to identify mechanisms to collate data about international students' experiences of working in Australia.



Accommodation

Work with appropriate bodies to:

- develop clear definitions to provide structure to the international student accommodation market*
 - ensure better understanding of requirements for students under 18 years old*
 - inform regulatory frameworks and minimum standards*
 - encourage the development of standards around the quality of homestay accommodation*
 - to encourage providers to exceed the minimum requirements under the ESOS Act pertaining to the provision of accommodation information.*
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Communicating the benefits of international education to the Australian community

- *develop a non-economic narrative around the value and benefits of international education*
 - *promote study in regional areas;*
 - *develop strategies to encourage engagement between international and domestic students*
 - *communicate good practice in the area of community engagement.*
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