



**INTERNATIONAL STUDENT GOOD PRACTICE PROGRAM  
FOR AUSTRALIAN EDUCATION PROVIDERS**

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## **Introduction**

The Council of International Students Australia (CISA) is committed to assisting, supporting and promoting Education Providers that appropriately meet their obligations and commitment to International Students across all visa types (Student, Tourist, Working Holiday, etc.).

CISA is committed to assisting Education Providers in Australia meet the consumer expectations of visiting International Students so that the Australian International Education Industry is renowned globally for quality and that International Students can achieve safe and successful outcomes.

CISA is looking for a commitment from Education Providers to the basic principles of this program so that international students can be helped to differentiate between the quality, commitment and the standards of different providers.

CISA's Good Practice Program intends to share good practice initiatives in the sector. We believe that sharing these good practices and assisting the Education Providers to work towards the principles in this Program will raise the overall quality of the international education sector in Australia.

## **1. Recruitment**

- a. The Education Provider will take steps to ensure that students and their families can be confident that an authorised agent is credible and has had proper training prior to being permitted to recruit students
  - i. Institutions shall provide a list of authorised agents, accessible by students and make a statement regarding the training and credibility of each agent listed.
- b. The Education Provider will ensure that payments for auxiliary student services (e.g. Accommodation, Student Welfare, and OSHC etc.) that are eligible for Agents commission or additional payments to agents are clearly declared to students.
  - i. Where possible auxiliary student services payments should be made direct from the student to the supplier of the service or through the Education Provider
- c. The Education Provider will outline the latest trends and opportunities both locally and within Australia regarding employment outcomes for the course being supplied

## **2. Pre-Arrival Information**

- a. The Education Provider will ensure that Pre arrival information is provided prior to the student's departure from Country of Origin (if the student is travelling from off shore) and not post arrival. The orientation program should be accessible to all international students and allow for late arrivals and students who begin at different entry points. This information should be easily accessible to students post arrival and for the duration of their visa length
- b. The Education Provider will adopt a comprehensive offline and online Pre Arrival orientation program explaining the realities of life in Australia and covering aspects regarding the environment and local details as appropriate.
  - i. Key Information should be available in other languages as appropriate to assist with optimal understanding (mainly for the student's family)
  - ii. Auditable checks, also in other languages as appropriate, should be completed to further assure comprehension
  - iii. Topics shall include but not be limited to: Cost of Living, Work Rights, Accommodation Options, Transport, General Visa Conditions, Health and Safety, Customs and Quarantine Information and Australian Culture.
  - iv. The Provider shall also accommodate for "after-hours" contact number from Institutes should a student arrive in Australia at a time outside the 'normal' working hours.

- c. The Education Provider is committed to helping outline transport options for International Students to and from the place of study
  - i. Estimated costs of transport will be prioritised as well as details of concessions available for International Students

### **3. Upon Arrival**

- a. The Education Provider will take steps to ensure that International Students are appropriately welcomed on arrival
  - i. Airport transport recommendations and options should be made clear
  - ii. Providers shall support the concept of a welcome desk or institute personnel being available to assist Students with queries at the airport.
- b. The Education Provider will provide ongoing information and assistance aimed at helping the student meet the basic needs of life in Australia (Safety, Health, Accommodation, Local Community Orientation, Integration and Social inclusion)
  - i. Documented and clear guides on shopping for food, transport and what to expect will be provided
  - ii. Providers shall organize activities to enable Students to settle in to their new environment.
  - iii. Information for provision of temporary accommodation must be clear, precise, and accessible to Students.

### **4. Orientation by Provider**

- a. The Education Provider will ensure comprehensive orientation including:
  - i. Localised information on the area and services (including safety)
  - ii. Operations and Institution policies
  - iii. Course overview
- b. The Education Provider will provide students the opportunity to contact a trained representative (external or internal) if in need of assistance
  - i. Critical Incident hotline
  - ii. Student counsellor
  - iii. Student Representative
- c. The Education Provider will clearly explain telecommunication and internet options, specific to the area of study.
  - i. Pre Paid Mobile
  - ii. Contracts
  - iii. Internet options in Australia

## **5. During Studies (Education and Cultural Integration)**

- a. The Education Provider will provide overarching care to its students
  - i. Scope to be clarified and supported to apply to all international students, not just under 18 years students.
  - ii. Transition period from Under 18 to Over 18
  
- b. The Education Provider will commit to assisting with the promotion to Employer groups regarding the understanding of International Students work rights and promoting international student as a viable option and valuable asset to Australia's economy.
  
- c. The Education Provider will recommend appropriate and vetted accommodation only with enforced standards for all kind of student accommodation options
  - i. Information and assistance from state tenancy authorities with regards to rental laws
  - ii. Promote cultural integration
  - iii. Recommended student accommodation and homestay providers should consider meeting the current industry standards such as the following for Homestay:
    1. A professional approach to ensuring that there is appropriate and compulsory (guaranteed) insurance cover for Hosts including Host Public Liability and Contents insurance as it applies to having International Student/s in their home.
    2. Documented and relevant training for host families and supporting data to demonstrate the training has taken place
    3. A documented agreement to be signed by all accommodation providers / host families outlining appropriate policies and their obligations to guests.
    4. A documented and comprehensive approach to student orientation
    5. A student policy which guides student expectations and outlines responsibilities of the host family and Homestay provider
    6. A 24/7 Emergency and Critical incident phone support strategy which meets an acceptable and professional standard
    7. An ongoing strategy for the management and accountability of all payments made on behalf of the student to the student accommodation provider / Homestay host
  - iv. Clarify the minimum standards of the different types of rental accommodation available such as shared accommodation, rooming houses, homestays and others.
  - v. Providers to ensure that immediate support is available to Students with regard to mistreatment in unregulated shared student housing, homestay or any alternative accommodation.

- d. The Education Provider will recognise the importance that public transport plays in a student life cycle, and commit to support actions that will make public transport an easy option:
  - i. Student discounts will be encouraged (if not already applicable) for all international students to promote continuing study in an area and student safety
  - ii. Information on the cost of alternative transportation shall be clear and precise.
- e. Public Safety to be proactively addressed by Education Providers. Providers shall ensure that Students are made aware of Safety on Campus and Safety in General (outside campus).
- f. Community Engagement and Cultural Awareness - The Education Provider will commit to community engagement strategies for International Students.
  - i. The Education Provider will commit to promoting Australian cultural events and endeavouring to promote opportunities for International Students to be included in local and National community events.
  - ii. Providers shall also facilitate cultural diversity through cross-cultural events and acknowledge contribution of the international student community at both local and national level.
- g. The Education Provider shall ensure that a representative or support service is present and accessible to Students during and after working hours. Providers will immediately act upon and assist International Students with any major issues including:
  - i. Emotional and Physical abuse
  - ii. Financial difficulties
- h. The Education Provider will ensure that the Guardian/Welfare provider for Under 18's is an independent, trained and accountable person (not the Institution or accommodation provider representative).
- i. Information on the breakdown of international student fees shall be made available by the provider and accessible to Students.

## **6. After Studies**

- a. The Education Provider will commit to ongoing actions and take a proactive stance in providing clear expression of graduating student options after study
  - i. Continued study
  - ii. Working Extension/Holiday
  - iii. Onshore visa processing for changing visa classes

- iv. Addressing Reverse Culture Shock on return to home country.
- b. The Education Provider will commit to actions that assist the student in the event of bad employer behaviour
  - i. Not abiding by Fair Work Act re International Students
  - ii. Visa being threatened by employer
  - iii. Low wages

## **7. Providers Support on Relevant Issues**

Where applicable, Providers will support the following issues to ensure an exceptional experience for international students in Australia:

- i. Concept of concessions for international students in all states and territories.
- ii. Improving healthcare costs and access for international students and their family.
- iii. Providing SSAF (Student Services and Amenities Fee) funding to international students and their causes.
- iv. Improved Overseas Student Health Cover (OSHC) Services
  - 1. Hospital access for International Students
  - 2. Equitable Public Hospital Charges for International Students
  - 3. Capping Education Provider commissions
  - 4. Insurance for non student visa students
- v. Concept of grandfathering the post-study work visa to all international students who are currently studying.
- vi. The existence of a strong student voice for international students.
- vii. Provider will support peak bodies advocating for international students and endeavour to improve the international student experience whenever possible.

## **8. Ongoing Commitment**

The Education Provider will work with CISA on continual improvement and ongoing opportunities to address issues and improve standards for International Students in Australia. CISA makes a commitment to actively help the market and endorse Australian Education Providers who display a commitment to the CISA Best Practice Program.