



ISANA SUBMISSION TO THE DEPARTMENT OF EDUCATION

PUBLICATION OF EDUCATION AGENT PERFORMANCE DATE: POLICY PAPER

The department released a policy paper setting out a strategy for the publication of all education agent performance data. Publication is expected in the middle of 2019.

Providing greater transparency of agent performance and allowing comparisons between agents will support providers and students to make more informed choices about which agents they work with. It will also give agents a better understanding of their own performance relative to their peers and encourage continuous improvement. Submissions are invited through the submissions portal by 5pm on Friday 8 February 2019

About ISANA: International Education Association

ISANA: International Education Association is the national professional association that represents people working with international students in Australia. It is a well-respected membership body that has provided services to international students and the professional staff who work with them since 1989. ISANA is a voluntary organisation, comprising a National Council, State and Territory branches and a general membership, with all office bearers elected by members. The association plays a key role in contributing to improving international student experience through policy and practice.

ISANA members work in universities, colleges and schools as well as with public and private organisations, making it unique as a cross-sectoral body engaging effectively with people working directly with students. Members are employed in administration, student support, compliance, policy, teaching and teaching support, in management and international education leadership roles.

ISANA has a dynamic relationship with groups whose responsibilities connect with international students' experience. It has a demonstrated record of collaboration with relevant organisations such as student representative organisations, government agencies, accommodation providers, police, fire, health, insurance, emergency services, community organisations and guardians. It is therefore responsive to issues that arise such as cultural adjustment, academic progress, health and wellbeing, safety and security, as well as the needs of younger students.

ISANA has always taken an active interest in the development of government and institutional policy, and the impact of policy on international students and has engaged with government through a number of taskforce and consultative groups, contributing to dialogue relating to international student matters.

ISANA's submission is made with a focus on international students studying in Australia on a student visa and staff who support the students.

1. Users

Understanding who will use agent performance data and for what purpose will assist the department to present it in the most helpful way.

- Who within your organisation would find agent performance data useful?

As non-education provider organisation that works closely with education agents, the public data would potentially enable us to consider which agents uphold standards and work with integrity in compliance with the ESOS Act and National Code.

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- How do you think you would use it?

We would likely use it to review current agent partnerships as well as access them when considering new partnerships

2. Data and variables

PRISMS data includes a broad range of variables around student enrolment outcomes, these outcomes, providers and courses.

- Which variables would be most useful for analysing agent performance in relation to student outcomes? For example, education sector, field of study, country/state/province of student origin, time of agent in market?

Country, sector, time of agent in market, agent relationships, student outcomes

3. Publications format

Agent performance data could be presented in a range of formats, including static tables and graphs, or pivot tables that allow the user to manipulate the data.

- Which publication formats for agent performance data would be most useful?

- Pivot tables

4. Publication Location

The department is considering where to publish agent performance data. It could be located with the international student data collection on the department's website, on the CRICOS website, with advice to students on choosing an education agent on the Study in Australia website, or somewhere completely new.

- Where would it be most helpful to publish agent performance data?

located with the international student data collection on the department's website

5. Publication timing

The department's initial publication in 2019 is expected to include all data available up to the quarter of publication. Subsequent publication could occur quarterly, twice yearly or annually.

- What is the preferred timing for regular publication of agent performance data?

twice yearly

6. Data quality and coverage

From 1 July 2012, providers voluntarily entered agent details in PRISMS. Since 1 January 2018, providers must enter and maintain agent details in PRISMS. The department will cleanse the data prior to publication.

- What issues should the department consider when preparing the agent performance data for publication?

Variations to names of Agents (individually) and as agencies, all sub-contractors need to be named as well and their association by length of tenure and number of students to the primary agency

Conclusion

ISANA as an active professional network, is in a privileged position to observe issues, evaluate programs and initiate solutions, particularly in relation to the experiences of international students. Our collective historical knowledge and capabilities can be used to develop and facilitate the conditions needed to better understand the issues our international students face and the opportunities they afford and, as many of our members operate in organisations other than education institutions, we are well equipped to advise on these matters. We look forward to contributing further in this area.

Bronwyn Gilson
National President
8 February 2019