



Dear ISANA Member,

The ISANA 2024 [professional development calendar](#) is developing nicely, with two online sessions now open for registration **and** the dates have been set for the 34th ISANA Conference in Adelaide!

Understanding the ESOS Legislative Framework and the National Code

- **Date:** Tuesday, 26 March 2024
- **Time:** 2pm - 4pm (AEDT)
- **Presenter:** Danielle Hartridge, International Education Specialist | ESOS Compliance | International Student Support
- **Cost:** ISANA Members \$50 | Non Members \$100
- **Registration:** [PD - Mar 26](#) (this is a direct link to your record, please guide your colleagues to book via the professional development calendar on the ISANA website: <https://isana.org.au/isana-2024-professional-development/>)

Education providers who enrol international students are required to comply with the ESOS legislative framework. This framework consists of the Education Services for Overseas Students Act 2000 (ESOS Act), the National Code of Practice for Providers of

Education and Training to Overseas Students 2018 (National Code) and the Education Services for Overseas Students Regulations 2019 (ESOS Regulations).

These regulatory obligations encompass the international student journey from marketing, recruitment, education agents, offer, acceptance, orientation and beyond. Ensuring satisfactory course progress, attendance and completion within course duration.

This session will examine the regulatory framework that governs international education in Australia. Participants will focus on the Code to gain a better understanding of what is required to be compliant across the student journey and what constitutes good practice.

Danielle Hartridge is a leading expert in international education with extensive experience working in the university sector. Danielle's career spans more than 30 years where she has held senior roles and was ISANA National President from 2010-2013. Danielle has a deep understanding of the international education landscape and works closely with international education providers, offering consultation and advice on international education matters related to the international student experience and ESOS compliance. A regular contributor to professional development activities, through the development of online resources and face-to-face workshops. Danielle is the recipient of the prestigious IEAA Distinguished Contribution to International Education Award, the Victorian Multicultural Award for Service Delivery to a Multicultural Victoria and is an ISANA Life Member. Danielle has previously served on the IEAA Board, the IEAA Admissions & Compliance Network, the IEAA Student Life Network.

Ombudsman services and the international education sector

- **Date:** Thursday, 11 April 2024
- **Time:** 2pm - 3.30pm (AEST)
- **Presenter:** Klara Major, stakeholder engagement officer at Commonwealth Ombudsman
- **Cost:** ISANA Members free of charge | Non Members \$50
- **Registration:** [PD - April 11](https://isana.org.au/isana-2024-professional-development/) (this is a direct link to *your* record, please guide your colleagues to book via the professional development calendar on the ISANA website: <https://isana.org.au/isana-2024-professional-development/>)

Klara Major works in the Industry Investigations team at the Office of the Commonwealth Ombudsman. The Commonwealth Ombudsman, who is also the Overseas Students Ombudsman, can consider complaints from international students about problems they are having with private education providers.

Aside from handling complaints, the Ombudsman's Office also publishes information on trends and systemic issues that it observes in complaints and gives guidance to providers on best practice complaint handling.

Common types of complaint issues that International Students raise to the Ombudsman include the following:

- refunds of fees paid to education providers when students cancel enrolment or withdraw from study
- wishing to transfer to another education provider (during the restricted period)
- being reported for unsatisfactory course progress or attendance
- being unhappy with a grade received and feeling that the provider didn't follow the correct process when reviewing the grade, and
- being unable to access a provider's internal complaints and appeals process.

This workshop will explore the following:

- How to recognise complaints
- Barriers to international students making complaints
- What do international students complain about?
- Why are complaints important?
- The role of the Commonwealth Ombudsman
- Issues apparent in complaints to the Commonwealth Ombudsman

ISANA 34th National Conference: *Freshen Up Your Toolkit To Support International Students and Refresh Yourself*

- **Dates:** Wednesday, 4 December and Thursday, 5 December 2024
- **Venue:** Adelaide Convention Centre, SA
- **Conference website:** <https://isanaconference.com/>

We hope to see you soon.

Kind regards,

Phoebe

ISANA Office

isana@isana.org.au

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Please reply to this email with any questions about your ISANA Membership.

**Membership Profile -
Membership Status**

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