

# National Overseas Students Complaint Handlers Forum

**November 2017
(DRAFT) Agenda**

| Time | Speaker | Topic |
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| 5 minutes | Overseas Students Ombudsman | **Welcome and introduction** |
| 20 minutes = 10 minutes presentation 10 minute discussion  | Overseas Students Ombudsman | **Transnational education: potential gap in oversight arrangements and risks – what does the data tell us**  |
| 20 minutes 10 minute presentation10 minute discussion |  | **National complaints data about international student complaints** |
| 10 minute presentation 10 minute questions/discussion |  | **New ELICOS Standards** |
| 10 minutes presentation 10minutes discussion | Overseas Students Ombudsman  | **Education Agents Issues Paper** |
| 30 minutes = 3x5 minutes+ 3x5 minutes for comments / discussion  |  | **Priority issues**3 volunteers to talk about top priority issues they are facing:* Student perspective
* Complaints handling body perspective
* Peak body perspective

What do you see to be the top 3 priorities in terms of OS complaints – come up with a list and ‘other option’ |
| 5 minutes | Overseas Students Ombudsman | **Summary and close** * Volunteer for next forum
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