

# National Overseas Students Complaint Handlers Forum

**November 2017  
(DRAFT) Agenda**

| Time | Speaker | Topic |
| --- | --- | --- |
| 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 presentation  10 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 |