1. **ISSUES ARISING FROM THE PREVIOUS MINUTES**

2. **COMMENTS FROM THE DEPUTY UNIVERSITY SECRETARY**

   The Chair will discuss issues from the Deputy University Secretary for the FAO group to consider including:
   a) Supplementary assessment
   b) Printed Version of the Handbook
   c) When is a unit complete
   d) FAO/Sub Dean meetings

3. **PRIZE WINNER LETTERS**

   As you know, Marion Bateman developed letters for Student Admin to send to prize donors and winners. The letters went to Faculties for comment with AHSS being the only respondent.

4. **CENTRAL PROCESSING UNIT**

   Marion Bateman drafted a letter to the Registrar on behalf of Student Admin regarding staffing the CPU. The letter was sent to Faculties for comment.

5. **CALLISTA**

   The FAO representative on the SIMS Operational Planning Group will report on the following:

   1. Mary Carroll reported that Lisa Howard hopes to be able to contact Faculties within the next week or so regarding the confirmation of enrolment local development.
   2. Mary reported that Callista support haven’t even started updating the course rules in Callista for 2006 yet, they are still concentrating on getting the unit rules updated in time for the first day of re-enrolments. When updates to course rules have been done Faculties will get the opportunity to review them. All unit rules and course rules are being updated from the final version of the handbook submitted to the secretariat.
   3. Very soon the format of the student email address which appears in Student Connect will change from the `s12345678@student.uwa.edu.au` alias to their actual address `jonesa01@student.uwa.edu.au`. Apparently most students don’t know that the version consisting of their student number exists and think they have a second email address when they see it in Student Connect.
   4. Mary Carroll apologised that the TER is only being reported to 1 decimal place. This was a data migration error, it is being fixed.
   5. Locally developed reports will soon be available to download in Excel format as well as PDF.

   **RE-ENROLMENTS:** Testing is occurring at the moment for on-line re-enrolments. There will be some tests next week to make sure that the system can handle the massive increase in load during this period. They are confident it should, but if it can’t then there may need to be an 11th hour change to staggered re-enrolments (i.e. Faculty 1 in the first 3 days, Faculty 2 in the next 3 etc.) If this has to happen an all student email will go out at the latest on Thursday and faculties and schools will be informed.

   1. The upgrade to Version 8.0 went smoothly last weekend. The new graduations functionality has been implemented and Callista and student admin are in the process of setting up the new prizes functionality.
   2. On-Line changes of enrolment for 2006: for those faculties involved in this trial, Mary hopes to be in touch soon after she returns from leave (mid-December) to confirm exactly which cohorts of students will be
involved, and to create any new rules in Callista that are required (i.e. restricting students to a particular list of units to choose from when they enrol or change their enrolment on-line)

6. **XMAS FUNCTION**

Members will be invited to discuss an FAO Xmas function and date.

7. **OTHER BUSINESS**
The Federal Government may act to stop the exploitation of foreign students by regulating Australia's 3000 education agents for the first time.

After a *Herald* investigation revealing rip-offs by unscrupulous education agents and a review by independent consultants, the Education Services for Overseas Students Act would be tightened, a Government source said.

Len Holt, the president of the Migration Institute of Australia, which represents 1200 registered migration agents, said ending the current "haphazard system" would be a step forward, but he warned that education institutions, including universities, could resist the move.

Education agents, who are often paid commissions of 10 to 25 per cent of semester fees for each student they recruit, are not regulated when they deal in immigration and visa matters. Even a national code of practice prohibiting education providers from accepting overseas students through an agent they suspect is engaged in dishonest practices has never led to any sanctions, the *Herald* has learnt.

Education institutions can have their registration restricted, suspended or cancelled if they deal with an agent who they even suspect uses deceptive conduct, inaccurate marketing or encourages bogus students to enrol. But these sanctions have never been imposed, according to the federal Education Department.

Overseas students would remain vulnerable to exploitation if the Government failed to regulate agents facilitating their entry into Australia, Mr Holt said.

The nation's 3150 migration agents were "different beasts" who self-regulated through the Migration Agents Registration Authority and faced tough sanctions if they acted unscrupulously, but they were unsupervised, he said. "And, of course, offshore education agents cannot be sanctioned at all."

However, Tim Smith, the chief executive of the 750-member Australian Council for Private Education and Training, said new legislation was unnecessary because the education industry was already highly regulated and compliance costs were excessive.

Because so much international education business was generated by agents, changing the system could be disastrous for the multibillion-dollar education export industry, he said.

But Gregory Bondar, executive chairman of the Australian International Education Agents Network, formed by 17 of the nation's biggest education agents, said his body supported industry regulation.

The nation's recruitment reputation needed protection from unscrupulous operators, who took advantage of the apathy of education institutions, he said. "The attitude is if you can fill up your classrooms and tutorials and lecture theatres you don't have to worry about where you get them from," he said.

Mr Holt criticised a method for regulating overseas education agents now being trialled by the Immigration Department under which agents in China, India and Thailand can sign an agreement on service standards and a code of conduct. They are then given a seven-digit identity number to lodge student visa applications on the internet.

"The only [solution] is to introduce a transparent regulatory system universally applied onshore and offshore and that subjects all agents to the same standards and monitoring process," Mr Holt said.

However, Mr Smith said the trial was working well and showed heavier regulation was not needed.