



Title Name  
Position  
Organisation  
Address (email or postal)

Dear

### **Protecting our international education: recruitment, admissions, and support**

I am writing to you about significant risks to the compliance of education providers in the areas of recruitment, admission, and support of overseas students. These risks include students transferring from their provider shortly after arrival in Australia, unethical recruitment behaviours by some education agents, and inadequate information to overseas students in recruitment. Presently, TEQSA is investigating risks to compliance with several providers.

Providers registered on CRICOS to deliver education to overseas students have obligations to protect and enhance Australia's reputation for quality education. Where these obligations are not met, the international community loses confidence in Australian education and the wellbeing and safety of overseas students are not protected.

We all recognise the importance of overseas students in Australian higher education. For all providers, their presence enriches diversity, fosters research excellence and innovation, and contributes to financial sustainability. Therefore, as a sector it is important for us to ensure we protect the integrity of our international education.

In ensuring your institution's compliance with relevant obligations, we urge you to reflect on whether your institution is:

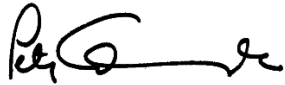
- effectively identifying and mitigating key risks in the recruitment of overseas students through robust admissions and student support processes and procedures
- ensuring recruitment targets are appropriate and that there is operational separation between teams and key performance indicators for recruitment and admissions
- providing timely, accurate, and regular reports to your key decision-makers that allows them to understand any risks to compliance in the recruitment, admission, and support of your overseas students and to assure themselves that appropriate management and operational controls are in place.
- exercising effective oversight and management of the behaviour of education agents engaged to recruit overseas students, both onshore and offshore
- effectively managing risks associated with substantial and/or rapid growth in the number of international students, exposure in key markets and any consequent risks on your institution's financial position.

Obligations about recruitment, admissions, and support may be a focus in future re-registration assessments and compliance activities and you will be expected to be able to evidence your compliance. To support the sector's compliance with its obligations, TEQSA has released two sector updates, one in November 2022 about provider responsibilities when using education agents and one this month about recruitment, admission and support of overseas students. We encourage you to read both.

If you would like to know more or wish to discuss issues related to the recruitment, admission, and support of overseas students with TEQSA, please contact our CRICOS Team at [cricos@teqsa.gov.au](mailto:cricos@teqsa.gov.au).

We look forward to our continuing partnership efforts in this important space.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Peter Coaldrake', with a stylized flourish at the end.

**Professor Peter Coaldrake AO**  
Chief Commissioner  
11 August 2023