

15 January 2015

Mr Peter Harris AO
Chairman, Productivity Commission
Level 12, 530 Collins Street
Melbourne VIC 3000, Australia

Dear Mr Harris

Commission Research Project: International Education Services

I am writing in response to the invitation to comment on the Commission's current research project concerning incentives for, and barriers to, the international education market focussing on the student visa program.

Student visa arrangements are relevant to my role as Commonwealth and Overseas Students Ombudsman. In the Commonwealth Ombudsman jurisdiction we investigate complaints about the administration of visa processing by the Department of Immigration and Border Protection (DIBP). In the Overseas Students Ombudsman jurisdiction issues surrounding student visas and immigration integrity can be relevant to complaints and appeals that we investigate under the Education Services For Overseas Students (ESOS) legislative framework.

I trust the following attached documents will be of interest to the Commission:

- The Commonwealth Ombudsman submission to the DIBP in response to its consultation on the future direction of Streamlined Visa Processing, and
- The Overseas Students Ombudsman submission to the Department of Education (DE) in response to its consultation on the Reform of the ESOS Framework.

If you or your staff have any questions regarding the above documents, you are welcome to contact Ms Doris Gibb, Senior Assistant Ombudsman, on telephone (02) 6276 0132 or email: doris.gibb@ombudsman.gov.au.

I wish you well for the project and look forward to the release of the research paper.

Yours sincerely



Colin Neave
Commonwealth and Overseas Students Ombudsman