

ATTACHMENT A

Enforcement and Monitoring Activities under the ESOS Act 2000

This table summarises enforcement and monitoring activities taken by DEST between 4 June 2001 and 8 January 2004.

Power	Breach of Act	Breach of National Code	Breach of Act and Code	Total
s93 Notice of Intention to Suspend	38	3	2	43
s93 Notice of Intention to Cancel	6	2	2	10
s93 Notice of Intention to Impose Condition	2		3	5
s93 Notice of Intention to Make a Decision (either Conditions, Suspension or Cancellation)	1		3	4
s83 Notice of Suspension	2	3	2	7
s83 Notice of Cancellation	6		1	7
s83 Notice of Conditions	1		4	5
s90 Automatic Suspension for failure to pay Fund contribution	68			68
s94 Notice of Removal of Conditions				3
s94 Notice of Removal of Suspension				1
Total Enforcement Actions				153
Production or Attendance Notices Given				42
Exercise of Monitoring Powers under Monitoring Warrant				1
Exercise of Monitoring Powers under Visits with Provider Consent				103

**Suspensions, Cancellations and Conditions
Imposed under section 83 between 4 June 2001 and 8 January 2004
for breaches of the ESOS Act 2000 and/or the National Code**

Offence	Suspension	Cancellation	Conditions
Breach of ESOS Act 2000	3	6	1
Breach of National Code	3		
Breach of ESOS Act 2000 and National Code	1	1	4
Total	7	7	5

SUSPENSION of Registration

Provider	State	Date
1. Australian International College of Commerce and Business Pty Ltd	NSW	5/10/01
2. Bold Park Parents Advisory Council	WA	4/7/03
3. Marrickville Commercial College Ltd	NSW	1/3/02
4. Divine Mercy College Inc	WA	4/7/03
5. Radiance Australasia Pty Ltd	NSW	28/7/03
6. Television Typing Centre Pty Ltd (EDU Australia Pty Ltd)	SA	5/10/01
7. Television Typing Centre Pty Ltd (EDU Australia Pty Ltd)	QLD	5/10/01

CANCELLATION of Registration

Provider	State	Date
1. Australian International College of Business Pty Ltd	NSW	19/12/02
2. Australian College of Technology Pty Ltd	NSW	21/8/02
3. College of International Business Pty Ltd	VIC	26/3/02
4. Frankarens Pty Ltd	NSW	27/8/03
5. International Management Centres Association Limited	QLD	3/10/03
6. New South Wales International College Pty Ltd	NSW	29/4/02
7. Schutt Flying Academy (Australia) Pty Ltd	VIC	20/8/02

CONDITIONS on Registration

Provider	State	Date
1. International Management Centres Association Limited	QLD	5/5/02
2. Marrickville Commercial College Ltd	NSW	20/3/02
3. Australian International College Pty Ltd	NSW	14/8/02
4. Frankarens Pty Ltd	NSW	14/8/02
5. Australian International College of Business Pty Ltd	NSW	2/10/02

REMOVAL of Suspension of Registration

Provider	State	Date
1. Marrickville Commercial College Ltd	NSW	20/3/02

REMOVAL of Conditions on Registration

Provider	State	Date
1. Marrickville Commercial College Ltd (one condition remains)	NSW	17/6/02
2. International Management Centres Association Limited	QLD	11/7/02
3. Frankarens Pty Ltd	NSW	17/12/02

Total Suspensions, Cancellations and Conditions

This table sets out the number of providers who have:

- had conditions imposed on their registration;
- been suspended from CRICOS; or
- been cancelled from CRICOS

both under the ESOS Act and on the advice of States and Territory authorities between 4 June 2001 and 8 January 2004.

State	Conditions under ESOS	Suspended by State	Suspended under ESOS	Cancelled by State	Cancelled under ESOS	Total
ACT	0	0	0	4	0	4
NSW	5	2	3	58	4	72
QLD	0	1	1	38	1	41
SA	0	0	1	15	0	16
TAS	0	0	0	3	0	3
VIC	0	11	0	50	2	63
WA	0	2	2	24	0	28
NT	0	0	0	2	0	2
TOTAL	5	16	7	194	7	229

Providers may be suspended or cancelled by State and Territory authorities for a variety of reasons. The majority have sought cancellation as a result of their decision to leave the industry.

QUESTION:

Senator Carr asked on 18 February 2004:

Has there been any discussions with the ABC Learning Centre concerning the establishment of schools in southern Queensland ?

ANSWER:

- To date, the Department of Education, Science and Training has not received an application for recurrent grant funding from any such company or school.
- The Queensland Non-State Schools Accreditation Board (QNSSAB) has confirmed that it has not received an application for State registration for any such company or school.
- QNSSAB confirmed they are aware of the media reports and will thoroughly examine any application for State registration should this company ever submit one. Under the Queensland *Education (Accreditation of Non-State Schools) Act 2001*, a school cannot be deemed eligible for State accreditation should its approved authority be operating for profit.

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♥ Ai	19	Ex-model
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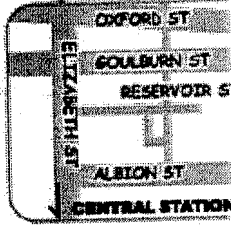
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10/02 04 14:00 PAA

Cracow, 11 November 2003

Tabled.
20/2/04.
Senator Carr

Dear Mr. Senator;

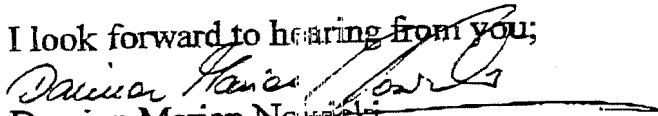
My name is Damian Marian Nowicki. I was in The Commonwealth of Australia between 6 June 2003 and 3 October 2003. I sent in September to your office two letters but I did not send real materials about case. Now I am in Poland and I would like to end this case. What is a problem? I studied in Australian Institute of Commerce and Language in Sydney (127 Liverpool Street, Level III NSW 2000) between 7 June 2003 and 10 September 2003. I am very disappointed this school and I think I become tricky. I did not get a good quality of education, a lost my money and I did not get anything back. I tried to explain this situation in Australian Institute of Commerce and Language but the Principal was very impolite. She did not want listen and speak with me and other students in AICL. Nobody in this school did not want speak with me and others students. When I made a petition with 118 signatures the Principal tried to scare me. I graduated this school in September this year with 100% attendance. In the last day of this school I prepared with 70 students the second petition and we wrote what we demand from this school. I gave this petition to Ms. Natalie Scott (The Principal of Australian Institute of Commerce and Language), but to this time I did not get answer.

I tried to end a case in Australia. I was in Canberra in September I tried speak with you Sir but did not have possibility for that. I spoke with Paul Zinkel form The Commonwealth Department of Education Science and Training (16 Mort Street, Braddon), Brett Pattinson (CRICOS Registration) and I sent a letter to Mr. John Howard. In this month I sent the letters to Embassy of The Commonwealth of Australia, Embassy of the Republic of Poland and Polish Ministry of Foreign Affairs in Warsaw.

I think that this case is a very important not only for my person but for others person too specialty for international students.

I enclose the documents about this case.

I look forward to hearing from you;


Damian Marian Nowicki

Mister Senator Kim Carr
62 Lygon Street
Carlton South VIC 3053
Australia

Damian Nowicki
Urzednicza Street 68
Cracow, 30 - 074

The 11th of November 2003

I would like to complaint about quality of education in private educated sector in New South Wales. I attend to Australian Institute of Commerce and Language in Sydney. I came to Australia because I wanted to learn English language in the excellent school in this wonderful country. When I started the General Course in AICL I had a lot of problem with the quality of education I received:

- The quality of teaching is very low
- The educations system is slow and uncoordinated
- The teachers do not put much effort as far as preparation for the classes is concerned and they disregard their students by coming late to classes, not clearly stating their requirements at the beginning of each course or changing them in the middle of a course
- The books or copies of exercises (whose price is included in the fee) are badly prepared, often second hand with already marked answers.

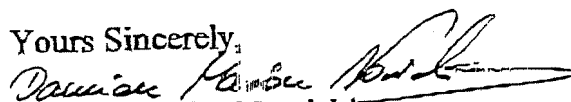
In this school is another problem with student's rights like a customer (eg. access to the Internet in business hours, respect of my nation and culture).

When I asked the teachers about this case and demanded my rights they sent me back to the Principal of the school. The Principal Natalie Scott didn't want to speak with me. Any complaint lodged at the Principal's office is disregarded or not treated seriously. There seems to be no procedures for communication between student and management. The information in its leaflets is vague and ambiguous.

Despite many petitions concerning the poor quality of computer equipment or the lack of Internet access at certain hours, this problem has also been disregarded.

I would appreciate the opportunity to discuss my concerns.

Yours Sincerely,


Damian Marian Nowicki



	1 = very satisfied	2 = quite satisfied	3 = not satisfied or dissatisfied	4 = quite dissatisfied	5 = very dissatisfied
How satisfied are you with the facilities at AICL?				✓	
☐ Classrooms					✓
☐ Computer rooms					✓
☐ Library			✓		
☐ Listening Lab		✓			
☐ Student areas					✓
☐ Other (what?)					
How satisfied are you with the extra activities at AICL?			✓		
☐ Class excursions			✓		
☐ Special excursions (eg Royal Easter Show)			✓		
☐ Sport			✓		
☐ Picnics			✓		
☐ Weekly movie			✓		
☐ Other (what?)					

How can we improve our service to you at AICL? Please write a comment.

Thank you, Imogen Crarey, Director of Studies.

[Signature]
The 4th of September 2002



ELICOS EXIT SURVEY

Please fill out the form to give us information about your English course. You do not need to include your name. Please put a tick ✓ 1 = very satisfied (happy) to 5 = very dissatisfied (unhappy).

	1 = very satisfied	2 = quite satisfied	3 = not satisfied or dissatisfied	4 = quite dissatisfied	5 = very dissatisfied
How satisfied are you with your English course?					✓
☐ Textbook and teaching materials				✓	
☐ Teacher and teaching methods				✓	
☐ Weekly assessment				✓	
☐ Level of lessons (ie easy/difficult)					✓
☐ Variety of lessons (ie interesting, different materials and methods)				✓	
☐ Skills lesson 1 – 2pm				✓	
☐ Activities 2 – 3pm				✓	
☐ Use of technology in: computers, video, audio					✓
☐ Other (what?) _____					

Damian Marian Nowicki
3 Grasmere Road,
CREMORNE NSW 2090

8 September 2003

To whom it may concern,

As a client of AICL, I feel that the management, and teachers at AICL, have a tendency of take the students for granted. Below are some of my opinions that might help you to fully cater for your future students.

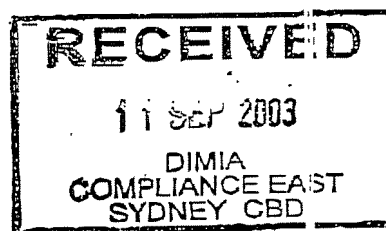
- 1 I feel the students are not being treated, with the respect that they deserve as paying clients.
- 2 It would be easier for the students, if the Internet access was available at all times during office hours.
- 3 **With the exception of a few committed teachers,** there is an unprofessional attitude towards starting classes on time.
- 4 And on a personal note. I found the groundless and malicious gossip, about me at the school, to be hurtful and unfair.

I'd like to thank you, for taking the time to read this letter. I hope these points I have raised, will help for the next enrolment of student you have coming to this great country.

Your Sincerely,



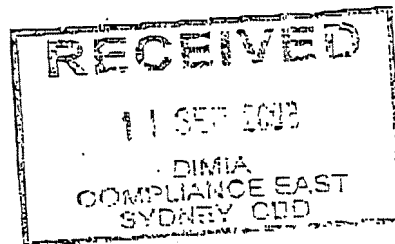
Damian Marian Nowicki



Damian Marian Nowicki
3 Grasmere Road,
CREMORNE NSW 2090

8 September 2003

Department of Immigration
& Multicultural Affairs



To whom it may concern,

As an **Australian Institute of Commerce and Language** student I'd like to express my dissatisfaction with the quality of the schools' services. I am not satisfied with the quality of teaching nor am I satisfied with the lack of respect towards the students. The whole educational system seems to be slow and uncoordinated.

I am struck by the impression that the school's aim is not to educate but to help its students to meet the visa requirements. I'd like to emphasize that as a Polish citizen I have a full support of the Polish Consulate whose main aim is to protect our rights.

Your Sincerely,

Damian Marian Nowicki

The Department of Education

8 September 2003

Damian Marian Nowicki
3 Grasmere Road,
CREMORNE NSW 2090

To whom it may concern,

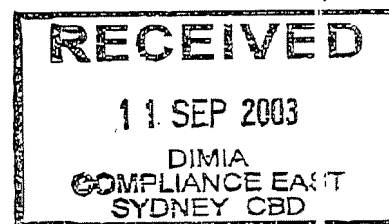
As an Australian Institute of Commerce and Language student I'd like to express my dissatisfaction with the school's educational system. In September, I lodged a complaint expressing our opinion about the school at the Principal Natalie Scott's office. In it I stated that the teachers treat the students without respect. My impression is that school's main aim is to help the students meet the visa requirements rather than to educate. I am dissatisfied with the quality of teaching, with the fact that the internet access is limited.

In addition to that the classrooms and toilets are dirty. The above mentioned complaint lodged on September 2 was reacted with aggression and I was unfairly accused of igniting the problem. I would like to ask you to investigate the whole situation more closely.

Your Sincerely,



Damian Marian Nowicki



To Natalie Scott
PRINCIPAL AND ACADEMIC DIRECTOR

P E T I T I O N

We, the students of Australian Institute of Commerce and Language demand better education standards in our school. As paying clients we do not like being ignored. As was the case on our last petition when we requested Internet access during business hours.

We, the students want Internet access at all times during BUSINESS hours.

We, the students want all the broken computers fixed ASAP.

We, the students want to be treated with the respect that we deserve as paying clients.

With the exception of a few committed teachers We, the students want a professional attitude from teacher to start classes on time.

We, the students want a written apology from the principal.

NAME (CAPITALS)

HYUN SUN PARK

Miko Sule Lee

AKIO TANAKA

Konradt

Yuri Zhou

Dongil Jeong

Alfred

Mr/Boz OLIVERA

KEITA SHIRAGIWA 302743

YOSHIKO ANANO 401237

GURMAN 401158

Yasuhiko Mizawa 302838

Kenneth Larr 302577

Vip Lu 302127

ID NUMBER

302558

300521

302037

302686

SIGNATURE

AS

Lee

AKIO

Konradt

Yuri

Dongil

Alfred

Boz

KEITA

YOSHIKO

GURMAN

Yasuhiko

Kenneth

Vip

Yasuhiko

Kenneth

Vip

Yasuhiko

Kenneth

Vip

NAME (CAPITALS)	ID NUMBER
# MEGUMI INOUE	302523
Salisa Hargeng	302736
Tuko Shibuya	401195
MAKOTO MAKOTO	203701
PATOLCHI ANDRA'S	302683
Yenny T.	302739
GYULAI ZSOLT	302709
CSILLAG TAMA'S	302710
RICHARD SIPOJ	302614
BARTLOMIEJ CHOJNICKI	302670
Ledyg S.M	301966
Angel Duran	302713
KATO INOUE	302652
Zbyszek Paluch	301895
Vinay Soni	302634
Martina Trojanova	301364
ULRICHMOVA	302415
Stanislav Odoz	302312
Kang Bong	301395
GABRIELA NOVAKOVA	502177
RONALD CLEVELAND	302502
Kentaro ABE	302377
Joan Hong Yew	302844

SIGNATURE

#上のみ

8801 20100

中野誠子

中野誠子

Pat. Odoz

Yenny T.

Gyulai Zsolt

Csillag Tamas

Richard Sipoj

Bartlomiej Chojnicki

Ledyg S.M

Angel Duran

Kato Inoue

Zbyszek Paluch

Vinay Soni

Martina Trojanova

Ulrichmova

Stanislav Odoz

Kang Bong

Gabriela Novakova

Ronald Cleveland

Kentaro Abe

Joan Hong Yew

ROLL CALL

2001-2002 English language
colleges in NSW: 320
NSW registrations cancelled: 33
Cancelled/suspended (Aus): 100
Students deported: 6286
Student visas provided offshore:

the Australian Council for Private
Education and Training, Tim Smith,
acknowledged that there had been
difficulties in the past for private and
public providers. "It's now a very dif-
ferent industry and a very responsible
industry," he said. "We've all agreed
to play by the rules of the game. The