

MONASH RESPONSE TO QUESTIONS TAKEN ON NOTICE

INQUIRY INTO THE PROVISIONS OF THE EDUCATION SERVICES FOR OVERSEAS STUDENTS AMENDMENT (QUALITY AND INTEGRITY) BILL 2024

The information below responds to questions taken on notice by Professor Sharon Pickering during her appearance before the Senate Education and Employment Legislation Committee as part of its review of the Education Services for Overseas Students Amendment (Quality and Integrity) Bill 2024.

It also includes responses to questions posed after the hearing by Senator Tony Sheldon.

INTERNATIONAL STUDENT REVENUE AND ENROLMENTS AND PIPELINE

Can you provide the Committee with a breakdown of your revenues?

The Monash Annual Report 2023 contains a Statement of Comprehensive Income for the University¹.

The notes to the financial statements that provide detail about the revenue sources and expenditures have been appended. In particular:

- Notes 4-6 provide a breakdown of financial assistance provided by the Australian Government, State and local government, and Non-government sources.
- Note 7 provides detail on fee income including international and domestic, onshore and offshore.
- These notes have been highlighted in the appended statement.

Below in Table 1 is information on Monash University Australia's international student revenue for the last five academic years, with the June YTD revenue for 2024.

TABLE 1: INTERNATIONAL STUDENT REVENUE, MONASH UNIVERSITY AUSTRALIA

	2019	2020	2021	2022	2023	2024
	\$m	\$m	\$m	\$m	\$m	June \$m
Fee-paying onshore	993	968	894	844	891	685
Fee-paying offshore	11	15	23	17	14	3
Total	1,004	983	918	861	905	687

2019-2023 Actuals data sourced from Monash University Annual Reports
2024 June YTD data reflecting semester 1, sourced from finance system

How many Confirmation of Enrolment letters have been issued to international students for 2025?

3,663 (as at the date of the Committee hearing, 6 August 2024)

Do you have any forecasts for next year's enrolments of international students?

Pre-caps forecast of 24,571 equivalent full time student load (onshore). Note that this is an estimate only and is subject to change once commencing international enrolment limits are provided by the Minister for Education.

Can you provide information about individuals applying for multiple courses?

Students apply to multiple institutions in one or more countries. As Professor Pickering stated in evidence, "in 2019, international students often applied to about three or four universities, usually in the same country, and now we know that they apply to somewhere between four and seven universities, often in up to five different countries."

The conversion rates from application to offer and offer to acceptance have both dropped since 2019, confirming that students are increasingly likely to apply to more than one university. (Refer Table 2, below). This means that it is difficult to plan international enrolments prior to acceptance, and therefore it is difficult to hit a precise target, without withdrawing offers, which could expose the University to legal liability and would cause reputational damage.

¹ https://www.monash.edu/_data/assets/pdf_file/0007/3649831/monash-university-2023-annual-report.pdf

Once a student accepts an offer at Monash, the conversion rate to enrolment is very high.

TABLE 2: SEMESTER 1. COMMENCEMENTS AS AT 1 APRIL, POST CENSUS, MONASH UNIVERSITY AUSTRALIA

Year	Applications	Offers	Offer:App %	Acceptances	Accept:Offer %	Enrolment	Enrol:Accept %
2019	28,039	21,805	78	7,278	33	7,128	98
2023	25,071	18,513	74	5,410	29	5,367	99
2024	35,621	25,826	75	7,278	28	7,237	99

STUDENT ACCOMMODATION

[Overview of student accommodation for Monash students](#)

Three categories of accommodation arrangement are in place at Monash University's Australian campuses.

- *University owned and operated accommodation.* Monash Residential Services (MRS) operates 3,015 student beds at the University's Clayton and Peninsula campuses, in a variety of styles (including studio apartments, dormitory style accommodation, flats and houses). MRS is a business unit of the University.
- *Affiliated residential college.* The University has one affiliated residential college, Mannix College, with 287 beds. Mannix College is owned and operated by the Catholic Archdiocese of Melbourne and has been formally affiliated with the University since 1967.
- *Purpose-Built Student Accommodation (PBSA) partnerships.* Monash has 'preferred supplier' agreements with a number of Melbourne CBD-based providers including Iglu, UniLodge and Scape. These agreements provide Monash students with priority room allocations across a portfolio of PBSA providers that comprise an overall total of 8,264 beds.

Monash's on-campus residential housing has 2,744 student beds at Clayton and a further 271 beds at Peninsula. The Caulfield campus is supported by high density apartment style private housing that caters to the student market, including two new developments comprising approximately 850 multi-bed apartments of which 60-80 per cent (approximately 1,000 beds) are intended to be used for student accommodation including Caulfield Village. The University works with these providers to support and accommodate students.

The University runs a shuttle bus between its Clayton, Caulfield and Peninsula campuses which assists students residing at Clayton who are taught primarily at other campuses.

[Could you provide information on your pipeline of developments both directly and through private providers?](#)

There is a new private development under construction on Wellington Road, in very close proximity to the Clayton Campus, that will have approximately 400 beds.

A new refurbishment of previously occupied staff accommodation will provide an additional 53 student beds imminently.

A new 250-bed student accommodation building on the Clayton campus is currently being planned and is intended to be ready for the 2027 academic year.

PBSA PROVIDER QUESTIONS ARISING FROM NUS APPEARANCE

1. What is the total revenue, and what percentage of your overall revenue, that comes in the form of commission fees that you get from business accommodation partners?

Nil. External partnership arrangements do not generate revenue for the University and do not involve the receipt of any fees or commissions.

2. What is the exact number of complaints you have received from students about the housing that is provided via your business accommodation partners?

Nil (2019 – present)

3. What is an exact breakdown of the categories or reasons for complaints from students about the housing provided via your business accommodation partners?

N/A

4. What is an exact breakdown of the number and proportion of complaints by business accommodation partner?

N/A

5. What is the process for students to complain about student accommodation that is organised through your business accommodation partners?;
6. What steps do you take to investigate the complaint?;
7. What steps do you take to ensure the issues raised are appropriately addressed?; **and**
8. Are these steps codified in a University policy or are they purely discretionary? If the former, please provide these policies/guidelines.

We have responded to 5, 6,7 and 8 together.

Under the terms of the University's partnership agreements, PBSA providers are required to have, and to follow, clearly documented dispute resolution procedures. Among other things, the agreement also sets out a number of required standards, including minimum standards in relation to room furnishings, building facilities and amenities, cyclical maintenance, safety and security, incident response, the provision of student engagement activities and pastoral care, and requirements for 24/7 support. Other parts of the agreement also oblige providers to comply with the *Residential Tenancies Act 1997* (Vic) (RTA) where that legislation is applicable, and otherwise to align certain practices (such as in relation to condition reports, bond receipt and lodgement, etc) generally in accordance with the requirements of the RTA.

Proactively, to ensure its standards are being met, the University undertakes physical inspections of the facilities of its partner PBSA providers twice annually and provides feedback following these inspections.

Reactively, in most instances it is anticipated that a student wishing to complain about PBSA would lodge the complaint directly with the relevant provider. The University has no oversight of how PBSA providers manage the complaints they receive directly.

If a student chose to complain (in the first instance, or subsequently) to Monash University, we would record a detailed version of the complaint and provide them with relevant support. If the student's complaint:

- o was in relation to a tenancy issue or dispute - the University would offer the student assistance and advice in this regard (note that the University's agreement with PBSA providers requires the provider to expressly acknowledge the University's prevailing right to support its students in this regard).
- o was in relation to a matter going to the standards contained in the University's agreement with the PBSA provider - the University would take relevant action with a view to holding the provider

accountable to these standards. This could include requesting or requiring the provider to take certain remedial action.

9. How many and what proportion of complaints were resolved in favour of the complainant?

N/A

10. How many and what proportion resulted in no change or resolution?

N/A

11. At the time of the hearing, what is the exact number of beds that are allocated for international students and domestic students, the actual utilisation of beds, and if there are any reserved?

Monash has 'preferred supplier' agreements with a number of Melbourne CBD-based providers including Iglu, UniLodge and Scape. These agreements provide Monash students – both domestic and international – with priority room allocations, but not a guarantee. We do not reserve beds with our PBSA partners. This portfolio of PBSAs comprises an overall total of 8,264 beds. Actual utilisation for PBSA partners is unknown.

MRS and Mannix College accommodation are consistently at 100% occupancy during the semester.