

Advice support for international students: A UK perspective

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UKCOSA's report on its research into international students' experiences of studying and living in the UK, 'Broadening our horizons', showed high levels of satisfaction. However, it also confirmed the need for proper support structures for international students – both to enable students to get the most out of their stay in the UK and for institutions to maintain and develop their success in recruiting increasing numbers.

Advice services are a crucially important element in the range of support services that should be available to international students. International student advisers guide students and their families on a massive variety of issues – academic, immigration, employment, health to name just a few. But these advisers often feel like the 'poor relation' within their institutions: under-valued, under-resourced and increasingly over-pressured.

Some are developing new ways of coping with the increased numbers of international students. And some are finding new ways to voice their concerns to other relevant parts of their institutions.

This participative workshop will help you obtain a positive perspective on some of the difficult challenges that we are all facing.

Workshop facilitators:

Duncan Lane, Director of Advice and Training at UKCOSA The Council for International Education, based in London, has been leading the Advice and Training Team for seven years. The Team provides support to advisers and other professionals working with international students through its training programme, telephone advice line, Manual on relevant legislation (published annually), other publications and liaison and lobbying work. It also runs a telephone advice line for international students and their families.

Liz Robertson is Head of the International Student Advisory Service (ISAS) at Oxford Brookes University. ISAS provides a wide range of support services for over 4,000 international students at the institution.