

Title: Advice support for international students: a UK perspective

Workshop content:

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

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.

However, these advisers often feel like the 'poor relation' within their institutions - under-valued, under-resourced and increasingly over-pressured.

But some are developing new ways of coping with the increased numbers of international students arising from their colleagues' successful recruiting efforts. And some are finding new ways to voice their concerns to other relevant parts of their institutions.

This workshop will engage with some of the strategies being used to enable advice services to cope with increasing, and increasingly complex, demands.

Workshop presenters: Duncan Lane, Director of Advice and Training, UKCOSA and Liz Robertson, Head of International Student Advisory Service, Oxford Brookes University, UK