

## Managing issues to achieve student success at La Trobe University International College

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Participants in this workshop will work in small groups, having chosen a leader to provide feedback to the whole group.

Each group will be involved in the following:

- Reading a short narrative text on a real-life case study of a student or students from La Trobe University International College.
- Discussing and deciding with group members the Standards (of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007) related to each case study.
- Finding possible solutions to the emerging issues in the narrative of the case study.
- Making short notes of the discussion to report to the whole group.

For the sake of privacy no real names of students will be used. To keep to a consistent thread in discussions of student issues, and for the sake of specificity, all case studies chosen will be about Middle Eastern students. Besides the case studies, copies of the Standards (of the National Code) will be provided to each group for reference.

As the issues to be discussed have already been tackled and resolved by management at La Trobe University, the strategies and processes used will be revealed. The participants in the workshop will have the opportunity to critique these and volunteer examples from their own experiences.