

## **Principles of Good Practice for Enhancing the International Student Experience Outside the Classroom**

### **Abstract**

It is well known that the positive student experience is important to the health and reputation of international education in Australia. Therefore, it is not surprising that governments, institutions and other stakeholders are interested in understand the elements of a positive student experience and how this outcome can be best achieved.

ISANA is keen to contribute to the further improvement of student experience by promoting the good work that is being done in institutions across Australia. The Department of Education, Employment and Workplace Relations commissioned ISANA to conduct a research project on 'Good Practice in Enhancing the Social Dimension of International Student Experience On and Off Campus'. ISANA contracted researchers at RMIT University to carry out the research and produce this report.

This presentation will identify the good practice principles outlined in this report and the gap between the level of service provided and the minimum standards set out in the ESOS National Code 2007. A key finding from this study was the level of support provided by institutions committed to the welfare of international students, far exceeds the minimum standards.