



welcome

22nd Annual ISANA Conference

Hobart

2 December 2011



Our Objectives

ISANA aims to assist those directly and professionally engaged in the provision of international education services by:

- Providing a means for the exchange of information and networking.
- Facilitating professional development of members.
- Providing resources to assist our members.
- Advocating to increase the level of support and the appropriateness of support offered.
- Recognising the interests and rights of international students in Australia and New Zealand.



The Rainbow Guide

A template pre-departure guide that can be downloaded in full or in sections and modified to meet individual institution requirements.

Each page is colour coded to assist international students with prioritising the amount of information they can take in at any one time.



Education Agents Manual

A valuable resource for education agents advising students about studying in Australia.

Accurate information and advice is crucial to manage expectations and enhance the international student experience.



Postgraduate Students Guide

Advice and information specific to postgraduate research and mature age international students, and those who bring family members with them to Australia.



Parents/Primary Carers Guide

Contains information on the whole of student experience from what happens once a student arrives in Australia through to preparation for returning home.

The guide also focuses on the importance of family support and communication during the student's education and life in Australia.



National Code Tutorial

An online tutorial covering Part D of the National Code to assist in the understanding of the standards within the international education industry.

Includes FAQ's, some quality / good practice examples, keyword and phrase definition, summary pages and activities to reinforce understanding for each standard.



Student Education Project

Six short downloadable animated videos designed to make students aware of the issues which will be important to them while studying in Australia.

Before Enrolment, Student Support, Study Choices & Assistance, Changing Enrolment, Course Progress & Attendance Monitoring, Complaints and Appeals.

Research was conducted to identify good practice examples to engage international students outside the classroom.

Real life case studies from institutions and other stakeholders covering different stages of transition.

All of the materials mentioned have been produced to enhance the experience and support of international students studying in Australia with funding by the Department of Education, Employment and Workplace Relations (DEEWR).



Critical Incident Kit

Resource for handling critical incidents.

Covers a number of scenarios.

Template for adding more information.