

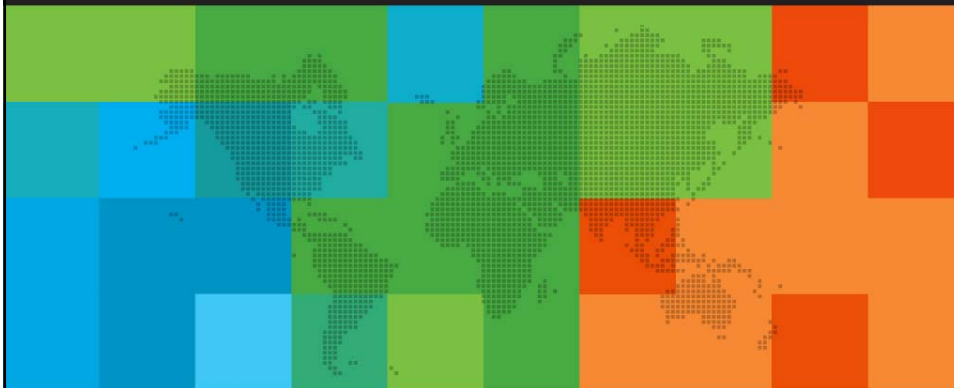
# Case Studies in International Student Support: The IDP Experience

ISANA 2012 Annual Conference



## Case Studies in International Student Support: The IDP Experience

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## In 2012, IDP assisted over 5,000 international students

- Service students from **69 nationalities**
- **80% from more than 15 countries including:**

China	Malaysia
Vietnam	Singapore
India	Thailand
Saudi Arabia	Pakistan
Bangladesh	South Korea
Hong Kong	Indonesia
Philippines	Taiwan
Malaysia	Sri Lanka

## International Student Needs: Unique and Diverse

Accommodation Airport Pickup **Academic Performance** Alumni Associations Banking

Career Advice Child Care **Course Advice**

Cultural Issues English Language Support

**General Support and Encouragement**

Orientation Week **Safety and Welfare**

Scholarships Social Activities Student Associations

**Student Visa Compliance Advice**

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## IDP Student Services: Beyond Student Placement


- Impartial course advice and enrolment services to all education sectors
- Free student visa guidance and assistance
- General support and encouragement on:
  - ✓ Course progression and student visa compliance
  - ✓ Safety and welfare
  - ✓ Accommodation
  - ✓ Student support resources and networks
- Welcome events and excursions
- Value-adding seminars

open your world 

### Case study #1


Scenario	<ul style="list-style-type: none"> <li>• International student being excluded from university due to attendance or academic performance issues</li> </ul>
Situation	<ul style="list-style-type: none"> <li>• Chinese student “Jenny” completed HSC with top results</li> <li>• Gained admission into BCom/LLB at a Go8 University</li> <li>• Due to unsatisfactory academic performance, excluded from the university</li> </ul>
Student Needs	<ul style="list-style-type: none"> <li>• “Jenny” required assistance on transfer into another education provider and visa assistance</li> </ul>


**Q: How did a top HSC student end up being excluded from her education provider?**

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## Case study #1: IDP's role


<b>Understand</b>	<ul style="list-style-type: none"> <li>IDP Counsellor...</li> <li>Listened and empathised</li> <li>Assessed the situation</li> <li>Determined the core reasons impacting "Jenny's" academic performance</li> </ul>
<b>Action</b>	<ul style="list-style-type: none"> <li>IDP Counsellor worked with "Jenny" to ...</li> <li>Develop a statement on compassionate grounds to explain reason for exclusion</li> <li>Identify course options and apply to alternative education providers</li> <li>Arrange a student visa extension</li> </ul>
<b>Outcome</b>	<ul style="list-style-type: none"> <li>"Jenny" enrolled at another university</li> <li>Under guidance of IDP and University Special Needs Officer, gaining traction on her academic performance</li> </ul>



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## Case study #2

<b>Scenario</b>	<ul style="list-style-type: none"> <li>Student overstayed on an expired student visa and other visa complications</li> </ul>
<b>Situation</b>	<ul style="list-style-type: none"> <li>Indian student "Aran" applied for a package offer at a higher education provider in Melbourne</li> <li>Scheduled to complete Bachelors by December 2011</li> <li>"Aran" failed two units and approached IDP for visa extension in March 2012</li> </ul>
<b>Student Needs</b>	<ul style="list-style-type: none"> <li>Student visa extension assistance from IDP</li> </ul>

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## Case study #2: IDP's role

<b>Understand</b>	<ul style="list-style-type: none"> <li>• IDP Counsellor...</li> <li>• Ascertained full facts and history</li> <li>• Identified reasons for overstaying on his student visa</li> <li>• Assessed the potential impact on "Aran's" further studies</li> </ul>
<b>Action</b>	<ul style="list-style-type: none"> <li>• IDP Counsellor assisted "Aran" with...</li> <li>• Preparation of a student visa application</li> <li>• Develop statement on compassionate grounds to explain reason for the overstay</li> <li>• Securing an appointment with DIAC on the same day</li> <li>• Arranging health examination and OSHC</li> </ul>
<b>Outcome</b>	<ul style="list-style-type: none"> <li>• "Aran" was granted a valid student visa for the remaining duration of his course in just two days</li> <li>• He has successfully completed his Bachelor of Hospitality Management in June 2012</li> </ul>

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## Case study #3

<b>Scenario</b>	<ul style="list-style-type: none"> <li>• Student network support for Vietnamese student who has been a victim of violence</li> </ul>
<b>Situation</b>	<ul style="list-style-type: none"> <li>• Vietnamese student "Hung" enrolled in a Diploma program at an education provider in Melbourne was attacked by a group in 2010 and was left in a coma</li> <li>• "Hung's" parents lives in Vietnam and due to financial constraints and language barriers the parents were unable make an immediate visit to Melbourne</li> </ul>
<b>Student/Parents' Needs</b>	<ul style="list-style-type: none"> <li>• The distressed parents required financial and visa assistance to visit Hung in Melbourne</li> </ul>

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### Case study #3: IDP's role

<b>Understand</b>	<ul style="list-style-type: none"> <li>IDP Counsellor in Melbourne...</li> <li>Engaged with staff from IDP Vietnam</li> <li>Communicated with "Hung's" parents to understand their needs</li> <li>Determined how IDP can help "Hung" and his parents</li> </ul>
<b>Action</b>	<ul style="list-style-type: none"> <li>IDP Melbourne and Vietnam worked together to provide...</li> <li>Free visa services for "Hung's" parents</li> <li>Financial support to cover their travel and living expenses</li> <li>Support for "Hung" through a number of hospital visits</li> </ul>
<b>Outcome</b>	<ul style="list-style-type: none"> <li>Hung regained consciousness after two weeks and was later discharged from the hospital</li> <li>Staff at IDP Vietnam and Melbourne maintained close contact with Hung and his parents</li> </ul>

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### Case study #4

<b>Scenario</b>	<ul style="list-style-type: none"> <li>Misleading information provided by offshore agents resulting in undesirable course outcome</li> </ul>
<b>Situation</b>	<ul style="list-style-type: none"> <li>Chinese student "Li" was placed into a one year Master of Education program by an offshore on IDP agent</li> <li>He was advised by his agent that upon completion of the program he will be eligible to apply for PR in Australia</li> <li>Upon arrival in Australia, "Li" realised a two year education qualification is required to apply for PR</li> </ul>
<b>Student Needs</b>	<ul style="list-style-type: none"> <li>"Li" required assistance on applying for another course to achieve his study objectives/graduate outcome</li> </ul>

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## Case study #4: IDP's role


<div style="background-color: #4CAF50; color: white; padding: 10px; border-radius: 10px; text-align: center; width: 100px; margin-bottom: 20px;">Understand</div>	<ul style="list-style-type: none"> <li>IDP Counsellor...</li> <li>Asked "Li" a series of questions and listened</li> <li>Assessed "Li's" study and career objectives</li> <li>Determined how IDP can assist with his case</li> </ul>
<div style="background-color: #4CAF50; color: white; padding: 10px; border-radius: 10px; text-align: center; width: 100px; margin-bottom: 20px;">Action</div>	<ul style="list-style-type: none"> <li>IDP Counsellor worked with "Li" to...</li> <li>Identify a list of Master of Education courses which are recognised by the Queensland College of Teachers</li> <li>Shortlisted and applied for an option which best suit the "Li's" study objective/graduate outcome</li> <li>Applied for an IELTS fee waiver from the new education provider</li> </ul>
<div style="background-color: #4CAF50; color: white; padding: 10px; border-radius: 10px; text-align: center; width: 100px; margin-bottom: 20px;">Outcome</div>	<ul style="list-style-type: none"> <li>"Li" obtained a full offer for a Masters of Education program from a Queensland university</li> <li>He has since completed the new Masters program and successfully registered with the Queensland College of Teachers</li> </ul>

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## Typical steps IDP SSA took in these case studies:

1. Listening and displaying empathy
2. Understanding the situation and identify if this is a situation that SSA is able to assist or student needs to be referred to a third party
3. Explain to student what the options are and how SSA can play a part in these options
4. Follow up with students to check out the progress



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### Engage with IDP SSA



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### Contact IDP SSA

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