

Ready for departure: *An examination of an international student's expectations prior to studying overseas*

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International education is one of the few industries that is marketed offshore but delivered onshore.

This means that many international students and their families often make the decision about where they will spend the next chapter of their life without first-hand experience of their chosen destination or institution.

As an industry, our challenge is to shine a light on the quality and services that an International Australian education provides students, in what is becoming an increasingly crowded market, whilst still acknowledging some of the challenges international students face.

Over our forty year history, IDP Education has built and adapted a comprehensive service offer including our pre-departure programs to help place students in the best position possible before leaving for their overseas journey. Services include the delivery of pre-departure sessions, opportunities to meet with institution representatives and continual guidance from our trained education counsellors.

During this session, IDP Education will present insight gained from our representatives from our global network on common challenges students encounter prior to departure. This will be supported by current research conducted among international students from a range of countries that examines the pre-departure services valued by students as well as what they wish they had known beforehand - with the benefit of hindsight. The presentation will also explore the expectations of international students prior to departure and how it compares to their Australian education experience.

Key Words

Student experience, student needs, international students, international student support, international student needs, international education agent