



A case study in support: a 'one-stop-shop' for international students in Victoria



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Why student experience?

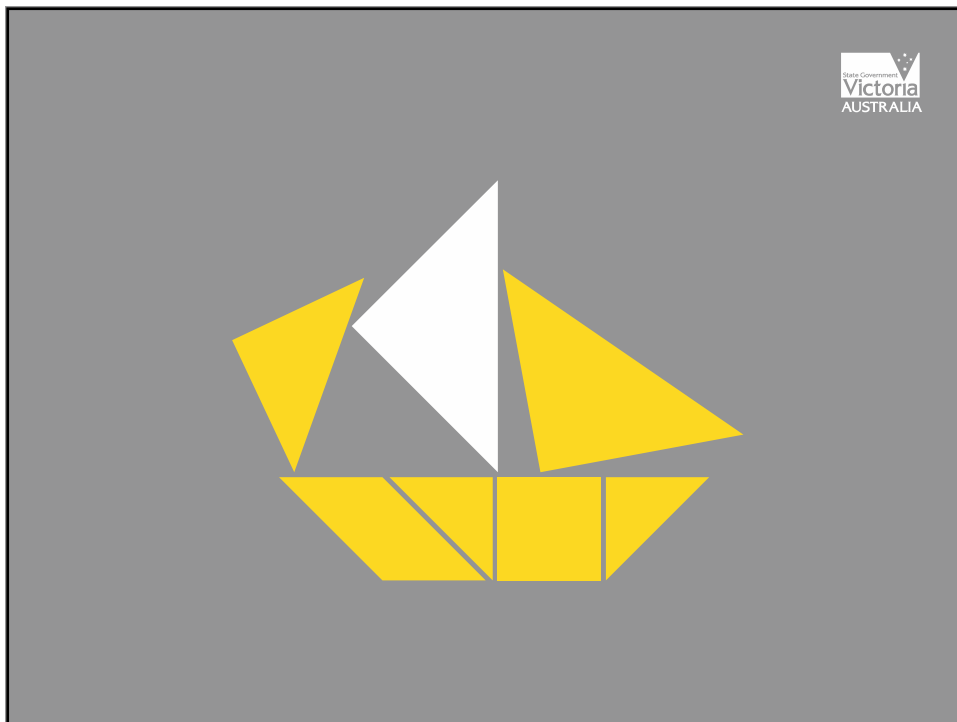
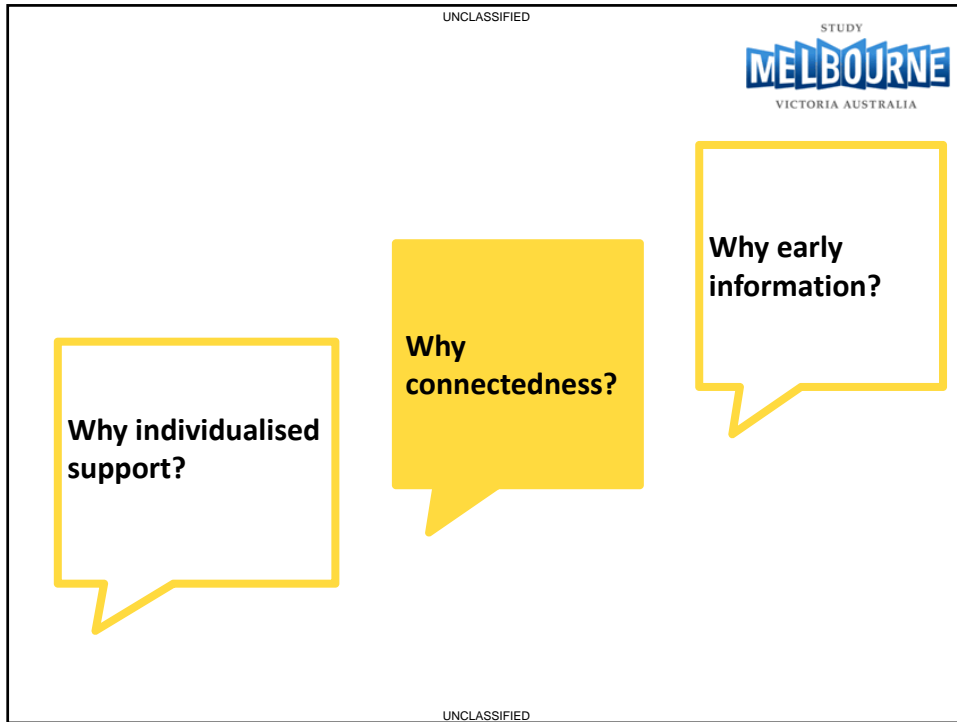


Word of mouth

Student experience – **it's something that we can influence!**

There are multiple benefits **to ensuring international students have a unique rewarding experience**

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## HOW DO WE WORK?

STUDY  
**MELBOURNE**  
VICTORIA AUSTRALIA

**The Study Melbourne Student Centre is guided by the following principles:**

- **Student-centred:** Open, accessible support available which places students needs at the centre of the support
- **Culturally responsive:** A space and service that is best practice for the needs of all students
- **Complementary:** Supporting and enhancing services and resources available to students through partnerships
- **Strengthening reputation:** Of the international education sector and Victoria



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State Government  
**Victoria**  
AUSTRALIA

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## STUDY MELBOURNE STUDENT CENTRE



**599 Little Bourke St Melbourne**

**24 hour 7 day a week point of contact**

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## September to October 2014

### Number of activities by type of event

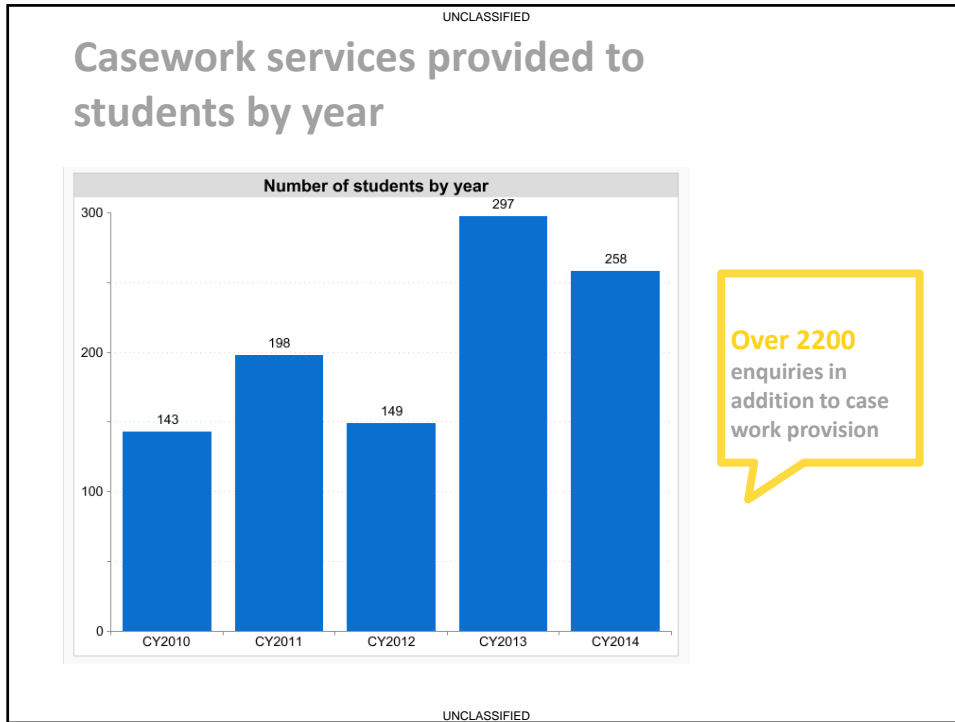
Event Type	Number of Activities
Networking	4
Conference	2
Workshops	3
Orientation	17

**457 students reached**

**Contact with 110 stakeholders**




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## iUSE pass

Victoria's  
**public transport discount scheme for international students**





**From 1 January 2015** (3 year pilot)

- **50% discount on annual tickets** for eligible international students at participating institutions
- Students enrolled in and studying a **Bachelor Degree, Associate Degree, Advanced Diploma** or **Diploma** are eligible
  - Designed in partnership with education stakeholders

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## STUDY MELBOURNE CAREER READY






**Study Melbourne Internships**

- 150 internships each year
- private and public sector across Victoria
- delivered in partnership with TAFEs, private colleges and universities

**Promoting international student engagement to Victorian business**

- leveraging IEU's location within DSDBI and Business Engagement Model

**The Overseas Skills Registry**

- international student *graduates* profiles searchable by Victorian employers

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# social media

- Instagram:** 12 posts and 20 followers within one month
- Facebook:** Over 221,000 'likes' from over 45 countries
- YouTube:** Over 129,000 views, 322 subscribers
- Twitter:** More than 150 followers within one month
- Google+:** 600 views within one month

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