



ISANA Bulletin

Issue: No. 1, May 2007

Welcome to the first monthly newsletter for the ISANA membership. ISANA has set a task for itself to improve the communication process for the membership as a whole and for various groups within ISANA itself.

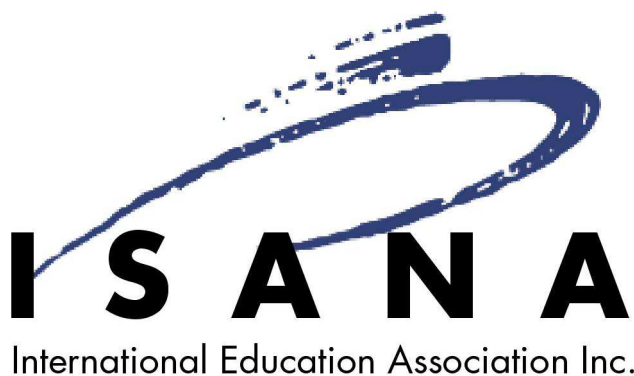
This newsletter is just one of the mechanisms to be put in place to keep you informed about the happenings within ISANA, the input that ISANA has within the industry and the international education industry as a whole.

This newsletter aims to be relevant, timely and as an additional source of support and information for you in the great work that you do in the international education industry.

In this issue:

- New communication approach.
- What's happening with the ISANA website.
- Tools for the National Code: don't you just love it!
- Changes to ISANA committees.
- President's report.
- What's happening in the branches.
- Professional development opportunities.
- Presentation of certificates.
- Reminders.
- Get to know ... the ISANA President.
- Industry tips.
- How to be an ISANA committee member.
- Research snapshot.
- Industry tips.

If you have any comments, ideas or suggestions contact the ISANA Communication Manager, Cheryl Cook, email: cheryllecook@gmail.com



New communications approach for ISANA

With the resignation of Reid Arkinstall as ISANA's communications person because of the pressure of his own workload and ISANA's communication needs, it was decided early in 2007 that ISANA should employ a dedicated Communications Manager on a sessional basis for a year's trial. This role would concentrate on the ISANA website to make sure it is current and accurate, and on developing other communication strategies to improve the sense of connectedness between members as a whole and within specialised ISANA groups such as the SIGs and committees.

ISANA expects that significant advances will be made over the next twelve months in bringing ISANA members together, providing them with up-to-date information and developing tools to support you with your work and well-being.

What's happening with the ISANA website

Have you visited the ISANA website lately? You will notice that it is now up-dated regularly with news and events, branch information, resources and much more.

Check out what's new on the website this month...

- National Code tutorial
- 2007 PD calendar
- National Council and Branch committees contacts updated
- Up-to-date ISANA news and industry events
- Link to PIER for broader industry news items
- 2006 conference papers online
- 2007 Bursary information
- 2007 ISANA conference information
- Updated articles and resources on some SIG pages.

www.isana.org.au

Tools for the National Code ... to assist with implementation on July 1st, 2007

DEST has funded seven projects to help with the implementation of the National Code 2007 (due 1st of July 2007), including ISANA's Online Tutorial. This is now 'live' on the ISANA website and available to all to use to further develop their own understanding of the regulations, regardless of ISANA membership. www.isana.org.au/NcTutorial/splash.htm

Other projects are in place for sector specific assistance. A full listing of these can be found at www.isana.org.au/NcTutorial/industry_help.htm

Further assistance and a level of interpretation can be found in DEST's Explanatory Guides: <http://aei.dest.gov.au/AEI/ESOS/>

Recent changes to ISANA committees

National Council:

Vice-President (Planning & Development)

Kate Smart

International Projects & Exchange Manager

University of Sydney

02 9351 0046 / k.smart@econ.usyd.edu.au

ACT Branch President:

Matt Wilkinson

Academic Progress Officer, ANU

02 6125 3320 / Matt.Wilkinson@anu.edu.au

How to be an ISANA committee member - be a Regional representative

As a regional representative, you will take on a much needed and often neglected role. The members you directly represent will be geographically far spread, relatively few in number in comparison to their city counterparts, often work alone without direct support, may not work fulltime hours and are generally unable to attend ISANA meetings and functions simply due to the travel time involved.

Thoughts on being a Regional Advisor... This role allows you to indulge in the need to "give back" to whatever endeavor you are involved in. It is important to pass along to others, what we have learned along the way. We know that being involved in international education in a regional environment definitely has its ups and downs...but the "ups" are more fun when shared with friends...and the "downs" are easier to get through, when there is support from others available.

President's report

On May 10, I represented ISANA at the Government Industry Stakeholder Consultation in Canberra. The main presenters were Fiona Buffinton from AEI and Paul Farrell from DIAC. Some of the main points they raised that might be of interest to you are as follows.

AEI

There was considerable discussion around various aspects of the Birrell Report, including the media response locally and overseas, other possible interpretations of the data used by Birrell, that a student's language ability can go backwards while they are studying here, the need to monitor pathways other than those involving IELTS to higher education, and cram schools for IELTS in China. A symposium on the topic is being run in Sydney in August by English Australia and IEAA.

Problem areas highlighted by their international student survey were lack of the integration of students and the lack of the Australia experience. I probed what was meant by integration – I think some interaction with locals would describe best what she meant – and pointed out that sometimes a drive to integration can be in conflict with welfare issues associated with international students.

The Brisbane Communique was mentioned and a DEST Task Force for implementing has been set up. New counsellors have been appointed for Latin America, Japan, Thailand and China.

DIAC

The big news is that "Permission to work" will be part of the primary visa application from 1 April 2008. Students will not be able to start work until they have commenced their studies and there will be a single cost of \$450.00.

The changes to the assessment levels are now in place and work is being done with the appropriate embassies to help them understand the situation. There was also a discussion about the nested courses and VET sector training packages. The situation is being reviewed.

General Skilled Migration Changes

Miranda Lauman gave a presentation on the General Skilled Migration Changes. I have a copy of her powerpoint presentation and I would be happy to

forward it to any ISANA member who would be interested to see it. Just email me at president@isana.org.au. It includes some discussion of the government's response to the Birrell/Hawthorne research. The government believes that international students will be able to study a broader range of courses and still apply for GSM. They believe that over the years students will move to getting the appropriate skills during their study time and so the Skilled Graduate Visa will become less important.

SIA Brand Evaluation

Karina Coldrick from SYNAVATE presented the results of an evaluation of the Study In Australia brand. It contained positives and negatives. Their recommendation is that the basic symbol be retained but the words associated with it be changed.

We have received notification of further amendments to the ESOS Act that have been passed. The Bill will amend the ESOS Act to:

- include an objects clause to clarify the main purposes of the ESOS Act;
- provide for delivery of education to overseas students on Christmas Island and Cocos (Keeling) Islands within the scope of the ESOS Act;
- facilitate course delivery by arrangement across state boundaries by allowing designated authorities to approve arrangements where the provider (other than the registered provider) is located in a different state to the registered provider;
- allow for a reflection of the actual allocation of the roles and responsibilities of the Australian Government and the state and territory governments in relation to investigating breaches of the National Code 2007;
- recognise that the role of DIAC is to resolve the visa status of an overseas student subsequent to an education provider advising a breach of a student visa condition;
- recognise that written agreements with each overseas student are mandatory, rather than optional, under the National Code 2007; and
- remove the imposition of a late payment penalty for late payment of the annual Fund contribution, deemed to be administratively burdensome on the Fund Manager and not cost effective.

PD opportunities in June

June 5th

Marketers' and Recruiters' issues
SA/NT

June 6th

DEST National Code Information Sessions
Darwin

June 7th & 8th

State Conference - ESOS compliance and
transition to the National Code
ACT/NSW

June 13th

Critical incidents - ESOS implications
VIC

June 14th

State Conference - Impact and implications
QLD

June 20th

Working with Muslim students
QLD

Conference news

ISANA National Conference

Extension for submissions
Friday 19th May

NLC Conference

May 30th: Abstracts & Biographies
June 20th : Full Paper
Contact: research@nlc.edu.au

Reminder

ISANA membership fees will rise after 30 June 2007. However, you can take advantage of current fee rates by paying your fees now. Even if your fees fall due after the 30 June, by paying now your membership will remain the same with the renewal taking effect from your current membership date.

ISANA's National Code 2007 Online Tutorial - issue of certificates

ISANA congratulates those who have completed the online tutorial test activity and have been presented with Certificates of Completion for their professional development portfolio.

Central Queensland University - Sydney campus:
6 staff members

Mitchelson High School, Qld:
1 staff member

RMIT:
1 staff member

Australian Catholic University
1 staff member

Research snapshot

Where to go for international education research resources ...

- Database of Research on International Education - 97 new articles for May. aei.dest.gov.au/AEI/PublicationsAndResearch/ResearchDatabase/
- ISANA member resources - 2006 conference papers (2004, 2005 also) www.isana.org.au (Member Resources)

Industry tips

"All staff who teach, advise or counsel international students need to collaborate to provide the necessary support. International student advisers play a pivotal role because they are usually the first and main point of contact for international students. The role of the adviser is therefore also to inform and advise staff. **Developing and maintaining strategic relationships with key staff across the institution is critical.**"

Seow, MA . *The role of the International Student Adviser: How we have changed. Great Expectations - How to manage, survive and stay ahead.* 2006 ISANA conference paper. www.isana.org.au (Member Resources)

Getting to know ... Conversation with Dr Felicity Fallon -



2007 ISANA President

How long have you been in the international education industry?

I have been working here at the Trinity College Foundation Studies program for 13 and a half years but, over this time, I have seen the industry from two different perspectives. My original appointment was as the Lecturer-in-Charge of Mathematics 2 (the second maths subjects for the future engineering, actuarial and mathematics students).

I came to this position from a bit over 25 years of teaching mathematics in secondary schools in Queensland, the USA and Victoria. Our program was very small and new when I first started but it grew quickly and pastoral care issues started to arise. The teacher and parent in me kicked in and soon I helping students with non-academic matters and campaigning for a formal student welfare structure. When this happened I got the job and gradually my teaching faded away until I have up my last tutorial at the beginning of 2006. I love the work I do but I do miss my teaching and my mathematics.

What were the influences that led you to the international education industry.?

At the last AGM in Sydney, I spoke of my time as the wife of an international student in the USA in the early 1970's. This was certainly an experience that both prompted me to move from teaching mainly Australian students to teaching all international students and helped stimulate my passion for the care and support of these students.

There was, however, another influence that predated that experience. My father, Sir Theodor Bray, whom some of the older Queensland

members may remember as the editor of the *Courier Mail* and the founding chancellor of Griffith University, was a very forward thinking man. While I was growing up, he travelled a great deal, particularly in Asia, and he taught me up to believe that Australia was a part of Asia – not an opinion widely held in Queensland at that time. I think that I owe my love of travel and other peoples and their cultures to him.

Anyone who has been in my office knows that I love to travel, particularly in Asia, and I love to bring back things to put on the walls of my office.

What do you do in your everyday job?

Depending of the time year, TCFS has between 600 and 750 students in our one year pre-tertiary program. Somewhere between 65% and 85% arrive as under 18's. With the help of an administrative assistant, a counsellor, a chaplain and all our academic staff who act as mentors to the students, I monitor and support all of these students. I also work very closely with our accommodation providers.

I monitor the students attendance very closely as I believe that this is often the sign we have that there is a problem and we try to be very proactive in dealing with these problems early. I approve (or fail to approve) all the accommodation arrangements for students under 18 who wish to live in private arrangements i.e. other than with one of our approved providers. I organise and run the mentoring program, give orientation talks (11 each year), monitor attendance in exams, write policy documents, attend meetings and deal with crises.

In the last week it was the girl who broke her arm in a Drama class on Monday and the boy who had not attended any classes for 2 weeks on Friday.



What does the ISANA president do?

There seems to me to be two parts to role of ISANA president. The first is to keep ISANA delivering to its members as much help and support as it can. I feel that this is a bit like my day job – watching and monitoring and acting only when needed.

It is difficult in a voluntary organization for us all to deliver the things that we would like to happen because life and our day jobs sometime gets in the way. However, this year I have been excited about the way the branches are functioning and meetings and professional development is happening.

It also looks like we are going to have another great annual conference in Adelaide and Shanton has been organising some TRaCs workshops for people outside ISANA. One area where I know we could do better in the Special Interest Groups. This is being looked at but it is proving a hard area to make happen well. Part of this role is also to keep an eye on our financial situation to see that we are being responsible there and to see that we meet any legal requirements that we need to.

The second part of the role is to represent ISANA in the wider community of the industry. To that end I have attended meeting with both DIAC and DEST in Canberra and I went to the APAIE conference in Singapore in March. A council of regional councils such ISANA from across the world is in the process of being formed. I attended a meeting of the potential members during the APAIE Conference and an email connection has just been formed by these members to allow further discussions to take place.

Jan Bardetta will represent ISANA at their next meeting at the NAFSA conference and I hope to get to the following meeting at EIAE conference later in the year. We are also in discussion with NLC, VISION and IEAA about ways in which cooperation between ISANA and these organizations can take place.

Why did you accept the role of ISANA president?

I accepted this role firstly because I think that ISANA is a wonderful organization full of wonderful people who are great to work with. I got involved in roles in ISANA originally through the organization of the conference in Melbourne. I took on the challenge of introducing Refereed Papers to our national conference. This was a natural extension of my passion for good research relating to the education and supports needs of our international students.

This led to the position for Vice President (Professional Development) and then to President. I have held leadership roles for a large part of my life and have been comfortable in them. These have ranged from leading my church young group when I was part of it, through being a Head of Mathematics in large independent girls school, to my present role as Director of Student Welfare. I serve at present as chairperson of the church council of the church which I attend.

Apart from all this, who are you?

I am the wife for 40 years of a university professor of psychology, the mother of two adult children, and the grandmother of 17 month old Adeline whom I mind on Tuesdays while her mother works.

I used to be a dancer, particularly in churches, and choreographer for school musicals but age has caught up with me in those areas. I now relax by swimming, walking, reading and sitting on the balcony of our apartment on the Gold Coast and watching the board riders off the headland.



Felicity can be contacted via email at president@isana.org.au

What's happening in the Branches ...

South Australia / Northern Territory

As an interim support measure, South Australia and Northern Territory have joined forces. With the backing of the National Council, the SAINT branch is working to facilitate a stand alone branch in NT but in the meantime, it will be a great joint effort by these energetic ISANA members.

The branch has already held some well attended PD sessions with more on the go. You can find out more about these on the ISANA website under the Branch pages.

The branch is hosting the annual conference (28 - 30 November) at the Stamford Grand Hotel. Don't miss a great event! Further information is available from the conference website: www.cdesign.com.au/isana07.



Deadline for contributions to the next issue of the ISANA Bulletin - 4th June

continued from pg 2...

How to be an ISANA committee member - be a Regional Representative ...

Your Committee role as a regional representative

Being a regional committee member is about much more than simply attending meetings. In order to build a strong regional presence, make it an active not a passive role even though that requires some effort outside of committee meetings.

Obviously it can be difficult to attend urban based meetings, but you still need to be aware of what decisions your committee has made, how you can still have input into those decisions, know what issues regional members face from those decisions, when to push, to work and to communicate with the other members of the committee to reach a consensus.

The purpose of your committee role is:

- to strengthen the network of communications between regional and urban members;
- to develop continuous improvement in the understanding of urban based members about the different communities that regional members serve;
- to consolidate relationships between wide-spread regional members and then between regional and urban based members as a whole;
- to assist in the identification and drawing from member resources that may benefit those members:
 - ♦ to reduce isolation,

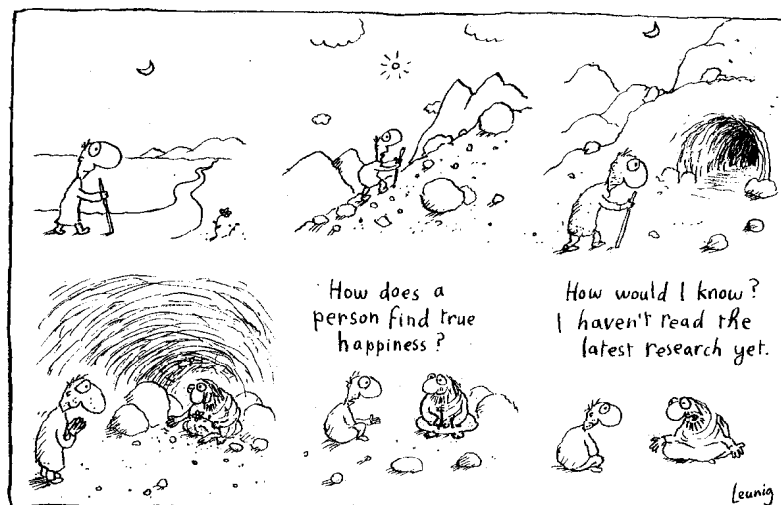
- ♦ improve information flow,
- ♦ construct effective communication methods and,
- ♦ to build and maintain relationships between each other by promoting contact, providing information to each other and exchanging ideas.

Generally, engaging effective communication processes that incorporates an active and high level of networking and empathetic angles will be well received.

Any regionally based person within the international education industry has the ability to self-motivate and to prioritize effectively. Generally, they work alone, isolated from immediate support and geographically distant from the larger team.

Often they work in more than one role, for example as an ISA and an academic skills advisor. At any one time, they are a professional friend, a surrogate parent, a multicultural expert, cultural mentor, an office manager, staff supervisor, an industry expert for their institution, a regulation guru for staff, an advisor to management, a researcher and an innovator in program delivery. Often on their own, they deal with conflicting demands in the daily running of the office, managing student and staff demands, organising student events and liaising effectively with work colleagues from a distance.

ISANA can provide good support to these fabulous people through the regional representative ... so if your branch committee does not have a regional representative, take an opportunity to make a difference.



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Contributors: Cheryl Cook, Felicity Fallon, members of National Council, SA/NT branch

Photographs: from ISANA archive, Felicity Fallon

For more information see the ISANA website: www.isana.org.au