

ISANA: International Education Association Incorporated is an Association of professionals working in international education in Australia and New Zealand. Its mission is to:

- Provide a means for the exchange of information and networking
- Facilitate the professional development of members
- Build links with associated organisations both locally and overseas, and
- Liaise with government and other agencies on policy matters relating to international students in Australia and New Zealand.

Development and Growth

The establishment of **ISANA: International Education Association** in 1989 was a significant step in recognising and defining the roles of many professional staff working in international education. In recent years we have seen greater complexities in management structures, professional responsibilities, in student expectations and market demand. We now face a significant responsibility to improve quality of services to students, and our support for staff.

ISANA has grown in membership and breadth of focus, with the development of the industry as a whole. ISANA maintains a number of key principles that guide the professional practice of its members:

Professional development

ISANA supports continuous improvement in the international education industry.

ISANA maintains that professional development is an essential component of quality in services and programs in international education. To facilitate this, members initiate contacts with those developing services, gather new information and continually improve their understanding of the regulatory environment.

ISANA professional development is offered through branch conferences, events and workshops. These are practical and relevant programs to assist in improvement of professional competencies. ISANA has developed curriculum in a number of key areas and has delivered workshops in several states, across sectors, and on request by institutions.

ISANA offers scholarships to encourage its members to contribute new knowledge. ISANA therefore continually contributes to improvement in services, management and academic functions.

The ISANA Annual Conference is distinctive in its discussion of current issues and professional practice in international education, the quality of student-centred programs and services.

The inclusion of refereed papers at the ISANA conference demonstrates the organisation's significant role in research development.

Student focus

A major focus is the academic, cultural and social experience of students coming to Australia and New Zealand to study, and those travelling on study abroad and exchange programs.

The needs and experiences of students are keys to ISANA's mission. We believe that the overall health and reputation of the industry depends on successful student outcomes. Therefore, our focus is on:

- student welfare
- appropriate and accurate information for those working with these students
- the integrity of academic programs
- quality and ethics in marketing and recruitment
- excellent and appropriate teaching practice
- effective management
- fair allocation of resources
- specific skills required in delivering products and services.

This focus has meant that all ISANA members are obliged to maintain the highest levels of professional standards when dealing with students.

To meet this commitment, members must sign and adhere to the ISANA Code of Ethics, which requires them to have a **'commitment to the principles of professional competence, integrity, professional responsibility, respect for people's rights, dignity and diversity, and social responsibility'**, and to **'act in the best interests of the student, while respecting institutional policies, governmental and legal requirements, and the interests of sponsoring bodies.'**

Affiliations

ISANA values its relationships and affiliations with other groups and organisations.

ISANA members bring benefits to their employing organisations through their contacts with a wide range of groups and organisations.

Since its establishment ISANA has valued its key relationships with international student organisations such as the National Liaison Committee for International Students (NLC) at national and branch levels, the Council of International Students in Western Australia (CISWA), and institution-based student groups. ISANA is a Courtesy Associate of the European Association for International Education (EAIE), and has strong relationships with the IEAA (International Education Association of Australia), NAFSA and UKCOSA. ISANA members contribute to these conferences on a regular basis. ISANA values its relationships and contacts with community groups and consular staff.

Government officers and senior managers regularly consult with ISANA through conferences, meetings and professional development programs, at branch and at national levels. During 2006, ISANA members have been invited to join reference groups established by DIMIA, and contribute to ongoing discussions about student visa issues.

In its professional development program, ISANA has been recognised by DEST, through AEI, and IDP, which have supported workshop programs. Such collaboration enhances the profile and the professional integrity of the Association.

ISANA is an independent body which derives no ongoing financial support from institutions or organisations. It does, however, attract substantial sponsorship from major organisations and stakeholders in the industry.

Independence

ISANA is managed by its membership.

The structure of ISANA ensures the direct representation of its members. The ISANA Council is elected every two years, and comprises an Executive Group, each branch President, and other targeted positions, ensuring a genuine representation across Australia and New Zealand. The Council is broadly based, and consistently has members from a range of professional roles, educational sectors, and special interests groups.

Within this structure, members have a direct voice, and are actively encouraged to participate in decisions and discussion about the organisation.

Participation in ISANA offers members the opportunity to develop their confidence and skills in the Association's governance by standing for Council and committee positions, thus enhancing their competencies in operating in an international education setting.

Networks

ISANA promotes networking for the continuous improvement of professional practice.

The following ISANA special interest networks are active across sectors throughout Australia and New Zealand to generate information and discussion on common issues:

- Accommodation and Homestay
- Exchange and Study Abroad
- Counselling
- Learning and Language Support
- Pre-university
- Regional Campuses
- Admissions
- AusAID
- Academic Progress

ISANA networks across Australia and New Zealand actively disseminate current information, offer new ideas to professionals working in changing workplaces, and enable professional skills and knowledge to be shared and applied across the industry.

ISANA has branches in each State and Territory, and in New Zealand. Branches are networked through the Vice-president's position and they contribute to the formulation of guidelines for branch operations, as well as voicing concerns in an open and constructive environment.

Branches are structured in such a way that events and activities are appropriate to particular branch needs. Each branch has a calendar of events which reflects the diverse professional interests of members and increases the professionalism of the industry.

Professional staff entering the field and those working in isolated locations are able to benefit from mentoring and information available to them across the network. Institutions can rely on such collaborative communication when formal and specific training in the field is not available.

The contribution by members in their voluntary service to the industry is immeasurable. Institutions can draw from ISANA's collective experience and cross-institutional communication to constantly improve international education services.

Further information about ISANA: International Education Association is available at www.isana.org.au