

GOOD, BETTER, BEST PRACTICE *in International Student Support*



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BEST PRACTICE– AN OMBUDSMAN PERSPECTIVE



Presenter: Melita Hoskin - Assistant Director of the Overseas Students Ombudsman (OSO)

In this session Melita will share with us her experience in best practice complaints handling – written agreements, course progress, attendance and transfer requests. Melita will also demonstrate poor and best practice case handling examples from the Overseas Students Ombudsman's Office. Discover more about appropriate intervention or counselling support options that can be utilised to assist more in the first instance.

Presentation will be followed by a Q&A Session.

IMPROVING OUR PRACTICES

Presenter: A lead representative from the Council of International Students Australia (CISA)



In this session the CISA reps will talk about the CISA Good Practice Program and any updates in this space. Also since its implementation in 2013, stories about its success and institutional feedback within the industry.

Key trend issues at the moment with International Students that ALL Support Staff should be aware of at this time will also be discussed.

Presentation will be followed by a Q&A Session.

PRESENTER PROFILES

Melita Hoskin is the Assistant Director of the Overseas Students Ombudsman (OSO) and was involved in establishing the OSO, which began operating in April 2011. The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman also provides information about best practice complaints handling to help private education providers manage internal complaints effectively and publishes reports on problems and broader issues in international education identified through investigations.

CISA is the national peak student representative organisation for international students studying at the postgraduate, undergraduate, private college, TAFE, ELICOS and foundation level. They are not aligned with any particular political party which allows them the freedom to openly and freely advance their position on issues for the betterment of all international students.

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LOCATION

The Allan Barton Forum, Level 2, College of Business and Economics, Kingsley Street, Building 26C, Australian National University - see <http://facilities.anu.edu.au/services/maps-and-way-finding> for a map of the campus and for parking.