



AIEC 2015 ABSTRACTS

All information contained in this document, including dates, times and rooms, is given in good faith and was correct at the time of printing (24 September 2015). Delegates attending AIEC 2015 should check the conference app, SMS alerts and notice boards, and listen for announcements for updates and last-minute changes to the program.

Tuesday 6 October

IEAA International Research Roundtable

Date: Tuesday 6 October

Time: 9:00AM - 5:00PM

Location: Banksia Room, InterContinental Hotel

Session type: Roundtable

Chair: A. Prof. Chris Ziguras, Vice-President, IEAA/RMIT, Australia

Where are we heading? International education in 2025 (1208)

Serious scholars are usually more comfortable analysing past events than speculating on where contemporary developments might lead. In this roundtable, researchers step out of their comfort zone to prognosticate upon the ways in which international education may change over the next decade by drawing out the key insights from their research.

This year's International Research Roundtable asks leading Australian and international researchers to consider the implications of the major cultural, political and economic transformations of our time. The roundtable will focus on four key themes:

- The next phase of globalisation of higher education
 - future of higher education internationalisation
 - the globalisation of higher education
- Growth in perpetuity
 - market futures
 - global, collaborative and modular-based learning
- How will we teach?
 - how big data will change global education
 - comparing global standards
 - preparing doctoral students to teach
- Cultural change
 - Social engagement in the digital age
 - cultural consumption and outbound mobility

The International Research Roundtable is organised by IEAA and has been held annually since 2009 in conjunction with the Australian International Education Conference (AIEC).

Audience

The Research Roundtable caters to the interests and needs of established and new researchers – including current research students – across a wide range of disciplines. It will involve education industry practitioners and research users, government policy makers as well as research funding and commissioning agencies.

The 2015 Research Roundtable is supported by the Australian Government Department of Education and Training. For further information, please visit the website www.education.gov.au or www.internationaleducation.gov.au

Key interest area (KIA): Mult

Sector(s): ELT, HE, SCH, VET

Speakers:

Mr Vitor Alevato do Amaral, Vice-President, FAUBAI - Brazilian Association for International Education, Brazil
Dr Fanta Aw, President and Chair of The Board of Directors, NAFSA: Association of International Educators, United States
Mr Fraser Cargill, Senior Consultant, EduWorld, Australia
Dr Abby Cathcart, Associate Professor - Management, QUT Business School, Queensland University of Technology, Australia
Ms Cassandra Colvin, Manager, Enhancing Student Academic Potential, University of South Australia, Australia
Dr Dominique Greer, Senior Lecturer - Marketing, QUT Business School, Queensland University of Technology, Australia
Prof. John Hudzik, Professor, Michigan State University, United States
Emeritus Professor Elspeth Jones, Consultant, Elspeth Jones, United Kingdom
Prof. William Lacy, Professor, University of California, Davis, United States
Mr Markus Laitinen, Vice-President, European Association for International Education (EAIE), Netherlands
Mr Dennis Murray, Director, Murray Gould International, Australia
Dr Glen Stafford, Manager, Academic and Global Relations, The University of Adelaide, Australia
Ms Kadi Taylor, Senior Adviser, International Education, Austrade, Australia
Dr Sarah Richardson, Principal Research Fellow, Australian Council for Educational Research, Australia
Prof. Fazal Rizvi, Professor in Global Studies in Education, The University of Melbourne, Australia
A. Prof. Chris Ziguras, Vice-President, IEAA/RMIT, Australia

W-01 Workshop

Date: Tuesday 6 October

Time: 9:00AM - 12:00PM

Location: R4

Chair: [Dr Wendy Green](#), Senior Lecturer, Tasmanian Institute of Learning and Teaching, The University of Tasmania, Australia

Bringing global learning into the core of the curriculum (1186)

The education sector is charged with developing graduates capable of living and working ethically and effectively in a complex, globalised world. Internationalisation of the curriculum (IoC) has been one significant response to this task, yet it is still more evident in policy and research than in practice. Too often, global learning is relegated to the margins of the curriculum.

This workshop combines theoretical perspectives with practical insights into how we can bring global learning into the core of the curriculum and into the everyday experience of our students.

Key concepts in the development of IoC will be discussed and examples of good practice will be drawn from a range of disciplines. Institutions will illustrate how key concepts relating to global learning have been adopted and developed in practice in different contexts. Participants will be able to access and work with resources that were initially developed by Betty Leask during her Australian Learning and Teaching Council Fellowship, 'Internationalisation of the Curriculum in Action' (2010-12), and extended by Craig Whitsed and Wendy Green through a second nationally funded project (2013-14).

Ly Tran will discuss case studies and examples of good practice in fostering global competence and global outlooks in vocational education and training (VET), based on a Discovery project funded by the Australian Research Council (2009-2013). Case studies from a range of disciplines in higher education will demonstrate how staff have engaged with, and developed, resources as part of a situated and systematic approach to bringing global learning into the core of teaching and learning. This material will provide a frame of reference for an exploration of top-down /bottom up blockers and enablers of global learning.

Target audience

This workshop is aimed at academic staff and teachers within the school, VET and higher education sectors, particularly program coordinators and curriculum leaders, academic and educational developers, student support staff and policy advisers.

Objectives

During the course of the workshop, participants will:

- develop an understanding of the internationalisation of education as a complex, multilayered and evolving concept within the context of globalisation
- learn about different innovative and practical approaches to bringing global learning into the core of the curriculum within different disciplines

- examine a range of institutional blockers to and enablers of global learning at an institutional and faculty, department or school level
- discuss the process of internationalisation within their own institutions and develop a plan for further action.

Key interest area (KIA): INT

Sector(s): HE, SCH, VET

Speakers:

[Dr Wendy Green](#), Senior Lecturer, Tasmanian Institute of Learning and Teaching, The University of Tasmania, Australia

[Dr Betty Leask](#), Pro Vice Chancellor Teaching and Learning, La Trobe University, Australia

[Dr Ly Tran](#), Senior Lecturer, School of Education, Deakin University, Australia

[Dr Craig Whitsed](#), Senior Lecturer, Centre for Student Learning, Murdoch University, Australia

W-02 Workshop

Date: Tuesday 6 October

Time: 9:00AM - 12:00PM

Location: R5

Chair: [Ms Justine Morris](#), Deputy Director, International Relations, Swinburne University of Technology, Australia

From enquiry to enrolment: the essential toolkit for recruiters (1187)

International marketing and recruitment are becoming more important to universities across the globe. The reality, however, is that most universities are doing less marketing and a lot more recruiting.

This workshop will focus on the skills and tools needed to be successful in assisting students to make the decision to enrol at your university. This includes: speed to contact, listening and questioning skills, objection handling and closing, managing third parties such as agents, and ensuring students accept their offer and commence. This workshop will also look into the tools needed to be successful, such as customer relationship management (CRM) and how to measure return on investment.

Topics will include:

- services marketing for international education
- tools required – web, CRM, tablet, smart phone, linking on and offline channels
- progressive engagement with the student to increase commencements
- managing third parties
- measuring success.

Target audience

This workshop is aimed at education provider staff with the following responsibilities:

- international marketing and recruitment
- international admissions
- marketing and communications
- web design and analytics.

Objectives

On completion of the workshop, participants will be able to:

- understand the importance of service marketing and service quality in the sales process
- understand the importance of speed to contact, listening, questioning, objection handling and closing
- effectively manage and measure the stages of enrolment
- understand how to combine traditional and online channels.

Key interest area (KIA): A&R

Sector(s): ELT, HE, SCH, VET

Speakers:

Mr Julian Longbottom, Director Asia Pacific, StudyPortals, Australia

Mr Thijs van Vugt, Director and Partner, iE&D Solutions, Netherlands

- understand the new SSVF and ESOS changes
- understand the implications of the recent ESOS National Code review
- examine a range of change/risk management strategies to allow for a smooth transition to the new, simplified student visa framework in mid-2016
- network and exchange ideas and insights with other participants working in admissions and compliance.

Key interest area (KIA): P&RE

Sector(s): ELT, HE, SCH, VET

Speakers:

Mrs Bronwyn Bartsch, Acting Director, Curtin International, Curtin University, Australia

Ms Alice Maclean, A/g Director, Student and Graduate Visas, Temporary Visa Programme, Visa and Citizenship Management, Australia Government, Department of Immigration and Border Protection, Australia

Mr Geza Karacsony, ESOS Officer, University of Western Sydney, Australia

W-03 Workshop

Date: Tuesday 6 October

Time: 9:00AM - 12:00PM

Location: R6

Chair: Mr Geza Karacsony, ESOS Officer, University of Western Sydney, Australia

ESOS and SSVF: what does the future hold? (1195)

International student admissions and compliance are increasingly complex and operate under continuously changing regulatory rules. Australia's Education Services for Overseas Students (ESOS) National Code, first introduced in 2007, is under review and impending changes will have a significant impact on international student recruitment, admission and compliance management.

Streamlined Visa Processing (SVP) was introduced in 2012 and expanded to select non-university providers in 2014. Now, a new simplified student visa framework (SSVF) – open to all education providers – will replace SVP and the current Assessment Level Framework from mid-2016.

So what does the future hold? This workshop will provide an opportunity for admissions and compliance staff to discuss, clarify and share insights on their challenges related to the ESOS Act, visa sub-class amendments and SSVF. Participants will discuss the proposed changes and share change/risk management strategies to support a smooth transition for systems, processes and staff to the new visa framework in 2016.

Target audience

This workshop is aimed at international admissions and compliance staff.

Objectives

On completion of this workshop, participants will be able to:

W-04 Workshop

Date: Tuesday 6 October

Time: 9:00AM - 12:00PM

Location: R7

Chair: Mr Peter Krikstolaitis, Chief Executive Officer, Bravo Consulting, Australia

From disruptive innovation to the mainstream: the impact of global pathways (1188)

Pathway education has been a significant part of Australian education for more than 20 years. This has included ELICOS, vocational education, and foundation and higher education diplomas. While they began as a 'disruptive innovation', pathway programs are now part of the mainstream and, in many cases, the core education offerings of institutions. The success of Australian pathways has seen these programs adopted more universally, which has implications for Australian programs.

This workshop will explore a range of topics, including:

- The emerging role and recognition of Pathways in preparing students for further study
- The student experience – perceptions versus reality of the pathways student experience
- Marketing – update on key source countries and an evaluation of emerging competitor nation activities
- The role of Pathways in TNE and developing partnerships.

Target audience

This workshop will cover a wide range of topics and is suitable for a diverse audience. It will be particularly useful to:

- staff already engaged in pathways who are hoping to enhance their understanding of the landscape

- education providers not yet directly involved in pathway programs, but who are involved in or are considering being recipients of pathway students and are hoping to get a greater understanding of the sector.

Objectives

On completion of the workshop, participants will have enhanced their understanding of:

- the critical role that pathways play in Australian education
- the diversity of pathways and the 'internal competition' for pathways students
- international competitor activity between pathway providers
- the impact of government policy changes on pathway programs.

Key interest area (KIA): Mult

Sector(s): ELT, HE, VET

Speakers:

Ms Denise Bush, Dean, Pathways School, Trinity College, The University of Melbourne, Australia

Ms Marisa Furno, Manager, Global Education Alliances and Partnership, Swinburne University of Technology, Australia

Mr Peter Krikstolaitis, Chief Executive Officer, Bravo Consulting, Australia

Ms Leigh Pointon, College Director and Principal, Queensland Institute of Business and Technology (Navitas), Australia

Mr Mark Raven, Chief Executive Officer, NEAS, Australia

Ms Heather Roberts, Manager Global Engagement, Sydney TAFE, Australia

W-05 Workshop

Date: Tuesday 6 October

Time: 9:00AM - 12:00PM

Location: R8

Chair: Hon. Phil Honeywood, CEO, International Education Association of Australia, Australia

Shining a light on Africa: emerging markets (1189)

Between now and 2050, the population of Africa is expected to more than double from 1.1 billion to 2.4 billion people – more than half of the world's predicted population growth (United Nations). This rapidly growing population, substantial economic growth and burgeoning middle class are all driving the demand for access to quality education.

Yet Africa remains a largely untapped market for Australia's international education sector. With a population expected to exceed the United States by 2050, Nigeria in particular presents a vast opportunity for foreign education providers. Austrade has also highlighted South Africa, Ghana and Kenya as potential growth markets.

This workshop will shine a light on Africa and provide insights into key emerging markets. Participants will come away with a detailed understanding to inform their student recruitment and/or business

development strategies. The workshop will examine what our international competitors are doing in the African region and highlight some examples of Australian education institutions that are leading the way.

Key questions for exploration will include:

- what are the key untapped markets?
- what is driving the demand for education in Africa?
- how to recruit students and conduct business effectively?
- what are the key challenges in terms of health, safety and security?

Target audience

This workshop is intended for international directors, regional managers and recruitment staff, as well as those working with sponsors/sponsored students from Africa.

Key interest area (KIA): BD

Sector(s): ELT, HE, SCH, VET

Speakers:

Mr Dave Connell, Manager, International Student Recruitment Operations, Curtin University, Australia

Mr Aleksandr Voninski, Executive Director - International, University of New South Wales, Australia

Other speaker(s) TBC, Australia

W-06 Workshop

Date: Tuesday 6 October

Time: 1:00PM - 4:00PM

Location: R4

Chair: Mr Lorne Gibson, Convener, Transnational Education Special Interest Group, International Education Association of Australia (IEAA), Australia

Integrating digital and online technologies into TNE (1190)

Australian education institutions deliver transnational education (TNE) through a wide variety of academic engagement models. Traditionally, these models have relied heavily on face-to-face delivery of curricula by Australian-based or locally engaged staff. As learning management systems evolve and online delivery technologies are increasingly being used in teaching within Australian institutions, they are finding new application in the provision of curricula and new delivery models in TNE operations.

This workshop will look at the different digital and online learning technologies that are being used in Australia across the higher education and VET sector. It will look at:

- online learning management systems and how they can and are being used in TNE operations
- the advantages and disadvantages of these models from the perspective of partners, delivering institutions and students

- potential regulatory and legal issues associated with blended learning
- sharing of academic responsibilities and management of the learning environment
- resourcing and cost implications associated with blended learning models.

Target audience

This workshop is aimed at a broad spectrum of people in the international education industry, including higher education and VET from both public and private providers and professional and academic staff.

Participants will get the most out of the workshop if they have a basic understanding of TNE and how their respective institutions deliver or are considering the delivery of TNE.

It will be of particular interest to those involved in negotiating and managing TNE partnerships, quality assurance and seeking alternative delivery options.

Objectives

On completion of this workshop, participants will have enhanced their knowledge and understanding of:

- how online learning technologies can be used to develop new models of TNE engagement
- how these models can be applied in TNE partnerships given the capabilities of partners
- the benefits and challenges of blended learning models versus other models of TNE delivery.

Key interest area (KIA): TNE

Sector(s): ELT, HE, SCH, VET

Speakers:

Mr Brad Beach, Manager, Professional Educator College, Chisholm Institute, Australia

A. Prof. Michael Sankey, Director (Learning Environments and Media), University of Southern Queensland, Australia

Dr Yanan Wang, Senior Lecturer in Mechanical Engineering (International Partnership), Deakin University, Australia

W-07 Workshop

Date: Tuesday 6 October

Time: 1:00PM - 4:00PM

Location: R5

Chair: Ms Justine Morris, Deputy Director, International Relations, Swinburne University of Technology, Australia

Social, mobile, connected: recruiting international students in 2016 (1191)

Social media and digital marketing have radically changed the global landscape of international student recruitment. Prospective students are now more likely to learn about an institution through Facebook than by attending an education expo.

Although the web has been instrumental in changing the way students make decisions about studying overseas, many institutions are still grappling to integrate online marketing into mainstream student recruitment activity.

This hands-on workshop will include practical exercises and an opportunity to review case studies of digital campaigns. It will delve into content strategy and explain how you create word of mouth through social media that is best suited to key recruitment channels.

Topics to be covered will include:

- getting to know the digital landscape of key markets
- developing a channel-based content strategy
- designing end-to-end campaigns
- metrics and methods for evaluating success
- emerging digital marketing trends for 2016.

Participants will receive a master template that can be used for creating regional digital marketing plans. Participants will also be able to enhance their skills in developing and evaluating digital marketing initiatives.

Target audience

This workshop is aimed at marketing, recruitment and communication staff.

This workshop is based on 'An Insider's Guide to Digital Marketing and Recruitment', offered by IEAA in Melbourne (May 2014) and Adelaide (November 2014). Participants who attended either of these workshops should note the core content for this AIEC workshop will consolidate your existing knowledge. Case studies and activities will be updated.

Key interest area (KIA): M&C

Sector(s): ELT, HE, SCH, VET

Speakers:

Ms Elissa Newall, Senior Manager Conversion Campaigns, RMIT University, Australia

Mr Mark Pettitt, Director, OCA Group, Australia

Ms Bronte Neyland, Associate Director, International Marketing, Recruitment and Admissions, Victoria University International, Victoria University International, Australia

W-08 Workshop

Date: Tuesday 6 October

Time: 1:00PM - 4:00PM

Location: R6

Chair: Mr Trevor Goddard, Associate Director, Global Programs, Monash University, Australia

Mobility MythBusters: are professional degrees incompatible with mobility? (1192)

Mobility and professional degree programs are like oil and water, right? They just don't mix. Not necessarily true, according to the Mobility MythBusters.

This workshop will aim to debunk some of the myths that limit opportunities for students from professional degree programs, such as education and the health sciences, to experience the thrill of exchange and outbound mobility.

In particular, the workshop will explore:

- how institutions support students studying education, health sciences and other professional disciplines with accredited curricula
- national dialogues taking place between institutions, accreditation bodies and industry to facilitate more mobility experiences
- the challenges and opportunities to facilitate more outbound mobility experiences for students from these disciplines.

Target audience

This workshop is aimed at student mobility staff, faculty academics, industry representatives and accreditation bodies.

Objectives

This workshop will aim to demystify the perceived and real barriers to providing mobility experiences for students undertaking professional degree programs.

Participants will explore how education providers and industry might work together to enhance mobility experiences that directly contribute to professional outcomes, become embedded in the curriculum and meet accreditation requirements for specialised disciplines.

Key interest area (KIA): MOB

Sector(s): ELT, HE, SCH, VET

Speakers:

Ms Frances Corby-Moore, Assistant Director, Qualifications Recognition, Australian Government Department of Education and Training, Australia

Dr Helen Flavell, Coordinator, Scholarship of Teaching and Learning, Curtin University, Australia

Ms Katea Gidley, Education Director, Raw Talent Group, Australia

Ms Ainslie Moore, Policy Director (International), Universities Australia, Australia

Ms Joli Price, Training Program Coordinator, Engineers Without Borders, Australia

Ms Karen Treloar, Director, Provider Assessment and Engagement Team, Tertiary Education Quality and Standards Agency (TEQSA), Australia

Dr Lincoln Wood, National Manager Accreditation, Engineers Australia, Australia

W-09 Workshop

Date: Tuesday 6 October

Time: 1:00PM - 4:00PM

Location: R7

A 360° view of agent management (1193)

The role of international education agents is critical in the recruitment of quality international students. Much of Australia's success as a preferred destination for students across the globe is due to our professional network of in-country and onshore agents acting as ambassadors for the sector.

This workshop is aimed at international staff with direct agent management responsibilities and will provide participants with access to the insights of key frontline personnel, providing institution, agency and government perspectives.

Topics to be covered will include:

- agent management systems
- linking agent contracts to marketing objectives
- agent commissions and models for sustainability
- agent servicing and the importance of relationship marketing (including the top 10 dos and don'ts when engaging with agencies)
- the regulatory framework – reconciling the inherent conflict between the drive for numbers and the reality of changing student visa frameworks
- a spotlight on streamlined visa processing – the DIBP perspective
- where to from here? Australian government agent accreditation?

Target audience

This workshop is intended for admissions, compliance and recruitment staff, as well as staff responsible for agent management.

Key interest area (KIA): A&R

Sector(s): ELT, HE, SCH, VET

Speakers:

Ms Alice Maclean, A/g Director, Student and Graduate Visas, Temporary Visa Programme, Visa and Citizenship Management, Australia

Ms Gabrielle Rolan, Director International, University South Australia, Australia

Mr Rishen Shekhar, Associate Director: International, University of South Australia, Australia

Mr Ravi Lochan Singh, Managing Director, Global Reach, Australia

W-10 Workshop

Date: Tuesday 6 October

Time: 1:00PM - 4:00PM

Location: R8

Chair: Hon. Phil Honeywood, CEO, International Education Association of Australia, Australia

Seven habits of highly effective leaders in international education (1194)

According to a recent IEAA–EAIE research report on 'Leadership Needs in International Education in Australia and Europe',

international education managers and leaders require a unique set of skills to navigate the increasingly complex challenges of our sector.

This workshop will provide aspiring managers and leaders with first-hand insight into the unique set of skills and attributes required for a successful career in international education.

Topics will include:

- successful strategy implementation
- negotiation and mediation skills
- managing diversity within your team and global stakeholders
- team building and cross-cultural communication skills
- innovation and entrepreneurial skills.

Target audience

This workshop is designed for aspiring managers and leaders who have, or who are preparing themselves to undertake, a leadership role in international education.

Objectives

This workshop is designed to enhance your understanding of the changing national and global higher education contexts and the role of internationalisation within them. Participants will be better placed to 'argue the case' for internationalisation – both within and outside their institution – and will have obtained up-to-date insights about how to effectively deal with issues at the coalface.

Key interest area (KIA): PD

Sector(s): ELT, HE, SCH, VET

Speakers:

Prof. Nancy Cromar, Pro Vice-Chancellor (International), Flinders University, Australia

Hon. Phil Honeywood, CEO, International Education Association of Australia, Australia

Mr Rob Malicki, Director, AIM Overseas, Australia

Dr Don Markwell, Senior Adviser on Higher Education to the Australian Minister for Education, Australian Government, Australia

0.0.1. Welcome Plenary

Date: Tuesday 6 October

Time: 5:30PM - 7:00PM

Location: Hall L

MC: Mr James Bennett, Key Account Manager, IDP Education, Australia

Official welcome

Welcome to country

IEAA Excellence Awards Presentations

Keynote address: 'How humanity can be found in the midst of conflict: even wars have laws' (1199)

It is not self-evident that by talking about the laws of armed conflict we have the opportunity to promote ideals of common humanity,

compassion and empathy, yet Australian Red Cross does just this. By using obligations in international law to promote the idea that even wars have laws, as remote as this concept may be from the everyday Australian experience, Red Cross is able to focus on the fundamental principle underlying the law – humanity – and to promote the idea that there is more to unite us than divide us.

Speaker:

Dr Phoebe Wynn-Pope, Director International Humanitarian Law and Movement Relations, Australian Red Cross, Australia

Wednesday 7 October

1.1.1. Plenary

Date: Wednesday 7 October

Time: 8:45AM - 10:15AM

Location: Hall L

Moderator: Mr Peter Thompson, Educator, broadcaster, author and communication consultant, Australia

MC: Mr James Bennett, Key Account Manager, IDP Education, Australia

Keynote address: 'Beyond unreasonable doubt – education in times of uncertainty and systemic global dysfunction' (1201)

There is no more reasonable doubt about the seriousness of the global socio-ecological challenges threatening our planet. Yet, there is a lot of unreasonable doubt, for instance around climate change, manufactured purposely by interest groups seeking to maintain current unhealthy systems as they benefit from them the most, at least for the time being. Citizens and, indeed many educators among them, find themselves confused and caught in the middle often defaulting to the everyday routines and systems they are accustomed to in their personal and professional lives. Who to believe? What to do?

Speaker:

Prof. Arjen Wals, Professor and UNESCO Chair in Social Learning and Sustainable Development, Wageningen University, Netherlands

Q&A panel: 'Is international education really global, responsible and sustainable?' (1081)

We are witnessing an unprecedented acceleration of globalisation with fundamental and sometimes adverse effects on all peoples and all communities. Our interconnectedness, our mutual reliance and the global issues we face have never been greater. What is the role of international education in fostering responsibility and sustainability at the global, regional, national and institutional levels? What are the challenges facing international education in attempting to contribute to a sustainable, harmonious, just and global community? How can we best sustain the international education sector to ensure the broader sustainability of the world and its communities in the 21st

century? These are just some of the issues to be explored in this dynamic and interactive Q&A session hosted by Peter Thompson.

Speakers:

[Mr Peter Thompson](#), Educator, broadcaster, author and communication consultant, Australia

[Dr Fanta Aw](#), President and Chair of The Board of Directors, NAFSA: Association of International Educators, United States

[Prof. Stephanie Fahey](#), Lead Partner for Education, Oceania, Ernst & Young, Australia

[Prof. Fazal Rizvi](#), Professor in Global Studies in Education, The University of Melbourne, Australia

[Dr Khaleed Salih](#), Vice-Chancellor, University of Kurdistan Hewlêr, Iraq

[Prof. Arien Wals](#), Professor and UNESCO Chair in Social Learning and Sustainable Development, Wageningen University, Netherlands

1.2.1. Quality assurance and benchmarking in ELT

Date: Wednesday 7 October

Time: 10:45AM - 12:00PM

Location: P1

Chair: Mr Brian Smith, Stakeholder Manager, IDP Education, Australia

QALEN (Quality Assurance in Language Education Network): a global accreditation framework (1023)

NEAS is enjoying its 25th anniversary of providing quality assurance and accreditation services to the English language teaching sector in Australia and throughout South-East Asia. As an innovation, 2015 also marks the year that NEAS initialised the foundation of a new global quality assurance network, after hosting a Quality Assurance Summit in Sydney in late 2014. Since then, five globally renowned agencies with a focus on quality assurance in language teaching have joined the newly formed body known as QALEN, and another four are in the process of securing the support of their boards and membership. Central to the membership criteria is the requirement that QALEN affiliates have undertaken a mapping process that ensures alignment of processes and principles. The measurement of quality assurance between participants ensures that the achievement of a quality determination by one agency would be similar should a colleague agency have undertaken the process.

Key interest area (KIA): P&RE

Sector(s): ELT

Speaker:

[Mr Mark Raven](#), Chief Executive Officer, NEAS, Australia

Benchmarking of university English language centre operations (1155)

In 2014, 23 university members of University English Centres Australia (UECA) benchmarked their 2013 operations. They looked at their structure and dynamics, measuring scale and size of centres, their courses/tests, numbers of students/candidates and their source countries, revenue, costs and growth strategies. This was a landmark study, the first of its type in Australia. In 2015, member centres again benchmarked their operations, looking at 2014 data to

examine: source countries of students; relationship between centres and their universities; research; student recruitment and student services; scholarships; and involvement in teaching concurrent English, NESB students, and at offshore campuses.

Key interest area (KIA): BD

Sector(s): ELT

Speakers:

[Mr Stephen Connelly](#), Director, GlobalEd Services, Australia

[Mr Patrick Pheasant](#), Director, The University of Sydney Centre for English Teaching, Australia

1.2.2. Café session: 'New to international education? The essentials of international education explained' (1082)

Date: Wednesday 7 October

Time: 10:45AM - 12:00PM

Location: P2/3

Facilitators:

[Mr Oliver Fortescue](#), International Director, CQUniversity Australia, Australia

[Ms Bronte Neyland](#), Associate Director, International Marketing, Recruitment and Admissions, Victoria University International, Victoria University International, Australia

If you are new to international education or are looking for a refresh, join us for this fun and interactive session. Whether you are from admissions and student support or marketing and transnational education, you will gain a holistic view of Australia's international education industry. Learn about the origins and current status of the industry, its regulatory environment, along with future opportunities and challenges for international education in Australia. Become familiar with industry terms such as the ESOS Act, national code, SVP or PSW, find out how to stay up-to-date with industry developments and best of all, meet others from the industry.

Key interest area (KIA): Mult

Sector(s): ELT, HE, SCH, VET

1.2.3. An in-depth look at the all-new Times Higher Education World University Rankings for 2015-16 (1172)

Date: Wednesday 7 October

Time: 10:45AM - 12:00PM

Location: R2/3

Chair: [Mr Allen Jiang](#), Regional Director, China, IDP Education, China

Just days after their global launch at the Melbourne World Academic Summit, Times Higher Education Rankings Editor Phil Baty comes to Adelaide to provide an in-depth briefing on the latest World University Rankings results. He will examine trends and the main challenges for Australian higher education.

Key interest area (KIA): A&R
Sector(s): HE

Speaker:

Mr Phil Baty, Editor at Large, Times Higher Education, United Kingdom

1.2.4. Global citizenship as a curricula outcome: issues and implications for schools' leadership, teachers and students (1177)

Date: Wednesday 7 October

Time: 10:45AM - 12:00PM

Location: R5

Chair: Mr Dennis Murray, Director, Murray Goold International, Australia

In recognition of rapid global change and the need for school students to engage in a broader range of skills than currently taught, the OECD plans to include global competence as a measurable variable in PISA testing in the near future. Yet, the organisational and pedagogical implications for schools associated with this paradigm shift are relatively unexplored. This session will present the notions of global citizenship and global competence in the context of global education for grades 7-12. Potential organisational constraints and enablers for educating global citizens as part of the mainstream curricula will be outlined. The potential variables to be included in the PISA framework for global competence will be discussed, and potential ways that these could be included in curricula will be outlined. Two cases will be discussed that inform the preparation of global teachers and global education. This session will be aimed at informing policymakers, leadership and educators about issues and implications involved with preparing students to function as ethical, creative and innovative problem solvers and global citizens of the future.

Key interest area (KIA): INT

Sector(s): SCH

Speakers:

Mr Dennis Murray, Director, Murray Goold International, Australia
Dr Kathleen Lilley, contract researcher, Griffith University, Australia
Dr Hannah Soong, Lecturer, School of Education, University of South Australia, Australia

1.2.5. Game on: gamification and the quest for employability (1051)

Date: Wednesday 7 October

Time: 10:45AM - 12:00PM

Location: R7/8

Chair: Mr Peter Muntz, Communications Manager, International Education Association of Australia, Australia

International students are empowered by modern technologies: it is unlikely that such great numbers of them from around the world

would be on the move if it was not for the availability of (portable) information online. For career services, digital advancements combined with their vast spread translate into new opportunities to boost the employability of international students. This session is about gamification: game design elements in an educational context that create connections to the global job market. We will look into the importance of global employability, how gamification can be used to support it, and what steps need to be taken to make it work. Good practice examples from Europe will be discussed to show what is being done to bridge education and the world of work.

Key interest area (KIA): GS&E

Sector(s): HE

Speakers:

Ms Nannette Ripmeester, Director, Expertise in Labour Mobility, Netherlands

Mr Edilio Mazzoleni, Director, Università Cattolica del Sacro Cuore, Italy

1.2.P. Poster session: 'internationalisation'

Date: Wednesday 7 October

Time: 10:45AM - 12:00PM

Location: PZ

Chair: TBA

What does it take for students to develop their intercultural competence through study abroad? (1058)

This poster will present research showing that time spent abroad may contribute little to intercultural competence development. Some students may benefit, while others may return home less competent than before. Findings are based on 40,000 respondents who answered the Intercultural Readiness Check (IRC). Respondents also provided biographical data and 75% answered some questions about their number of friends from other cultures. Analyses suggest that experience abroad contributes to intercultural competence development only for those students who develop meaningful relationships with people from other cultures. The findings will be discussed in light of general research on intercultural friendship.

Key interest area (KIA): INT

Sector(s): HE, VET

Speaker:

Dr Mark Keough, Principal Consultant, Meechi Road Consulting, Australia

Voluntourism – more harm than good? Getting international projects right (1160)

Universities are expanding global learning options for their student populations. Internships to go-sees and all the scenarios in-between are growing as universities recognise their value in supporting skills development and employability. Australian Volunteers International (AVI) delivers global student programs for Macquarie University and Melbourne University, and with VOICE Australia. This work has seen thousands of students placed in more than 15 countries, providing

AVI with opportunities to inform the sector on how to create responsible programs that achieve outcomes for all stakeholders. Getting it wrong can cause huge reputational damage. This poster session will explore how to choose sending agencies as providers or using in-house programs and how to create sustainable models that deliver tangible outcomes.

Key interest area (KIA): INT
Sector(s): HE, VET

Speaker:
Ms Treaisa Rowe, Program Manager, Student Programs, Australian Volunteers International, Australia

1.3.1. ACPET presents: 'Quality management of agents and brokers: the key to Australia's future' (1170)

Date: Wednesday 7 October
Time: 1:00PM - 2:15PM
Location: P1

Session type: Panel

Chair: Mr Rod Camm, CEO, Australian Council for Private Education and Training (ACPET), Australia

As international education enrolments grow, it is opportune to reflect on Australia's history in international education and on the importance of quality to the education export industry. This discussion will explore the criticality of effective agent management, the importance of qualification integrity and the potential of ACPET's revised Codes of Ethics and Practice to better inform Australian providers in assuring quality students.

Key interest area (KIA): P&RE
Sector(s): ELT, HE, VET

Speakers:
Mr Rod Camm, CEO, Australian Council for Private Education and Training (ACPET), Australia
Ms Ingeborg Loon, Director, International, Academies Australasia, Australia
Mr Matt Stanton, College Director, Australian Institute of Business and Technology (SAIBT - Navitas), Australia
Ms Tina Hou, International Director, International Institute of Business and Technology, Australia

1.3.2. Café session presented by The PIE News: 'Talking to international students: what can we learn from them that a survey can't tell us?' (1197)

Date: Wednesday 7 October
Time: 1:00PM - 2:15PM
Location: P2/3

Facilitators:

Ms Amy Baker, Managing Director and Co-Founder, The PIE, United Kingdom

Ms Clare Gossage, Marketing Director and Co-Founder, The PIE, United Kingdom

Join the team from *The PIE News* in this interactive café-style session and meet international students from all parts of the world. The session will enable participants to quiz students in person and get insights on different aspects of their journey as international students, from the moment they first decided to study abroad to what their hopes for the future are after they graduate. What influenced their decision to study in Australia? What were their first impressions when they arrived? What would they change if they could? Did their institutions and host city meet their expectations? What are they planning to do after they graduate?

Key interest area (KIA): STU
Sector(s): ELT, HE, VET

1.3.3. DFAT presents: 'Cross cultural learning, internship and future journeys – New Colombo Plan developments' (1165)

Date: Wednesday 7 October
Time: 1:00PM - 2:15PM
Location: R2/3

Chair: Ms Kate Duff, Assistant Secretary, Australian Government Department of Foreign Affairs and Trade, Australia

The New Colombo Plan (NCP), a signature initiative of the Australian Government, aims to lift knowledge of the Indo-Pacific in Australia by supporting Australian undergraduates to study and undertake internships in the region. An expert panel, including university representation, the NCP Secretariat and NCP alumni, will discuss the program's successful contribution to promoting Australian student mobility and supporting a new generation of Australians to gain relevant cultural understanding and connections through targeted academic and professional engagement in the region. The panel will preview the recently launched NCP internship and mentorship network, established to enhance collaboration between universities, students and private-sector organisations in Australia and the region. NCP alumni will provide accounts of their NCP study and internship experience and the personal and professional benefits of studying and working in the Indo-Pacific. Time will be allowed for Q&A.

Key interest area (KIA): MOB
Sector(s): HE

Speakers:
Ms Kate Duff, Assistant Secretary, Australian Government Department of Foreign Affairs and Trade, Australia
Prof. Nancy Cromar, Pro Vice-Chancellor (International), Flinders University, Australia
Ms Louise Dunn, Director, Capability Development, Asialink Business, Australia
Other speaker(s) TBC, Australia

1.3.4. Schools walking the talk: understanding changing compliance requirements and working within multiple regulatory environments (1176)

Date: Wednesday 7 October

Time: 1:00PM - 2:15PM

Location: R5

Chair: [Ms Elizabeth Webber](#), R/Director - International Programs – Schools, Australian Government Schools International (AGSI) / NSW Department of Education, Australia

Legislation and regulations governing international students, particularly those under 18 years of age, pose particular challenges for schools and sectors such as foundation course and ELICOS providers. Regulatory responsibilities, jurisdictions and practices vary around Australia. This complexity often leads to uncertainty on the part of providers. It also requires extra effort for providers and for regulatory authorities when working together to ensure that compliance needs are understood and achieved. This session will bring together regulators, providers and other key stakeholders in a dialogue focused on a series of case studies that illustrate the challenges faced by all. Discussion topics will include feedback from regulators on proposed changes to the National Code of Practice, and especially to Standard 5 (governing students under 18 years of age); differences involving government and non-government schools; achieving consistency across different state and territory jurisdictions; examples of good practice in implementing the code at institutional and state level; and crafting written agreements for younger students.

Key interest area (KIA): P&RE

Sector(s): SCH

Speakers:

[Ms Elizabeth Webber](#), R/Director - International Programs – Schools, Australian Government Schools International (AGSI) / NSW Department of Education, Australia

[Ms Caroline Miller](#), Policy and Research Analyst, ISCA, Australia

[Ms Doris Gibb](#), Senior Assistant Ombudsman, Overseas Students Ombudsman, Australia

[Ms Vanessa Fensom](#), Manager, International Schools (Quality), Department of Education and Training QLD, Australia

[Ms Alice Maclean](#), A/g Director, Student and Graduate Visas, Temporary Visa Programme, Visa and Citizenship Management, Australian Government, Department of Immigration and Border Protection, Australia

[Ms Karen Sandercock](#), Branch Manager (A/G), Policy and Systems Branch, International Group, Australian Government Department of Education and Training, Australia

1.3.5. Information technology and the end of the traditional university business model (1184)

Date: Wednesday 7 October

Time: 1:00PM - 2:15PM

Location: R7/8

AIEC 2015 Abstracts

Chair: [Ms Arlene Griffiths](#), Director Client Relations & Business Development UK & USA, IDP Education (UK) Ltd, United Kingdom

Information technology is transforming many aspects of life: the newspaper business model is changing as print newspapers become a thing of the past; online shopping has enabled consumers to purchase goods with an easy click of the mouse; and the global positioning system (GPS) is allowing us to predict a future where driverless cars are a possibility. How will information technology impact our universities? While acquiring knowledge will remain important, the method of doing so is changing. The idea of having physical locations as spaces of learning is being challenged. Just think of the analogy with the way we watch movies: While watching films has stayed relevant as a form of entertainment, it doesn't necessarily mean we have to go to cinemas to watch them. How can universities ride this new era of technology change as they continue to provide students with a rewarding experience?

Key interest area (KIA): Mult

Sector(s): HE

Speakers:

[Dr Keith Suter](#), PhD, PhD, PhD, Managing Director, World of Thinking, Australia

1.3.P. Poster session: 'TNE and employability'

Date: Wednesday 7 October

Time: 1:00PM - 2:15PM

Location: PZ

A new model for VET growth in South Asia – skills development for GCC (1129)

This poster will look at the phenomenon of skilled labour migration from India to the Gulf Co-operation Council (GCC) and the dynamics of local and foreign workforces in filling skilled vacancies across the region. The study suggests that an Indian candidate with Australian competency-based training (with or without formal qualification) will be increasingly sought by GCC employers as the market landscape changes. This presents a potential opportunity for Australian education providers to build a training model connecting the two regions, as GCC employers more readily recognise and value the training undertaken and will pay higher salaries than their Indian counterparts for genuinely skilled workers.

Key interest area (KIA): TNE

Sector(s): VET

Speakers:

[Mr Tom Calder](#), Trade Commissioner, Austrade, India

Global trends in employability: what helps your graduates find employment? (1157)

The global competition among higher education institutions is not just about which institution offers a superior learning experience – it is about learning outcomes that prepare people for the (global) labour market. Students are driven in their choice of institution by career prospects for the alumni of that institution. In this poster

session, the speakers will combine the research findings of several surveys from across the globe and the recommendations from the IEAA's employability guides to show the importance of employability and the influence this has on student decision making. Based on these findings, some good practice guidelines will be provided and some insight given into regional differences when it comes to employability. Participants will gain a global overview of requirements related to career management skills that help students secure graduate employment.

Key interest area (KIA): GS&E

Sector(s): HE, SCH, VET

Speakers:

Mr Kevin Brett, Director, Australia, i-graduate, Australia

Ms Nannette Ripmeester, Director, Expertise in Labour Mobility, Netherlands

1.4.1. TAFE Directors Australia presents: 'TAFE models: Case studies of two state systems in reform' (1175)

Date: Wednesday 7 October

Time: 2:25PM - 3:40PM

Location: P1

Session type: Panel

Chair: Mr Martin Riordan, CEO, TAFE Directors Australia, Australia

Alison Taylor from TAFE NSW and Janelle Chapman from TAFE Queensland provide an analysis of the changing nature of our TAFE institutes. No longer just the second chance or even second choice option, TAFE institutes are undergoing major transformation and the international operations of TAFE NSW and TAFE Queensland have undergone significant structural reform to create operating frameworks for the future state. Where are they heading and what are their own challenges in such a transformation? This session will be presented and chaired by TAFE Directors Australia. **Key interest area (KIA):** P&RE

Sector(s): VET

Speakers:

Mr Martin Riordan, CEO, TAFE Directors Australia, Australia

Ms Janelle Chapman, Director TAFE International, TAFE Queensland, Australia

Ms Alison Taylor, Executive Director International Business, TAFE NSW, Australia

1.4.2. Café session: 'Are we confident about the outcomes of internationalisation?' (1153)

Date: Wednesday 7 October

Time: 2:25PM - 3:40PM

Location: P2/3

Facilitators:

Ms Yuan Gao, PhD candidate, The University of Melbourne, Australia
Mr Dennis Murray, Director, Murray Goold International, Australia

In recent years a shift has taken place from the internationalisation of specific core functions of an institution to the internationalisation of the institution as a whole, including its objectives. An institution's 'internationality' is said to be evidenced by the international character and nature of its education and research, funding base, quality assurance system, staff and student population. In this café session we will use the expertise of session participants to ask what we know about the outcomes of internationalisation and in particular how institutions can be confident they are achieving their internationalisation objectives. We will examine the various measures that institutions routinely use to demonstrate their successful internationalisation, consider the validity of these measures and explore a variety of emerging approaches to measuring the internationality of higher education institutions. We will draw on emerging conceptual and action oriented research that includes an analysis of perceptions and measures of internationality within Australia, Europe, North America, Singapore and China.

Key interest area (KIA): INT

Sector(s): HE

Speakers:

Mr Dennis Murray, Director, Murray Goold International, Australia

Ms Yuan Gao, PhD candidate, The University of Melbourne, Australia

Dr Anna Ciccarelli, Member, Council on Australia Latin America Relations (COALAR), Australia

Mrs Melissa Banks, Director International, Swinburne University, Australia

Prof. John Hudzik, Professor, Michigan State University, United States

1.4.3. English Australia presents: 'A rising ELICOS tide lifts all international ships. So how do we navigate for future success?' (1169)

Date: Wednesday 7 October

Time: 2:25PM - 3:40PM

Location: R2/3

Session type: Presentation

Chair: Ms Cynthia Kralik, Deputy Chair, English Australia, Australia

Australia's ELICOS sector has a global reputation for quality in teaching and student experience. This has supported the sector to weather the 'perfect storm' and rise to record levels, as evidenced by the data to be presented from the English Australia (EA) 2014 Survey of Major Regional Markets for ELICOS Institutions, undertaken with support from the Australian Government Department of Education and Training. However, there have been some peaks and troughs in the tidal charts of the past few years due to policy drivers behind the currents. Student visa amendments and the Simplified Streamlined Visa Framework should support greater equality of the distribution of students, creating a more consistent swell, but only time will tell. English Australia, with support from a wide stakeholder group,

undertook a significant scenario planning exercise in 2014 to inform the development of the EA strategic plan 2014-17. This presentation will provide an overview of four potential scenarios developed throughout this process ('drowning not waving', 'sink or swim', 'missed the boat' and 'smooth sailing'), the current status and future direction.

Key interest area (KIA): P&RE

Sector(s): ELT

Speaker:

Mr Brett Blacker, President/CEO, IEAA/English Australia, Australia

1.4.4. China engagement and student experience in the Victorian and South Australian school sector

Date: Wednesday 7 October

Time: 2:25PM - 3:40PM

Location: R5

Session type: Thematic session

Chair: Mr Rongyu Li, Executive Director International, RMIT University, Australia

Perceptions of schooling experiences for Chinese students in South Australian government schools (1104)

This presentation will include findings from one-on-one interviews with current and former Chinese secondary school international students and their parents. The insights into their views and reflections on the schooling experience in Australian schools will provide useful information to better serve younger international students' needs. Although there have been significant investigations of the experience of international students in Australia, fewer studies have focused on secondary school students, in particular from students and parents' perspectives. This study found that Chinese secondary school students come to Australia with the belief that studying in Australian schools will bring them many benefits, and they have high expectations. The presentation will also reveal how international education is understood by Chinese secondary school students and their parents. Generally, their perceived benefits and expectations are met and the students' schooling experience is satisfying and enjoyable. Issues and problems identified will be discussed.

Key interest area (KIA): STU

Sector(s): SCH

Speakers:

Dr Zhenmin Wang, International Business Manager, South Australian Government Department for Education and Child Development, Australia

Victorian Young Leaders to China Program – internationalising Victorian schooling (1166)

Schools in Victoria are being challenged to put global thinking at the heart of their teaching to ensure students are well prepared for the

challenges and opportunities of the 21st century. Supporting principals, teachers and students to think globally and help prepare students for living and working in a globalised world drives the work of the International Education Division within the Department of Education and Training. The focus of this presentation will be one of the flagship student mobility initiatives, the Victorian Young Leaders to China (VYLC) Program, which is in its second year of implementation. The program gives students, teachers and school leaders the opportunity to be part of a life-changing international education experience and to develop their Asia-readiness. The program is designed to provide this opportunity to 1500 Victorian Year 9 students who will travel to China over a five-year period from 2014.

Key interest area (KIA): INT

Sector(s): SCH

Speakers:

Mrs Concetta Andreana, Manager, Internationalising Education Unit, Victorian Government Department of Education and Early Childhood Development, Australia

1.4.5. IDP Education and RMIT present: 'Responsibility and action: how international students choose their education journey in the digital age' (1083)

Date: Wednesday 7 October

Time: 2:25PM - 3:40PM

Location: R7/8

Chair: Ms Arlene Griffiths, Director Client Relations & Business Development UK & USA, IDP Education (UK) Ltd, United Kingdom

This session will draw on IDP Education's latest research to explore patterns in students' perceptions and expectations of popular study destinations. It will focus on understanding what students see as their own education responsibilities as part of their education journey. The session will review the diversity in international students' behaviour, including the number of information sources they rely on, where the sources are based and how this is affected by their social networks. A joint research project between RMIT, the University of Melbourne and IDP Education involving about 6700 onshore international students from 128 countries provides the basis for this discussion. The research explores the need to find practical, creative and effective ways of disseminating information to international students. The results have clear implications for how we can better fulfil our responsibility to inform and support international students in the future and ultimately may change how you market to them.

Key interest area (KIA): M&C

Sector(s): ELT, HE, SCH, VET

Speakers:

Mr Dave Coulter, Market Research Analyst, IDP Education, Australia
Dr Catherine Gomes, ARC DECRA Fellow and Senior Research Fellow, RMIT University, Australia

1.4.P. Poster session: 'Collaborations and partnerships'

Date: Wednesday 7 October

Time: 2:25PM - 3:40PM

Location: PZ

Chair: [Mr Eugene Sebastian](#), Deputy Pro Vice-Chancellor, Business International, RMIT University, Australia

Collaboration and partnerships – contributing to Defence's strategic and development goals through international education and training (1025)

The Defence Cooperation Program (DCP) is a Department of Defence (Defence) regional engagement tool to foster and develop relationships between the Australian Defence Force (ADF) and regional defence organisations. The DCP provides engagement opportunities to senior and middle-ranking officers for personnel exchanges and training opportunities of mutual benefit to the ADF and their parent organisation. Approximately 800 foreign defence personnel from 50 countries undertake education and training programs every year, in Australia and offshore and at a range of institutions. Defence collaborates with several key strategic partners to successfully deliver the DCP and ensure consistency of service delivery for participants. This poster will focus on one Defence partnership model, the Defence Cooperation Scholarship Program, and its benefits, challenges, opportunities and innovations. How the various programs' participants are prepared (linguistically, academically, practically and culturally) will be outlined.

Key interest area (KIA): C&P

Sector(s): ELT, HE, VET

Speakers:

[Ms Sylvia Wheeler](#), Director of Studies, Defence International Training Centre, Australia

[Ms Alison White](#), Program Manager, Defence Cooperation Scholarship Program, Scope Global Pty Ltd, Australia

1.5.1. Automated assessment and compliance in admissions and recruitment

Date: Wednesday 7 October

Time: 4:10PM - 5:25PM

Location: P1

Chair: [Ms Debra Langton](#), Director, International and Students Operations, Swinburne University of Technology, Australia

Compliance is not a dirty word: tales from the dark side – balancing business and bureaucracy (1027)

International education is no longer a simple exercise in recruiting and admitting students. The sea of complex regulations in Australia and offshore is becoming increasingly difficult for staff and students to navigate. The introduction of immigration and education provider obligations has seen Curtin University adopt a cultural shift in its approach to compliance designed to enhance, not hinder,

responsible management and recruitment practices. Building a sustainable framework to support business needs without resource-intensive processes, and associated budget pressures for staffing, has been a priority. A team approach to sharing information and building business practices from the ground up has resulted in legal and compliance work with the marketing and recruitment teams to understand each other and embed innovative yet compliant business-as-usual practices that allow everyone to get on with their jobs. A practical case study will be presented of the pragmatic yet rigorous approach to achieving compliance and responsible business goals.

Key interest area (KIA): P&RE

Sector(s): ELT, HE, VET

Speakers:

[Mrs Bronwyn Bartsch](#), Acting Director, Curtin International, Curtin University, Australia

[Ms Lisa Chan](#), LLB, BSc(Psy), FLWA, Legal Counsel, Curtin University, Australia

Towards automated assessment: international admissions of the future (1060)

The implementation of an automated admissions system poses a new challenge in the recruitment of international students. The codification of university entry standards to enable a more automated assessment process is a vital aspect of such a system. Since 2011, the University of Adelaide has developed an online application portal, in partnership with SATAC, and has concurrently moved to the automation of much of the admissions cycle. The codification of entry requirements has been achieved by using 'Course Selection Methodologies' (CSM). CSM contains coded information pertaining to a given degree's minimum academic and English language entry requirements, along with standardising such features as articulation agreements and advanced standing. This has enabled a more automated assessment to be undertaken, streamlining much of the admission process. This presentation will discuss the implementation and challenges involved with the development of this system, as well as analysing its effectiveness and limitations.

Key interest area (KIA): A&R

Sector(s): HE

Speakers:

[Mr Daniel Place](#), Senior Admissions Officer, The University of Adelaide, Australia

[Ms Clara Barbieri](#), Manager, International Admissions, The University of Adelaide, Australia

1.5.2. Redefining 'internationalisation at home': perspectives from Europe and Australia (1111)

Date: Wednesday 7 October

Time: 4:10PM - 5:25PM

Location: P2/3

Session type: Panel

Chair: [Mr Jos Beelen](#), Policy Adviser and Researcher, Amsterdam University of Applied Sciences (Netherlands)

The introduction of the term 'internationalisation at home' has been called "a significant development in the conceptualisation of internationalisation" (Knight, 2013). Australian universities have embraced internationalisation of the curriculum for much the same reasons as European HEIs, but in a different setting. The presenters will explore developments both from a global and a European perspective. They will identify policies and practices that have made a difference but will also point out current issues. This will lead to the presentation of a new definition for 'internationalisation at home' (Beelen & Jones, 2015). We will then look at the developments in Europe from an Australian perspective and identify similarities and differences. This is the basis for a discussion with the audience on steps that can take forward the implementation of internationalised curricula at home.

Key interest area (KIA): INT

Sector(s): HE

Speakers:

[Mr Jos Beelen](#), Policy Adviser and Researcher, Amsterdam University of Applied Sciences, Netherlands

[Emeritus Professor Elspeth Jones](#), Consultant, Elspeth Jones, United Kingdom

[Dr Betty Leask](#), Pro Vice Chancellor Teaching and Learning, La Trobe University, Australia

1.5.3. In focus: Brazil (1079)

Date: Wednesday 7 October

Time: 4:10PM - 5:25PM

Location: R2/3

Facilitator: Dr Anna Ciccarelli, Member, Council on Australia Latin America Relations (COALAR), Australia

With some 200 million people, Brazil's population equates to almost 3% of the world's total. Over the past few decades Brazil has become a global political and economic power as one of the BRIC economies and is predicted to become the fourth-largest economy in the world by 2050. The Brazilian Government has invested heavily in developing and internationalising its human resources and expertise through generous funding schemes, particularly in the sciences, with the view to driving economic and social development. The ambitious 'Science without Borders' (SWB), a joint initiative of the Brazilian Ministry of Education and Ministry of Science and Technology, commenced in 2011 with the goal of sending more than 100,000 Brazilian students abroad to study. Australia has welcomed more than 5000 Brazilians onto its campuses into English language, study abroad and internship programs with the hope that any future scholarship tranches are targeted to research students. Arguably, SWB has already been a platform for broader engagement between our two countries. The number of agreements between Australian and Brazilian research foundations is rising rapidly and these agreements are aimed at implementing scientific and technological cooperation between researchers in the two countries in all areas of knowledge. Is there really a future for Australia-Brazil education,

research and training cooperation beyond SWB? What are the opportunities and how can they be realised?

Key interest area (KIA): BD

Sector(s): ELT, HE, VET

Speakers:

[Dr Anna Ciccarelli](#), Member, Council on Australia Latin America Relations (COALAR), Australia

[Prof. Alvaro Crósta](#), Vice Rector, University of Campinas, Brazil

[Prof. Susan Elliott](#), Deputy Provost and Deputy Vice-Chancellor International, The University of Melbourne, Australia

[Mr Niclas Jönsson](#), Counsellor (Education and Science) Latin America, Australian Government Department of Education and Training, Brazil

[Mr Vitor Alevato do Amaral](#), Vice-President, FAUBAI – Brazilian Association for International Education, Brazil

1.5.4. IEAA Excellence Award (Best practice/Innovation) winner's presentation

Date: Wednesday 7 October

Time: 4:10PM - 4:50PM

Location: R5

Chair: [A. Prof. Chris Ziguas](#), Vice-President, IEAA/RMIT, Australia

Study Melbourne Student Centre: six years of sustained investment in student experience and welfare (1209)

The Study Melbourne Student Centre (SMSC) provides a 'one-stop-shop' for international students to complement the support offered by Victorian education providers. Founded in 2010 the centre is now a vibrant international student hub for: responsive and practical support; access to referral and advocacy services; activities and events; and a welcoming space for students. Centre staff work closely with a range of student and not-for-profit groups, including the Australian Federation of International Students (AFIS), Council for International Students Australia (CISA), and the Couch run by the Salvation Army. Whilst Victoria is proud of its recent investments in enhancing the student experience, it recognises that the Australian brand relies on all cities and states striving to ensure that students have a positive experience during their time in Australia. In this session, the presenters will reflect on their experiences and discuss the benefits and transferability of this IEAA Excellence Award winning project.

Key interest area (KIA): STU

Sector(s): ELT, HE, SCH, VET

Speakers:

[Ms Alex Prentice](#), Manager, Study Melbourne Student Centre, Australia

[Mrs Diana Crvenkovic](#), Manager, Student Initiatives, Study Melbourne, Australia

1.5.5. Linking alumni with employability: bridging the divide to create the perfect proposition (1171)

Date: Wednesday 7 October

Time: 4:10PM - 5:25PM

Location: R7/8

Chair: [Mr Warwick Freeland](#), Chief Strategy Officer, IDP Education, Australia

Every institution recognises the importance of alumni, yet strategies aimed at this segment are often based around networking and philanthropy. However, alumni are a critical source of awareness, information and affirmation. They provide a vehicle through which to generate internships, provide coaching and mentoring, and foster other learning opportunities such as professional development. They are a resource that can critically inform how institutions should build and deliver content that is relevant for tomorrow. On the international stage their role is even more valuable. Their experiences of country, city and institution, of different workplace situations and workplace environments, can be used to leverage growth and negate perceptual barriers. Their experiences following graduation can be used to enhance curriculum and develop new markets. In this presentation, the results of an extensive study with more than 1500 international university alumni will be presented for the first time. The lines of enquiry tracked their transition from university to the workplace and identified how their attitudes and perceptions evolved. The study included an examination of their employment experiences and the types of employability attributes they needed. The results will inform providers across all levels about how international alumni want to engage, how they can engage and where they can engage.

Key interest area (KIA): GS&E

Sector(s): HE, VET

Speakers:

[Mr Rob Lawrence](#), Principal, Prospect Marketing & Research, Australia

1.5.P. Poster session: 'student experience'

Date: Wednesday 7 October

Time: 4:10PM - 5:25PM

Location: PZ

Chair: [Mr Gordon Scott](#), Owner, successfulgraduate.com, Australia

Experience Adelaide: a cultural dialogue between international students and local university community members (1047)

Leaving home to study overseas and adjusting to a new country and cultural environment can be an exciting yet daunting experience for international students. The differences and pressures can contribute to international students feeling insecure, overwhelmed, scared and socially isolated. This poster will explore the creation, management and results of a social program launched by the University of Adelaide in 2014 called Experience Adelaide, intended to help international students adapt to life in Adelaide and avoid social isolation by matching them with local university community members and their family. This opens the door to a meaningful and

mutually enriching human connection and a genuine cultural dialogue.

Key interest area (KIA): STU

Sector(s): HE

Speakers:

[Mrs Annette Wheatley](#), Project Manager Experience Adelaide, The University of Adelaide, Australia

Thursday 8 October

2.1.1. In focus: Kuwait and Qatar (1064)

Date: Thursday 8 October

Time: 9:00AM - 10:15AM

Location: P1

Session type: Panel

Chair: [Prof. Abid Khan](#), Deputy Vice-Chancellor and Vice President (Global Engagement), Monash University, Australia

Kuwait and Qatar are both Arab countries on the Persian Gulf whose terrain is characterised by arid desert and whose economies are underpinned by petroleum exports. While Kuwait and Qatar share many economic, geographical and cultural features, they are distinct nations with their own distinct attributes. This session will aim to provide delegates with unique insights into both countries. What are the cultural and economic factors driving change in Kuwait and Qatar? What are the key developments and trends in relation to education reforms and priorities? What are the challenges facing local education and training providers? What are the drivers for internationalisation? What are the opportunities for Australian education and training providers to engage more effectively with Kuwait and Qatar? These are just a few of the key questions that will be addressed in this important session.

Key interest area (KIA): BD

Sector(s): ELT, HE, VET

Speakers:

[Prof. Abid Khan](#), Deputy Vice-Chancellor and Vice President (Global Engagement), Monash University, Australia

[Dr Mazen O Hasna](#), Vice-President and Chief Academic Officer, Qatar University, Qatar

[Mr Emad Soliman](#), Student Advisor, Kuwait Cultural Office, Embassy of Kuwait, Kuwait

2.1.2. Café session: '2020 marketing in international education' (1207)

Date: Thursday 8 October

Time: 9:00AM - 10:15AM

Location: P2/3

Session type: Café session

Facilitators:

Ms Kim Dienhoff, Manager, External Affairs Group, IDP Education, Australia

Ms Agnes Lee, Network Marketing Manager, IDP Education, Australia

So what do you get when you cross international student buyer behaviour studies with some imaginative thinking related to future marketing trends? Digital mash-ups, co-opetition, radical openness and wearable tech are all coming. We ask you to bring your imagination and your knowledge of what students are interested in to this session to help us create some ideas on what marketing in 2020 might look like. Some thoughts to get you started: how can radical openness break down the expectation mismatch between students' perception and the reality of studying in another country? Can virtualisation, partnerships, co-opetition and collaboration provide a blended learning model that will meet the expectations of millennials and attract them to your 'institution'? How will you use user-generated content, personalised marketing techniques and digital mash-ups to better connect to a potential student's very socially driven world?

Key interest area (KIA): M&C

Sector(s): ELT, HE, SCH, VET

Speakers:

Ms Kim Dienhoff, Manager, External Affairs Group, IDP Education, Australia

Ms Agnes Lee, Network Marketing Manager, IDP Education, Australia

2.1.3. Revisiting the responsibility of international students: perspectives from students, institutions and research (1185)

Date: Thursday 8 October

Time: 9:00AM - 10:15AM

Location: R2/3

Session type: Panel **DISCUSSION**

Chair: Dr Helen Forbes-Mewett, Lecturer and Researcher, Monash University, Australia

International students' perception of their own responsibility and their capacity to exercise responsibility play an important role in shaping their experience and success in the host country. Understanding the personal and social responsibility of international students is important for institutions to design appropriate support provision for fostering and enhancing students' learning, wellbeing and agency. International student responsibility can be fluid, dynamic and complex as it involves both their sense of obligation and sense of intrinsic commitment. However, how responsibility is perceived by international students themselves, their institutions and other stakeholders is often overlooked in international education. This panel presentation will address the issue of international student responsibility from the perspectives of students, institutions and research. It will focus on how international students see their responsibility towards themselves, other people, places and communities and how their sense of feeling responsible varies at different stages of their sojourn. The speakers will also address what the host institution might see as international students'

responsibilities as well as institutional responsibility for ensuring academic and non-academic support.

Key interest area (KIA): STU

Sector(s): ELT, HE, SCH, VET

Speakers:

Dr Ly Tran, Senior Lecturer, School of Education, Deakin University, Australia

Dr Glen Stafford, Manager, Academic and Global Relations, The University of Adelaide, Australia

Mr Dave Coulter, Market Research Analyst, IDP Education, Australia

Mr Geng (Harry) Wang, Student, University of South Australia, China

Ms Mia Ryan, Student, The University of Adelaide, Australia

2.1.4. International graduate employability across industry: an exploration of the wine, accounting, health and early childhood education sectors (1178)

Date: Thursday 8 October

Time: 9:00AM - 10:15AM

Location: R4

Chair: Dr Cate Gribble, Senior Research Fellow, Deakin University, Australia

This panel will bring together industry experts and leading researchers to explore issues surrounding graduate employability in the wine, accounting, health and early childhood education sectors. Focusing on professional fields critical to Australia's future, the panel will provide key insights into the challenges facing international graduates transitioning into Australian and international labour markets. George Tan and Jane Copeland will present preliminary findings of a project investigating the migration patterns and transnational links and practices of Chinese wine students and graduates. The study sheds light on the barriers and enablers to harnessing the benefits of Chinese students for the Australian wine industry. Drawing on an IELTS-funded research grant, Cate Gribble will examine the complex language requirements in health and early childhood education and explore the implications for international students, the university sector and employers. Rob Thomason will examine how unprecedented disruption and transformation in the global finance sector is affecting employer demands and leading to shifting expectations around graduate employability. Courses of action designed to enable greater international graduate success will be discussed.

Key interest area (KIA): GS&E

Sector(s): ELT, HE, VET

Speakers:

Ms Jane Copeland, Regional Manager, University of Adelaide, Australia

Dr Cate Gribble, Senior Research Fellow, Deakin University, Australia

Dr George Tan, Research Associate, The University of Adelaide, Australia

Mr Rob Thomason, BA, MBA, FAIM, GAICD, CAHRI, Executive General Manager, Education, CPA Australia, Australia

2.1.5. A globalised green economy: addressing changing educational and training needs in France and Australia (1092)

Date: Thursday 8 October

Time: 9:00AM - 10:15AM

Location: R5

Chair: Mr Eric Soulier, Head of Culture, Education, Science and Technology, Embassy of France in Australia, Australia

Faced with the new challenges stimulated by the emergence of a globalised green economy, how can the French model inspire Australia in the fields of research and higher education and in motivating students in getting international professional experience? Concrete issues will be discussed through case studies, including a study of the Initiative of Excellence Clusters' strategies in France and a presentation about the programs developed by the Cooperation in Science and Technology Section at the Embassy of France and by Campus France Australie (the national agency for the promotion of French higher education in Australia). These questions will be discussed in the light of the working relationships between French firms and their Australian partners in the various fields of the green economy.

Key interest area (KIA): C&P

Sector(s): HE, VET

Speakers:

Mr Eric Soulier, Head of Culture, Education, Science and Technology, Embassy of France in Australia, Australia

Mrs Catherine Hodeir, Higher Education Attaché, Embassy of France in Australia, Australia

Prof. Pascale Quester, Deputy Vice-Chancellor and Vice-President (Academic), The University of Adelaide, Australia

Mr David Lamy, Chief Executive Officer, SUEZ Environnement - Water and Treatment Solutions Australia, Australia

2.1.6. The future of the world's mobile students and international education markets

Date: Thursday 8 October

Time: 9:00AM - 10:15AM

Location: R6

Chair: Ms Gabrielle Rolan, Director International, University South Australia, Australia

The future of the world's mobile students to 2025 (1097)

The future of the world's international education sector is dependent upon several key driving factors. An assessment of these and how they intersect with each other allows us to better understand the risks that may lie ahead when developing strategies in international education. In this session, British Council Education Intelligence will

present the findings of its new biannual report, *The future of the world's mobile students*, focusing on extended forecasts of key international student mobility indicators and markets to 2025. This research builds upon previous British Council forecasting work, including *The shape of things to come: higher education global trends and emerging opportunities to 2020*, and predicts the number of international students alongside inbound and outbound students and bilateral flows from more than 50 key countries.

Key interest area (KIA): INT

Sector(s): HE

Speaker:

Ms Zainab Malik, Director of Research, British Council Education Intelligence, Hong Kong SAR

Beyond China: sustaining future education markets (1072)

From 2004 to 2013 the number of international students studying in China has tripled, from fewer than 111,000 to more than 356,000. Malaysia has experienced similar growth, up from fewer than 32,000 in 2004 to almost 86,000 by 2010. As Australia's key markets transition from being consumers of international education towards becoming rival providers of it, where should Australia's own universities, colleges and schools look to sustain their own international cohorts? This presentation will analyse the global shift of education markets in recent years: where students have come from, where they are going today, and where they are likely to go tomorrow. It will seek to identify the next generation of sustainable source markets for the Australian sector as well as ways in which providers can foster students from those markets now becoming our competitors.

Key interest area (KIA): BD

Sector(s): HE

Speakers:

Mr Grant Watson, Coordinator Business Intelligence, RMIT University, Australia

Mr Thomas Eastwood, International Business Intelligence Manager, RMIT University, Australia

2.1.7. Indonesian mobility programs and third party providers to support mobility

Date: Thursday 8 October

Time: 9:00AM - 10:15AM

Location: R7/8

Session type: Thematic session

Chair: Mr Trevor Goddard, Associate Director, Global Programs, Monash University, Australia

Guiding principles for outbound mobility third-party providers (1158)

The Australian Government's commitment to increased engagement in Asia, supported by increased funding through (the now defunct)

Asiabound and its successor the New Colombo Plan, has resulted in exponential growth in study tours and other short-term education programs to Asia. A further impact of this is the emergent industry of 'third-party providers' (TPPs), many of them international, offering a plethora of alluring and exciting educational experiences in exotic locations. How do international education practitioners know how to determine the bona fide educational service provider from those who offer educational tourism-type experiences? In keeping with the conference theme, this session will clarify the roles and responsibilities of bona fide third-party providers in terms of global reach and local expertise, what to look for in a TPP and how working with a TPP can assist to develop sustainable programs in the constantly changing environment that is the university workforce.

Key interest area (KIA): MOB

Sector(s): HE, VET

Speakers:

Ms Janice Drew, Director, JMD Consulting Ltd, Malaysia

Mr Rob Malicki, Director, AIM Overseas, Australia

Mr Brad Dorahy, Founder and Executive Director, CIS Australia, Australia

The New Colombo Plan and beyond: best practice for sustainable student mobility in Indonesia (1145)

Although a non-traditional mobility destination for Australian students, Indonesia has emerged as the top destination for New Colombo Plan (NCP) funded mobility projects. This aligns with Indonesia's strategic importance to Australia at the government-to-government level and in foreign affairs, trade and other ministerial portfolios. This panel will showcase case studies and best practice of mobility projects to Indonesia and compare institutional approaches to securing and using NCP funding. The panel will also include a representative of the Australian Consortium for In-Country Indonesia Studies (ACICIS), which in 2015 is celebrating its 20th anniversary. ACICIS coordinates a variety of short-term and semester-long mobility projects in Indonesia on behalf of its Australian member universities and demonstrates a best practice approach to consortium funding through the NCP. The panel will also consider the ways in which the impact of the NCP on Australia's relationship with Indonesia can be measured.

Key interest area (KIA): MOB

Sector(s): HE

Speakers:

Dr Kirrilee Hughes, Deputy Director - Indonesian Affairs, University of New South Wales, Australia

Prof. David T. Hill AM, Consortium Director, Australian Consortium for 'In-Country' Indonesian Studies (ACICIS), Australia

2.1.P. Poster session: 'Business development'

Date: Thursday 8 October

Time: 9:00AM - 10:15AM

Location: PZ

Session type: Poster session

Chair: Mr Julian Longbottom, Director Asia Pacific, StudyPortals, Australia

Trends in international education research 2011 – 14: what does the data tell us? (1007)

Based on new analysis of data from the IDP Database of Research on International Education (IDPDRIE), this poster will provide a visual snapshot of international education research published in 2014. What international education research is being undertaken and where? What is the focus of the research and how has it been published? Building on a report on international education research released in early 2015 by the International Education Association of Australia (IEAA) via its International Education Research Network (IERN), this poster will also outline continued and emerging national and international trends in the focus of international education research over the period 2011 to 2014. What aspects of international education continue to be under-researched? Discussion will focus on possible practical applications of this knowledge as well as the opportunities presented by IERN to connect with the international education research community.

Key interest area (KIA): BD

Sector(s): ELT, HE, SCH, VET

Speaker:

Mr Douglas Proctor, PhD candidate, The University of Melbourne, Australia

Where to compete globally? Global opportunity versus Australian competitive advantage (1131)

This poster will focus on diversification opportunities in skills and training and refer to a Deloitte report, *Positioning for Prosperity*. Austrade will present an overview of its model for identifying market opportunities and will outline where it sees industry strengths aligning in priority markets. Opportunities in aged care and international health across Asia and oil and gas training in Latin America (LATAM) will be discussed as well as other industry training opportunities.

Key interest area (KIA): BD

Sector(s): ELT, HE, SCH, VET

Speakers:

Ms Tamara Kearsley, A/g Manager, International Education, Austrade, Australia

Ms Marie Hill, A/g Education Commissioner, Latin America, Austrade, Chile

2.2.1. Plenary

Date: Thursday 8 October

Time: 10:45AM - 12:00PM

Location: Hall L

MC: Mr James Bennett, Key Account Manager, IDP Education, Australia

Keynote address: His Excellency the Honourable Hieu Van Le AO (1204)

Details coming soon.

Speakers:

His Excellency the Honourable Hieu Van Le AO, Governor of South Australia, Government House South Australia, Australia

Keynote address: 'Our pathway to sustainable education' (1200)

If you are an active world-citizen you can hardly avoid conflicting news of scientific and technological breakthroughs (from nano-drones and 3D printed biological organs, to artificial intelligence and social robots to mesmerizing photos of Pluto three billion miles away from earth at the frontier of our solar system), accompanied by news of mass murder, rape, ethnic and religious cleansing as well as human-made catastrophes. How do we make sense of these dramatic events in our educational institutions? How do we prepare our future scientists, politicians, artists, reporters, nurses to improve the world they will live in and direct? How do we cope with these transformative changes while we must prove sustainable educational programs?

Speaker:

Dr Khaled Salih, Vice-Chancellor, University of Kurdistan Hewlêr, Iraq

2.3.1. Effective TNE affiliations and the future TNE potential for Australia

Date: Thursday 8 October

Time: 1:00PM - 2:15PM

Location: P1

Chair: A. Prof. Linda Taylor, Pro Vice-Chancellor International, Western Sydney University, Australia

Effective TNE affiliations used to assure quality in higher education institutions: experiences from Oman (1056)

Transnational education models of cross-border education involve sending and receiving countries. This presentation identifies key attributes that sending country institutions need to consider when establishing and managing successful TNE affiliations with higher education institutions in receiving countries. It will do this by looking at the experience of institutions in Oman, where colleges and university colleges are required, by legislation, to have an affiliation agreement with an international institution to quality assure their activity. The Oman Academic Accreditation Authority is the government body responsible for the accreditation of institutions and programs. As part of this process, quality audits (which include TNE affiliations in the scope) were conducted on 55 institutions from 2008-14. An analysis of the audit reports shows that quality assurance is most effective when the TNE affiliate is the awarding body of the qualification and, among several other factors, has a clear strategic motivation for the affiliation.

Key interest area (KIA): TNE

Sector(s): HE

Speaker:

A. Prof. Debbie Clayton, Director and Consultant, Clayton International, Australia

To market, to market: but where to from here? Re-examining the TNE potential for Australia (1032)

Transnational education (TNE) constitutes an important part of many Australian universities. In Australia, the top five transnational countries are Singapore, China, Malaysia, Vietnam and Hong Kong (Department of Education, 2014). In the report *The Shape of Things to Come* (British Council, 2013), Singapore, Malaysia and Hong Kong are ranked under 'Group 1' with the remaining two as 'Group 3'. Group 1 countries are considered to have "the most favourable prospects as hosts of TNE programs over the next two to three years" (p. 6). Through a case study approach, this presentation will apply the Boston Consulting Group matrix on the TNE activities of one Australian university. Through assessment of its resources, its ability to manage quality, and the political and legislative changes of these top five countries, this presentation will suggest that Australian universities should look beyond these five countries to expand and sustain TNE.

Key interest area (KIA): TNE

Sector(s): HE

Speaker:

Dr Fion (Choon Boey) Lim, Educational Quality Coordinator (TNE and External Delivery), Victoria University, Australia

2.3.2. Professional development for international education leaders and international interns

Date: Thursday 8 October

Time: 1:00PM - 2:15PM

Location: P2/3

Chair: Ms Jo Asquith, Director, Future Students, Division of Global Strategy and Engagement, James Cook University, Australia

Professional development needs and practices of leaders in international education: voices from the VET and HE sectors (1038)

Managers of international programs within VET and HE institutions play a crucial role in ensuring the development and sustainability of institutional internationalisation activities. Understanding their professional development needs is critical to provide effective support for them and therefore for the sustainability of the international education sector. Yet little is known about the professional skills needed and the professional development aspirations of managers in international education. The empirical data of this research, based on interviews and observations of professional development activities, shows how these leaders have engaged in boundary-crossing practice, especially through working with academics in different disciplines, to fulfil their professional

responsibilities. This session will address the tensions facing leaders in their endeavours to enhance their capacity to work in international education within the structural conditions in VET and HE. It will examine to what extent leaders play an active role in engaging with formal, informal, collective and individual professional development.

Key interest area (KIA): PD

Sector(s): HE,VET

Speaker:

Dr Ly Tran, Senior Lecturer, School of Education, Deakin University, Australia

Professional development toolbox – getting the most out of an international internship (1112)

In this session, the presenter will outline an effective framework for ensuring that international internships deliver relevant and important outcomes. Session participants will leave with an understanding of how deliberately chosen resources and timely dissemination of information can help students to reflect on their international internship experience at key times and gain a better understanding of their career goals. The framework also helps students to articulate their experience to future employers.

Key interest area (KIA): GS&E

Sector(s): HE,VET

Speaker:

Ms Pauline Le Floc'h, Global Mobility Manager Australia/New Zealand, International Studies Abroad (ISA), Australia

2.3.3. In focus: Nigeria (1065)

Date: Thursday 8 October

Time: 1:00PM - 2:15PM

Location: R2/3

Session type: Panel

Chair: Mr David Wise, Senior Adviser to the Pro Vice Chancellor, International and Advancement, University of Newcastle, Australia

Situated on the west coast of the African continent, Nigeria is one of the new frontiers for student recruitment. Nigeria is Africa's most populous country and one of the youngest with more than 60% of people under the age of 25. Although there is an emerging middle class in Nigeria, it is estimated that well over 60% of the population live in abject poverty. Education is of central importance to Nigerians and the value of an international education is no stranger to them. The UK and the US have been the most popular destinations, but there is growing interest in Australia across all sectors. Nigeria offers a range of opportunities for education providers across all sectors, but it brings with it a whole new set of risks and challenges. This session will provide an overview of the key opportunities in the market as well as advice on managing risk and dealing with the challenges on the ground.

Key interest area (KIA): BD

Sector(s): HE, SCH, VET

Speakers:

Mr Gordon Chakaodza, Australian Trade Commissioner West Africa, Austrade, Ghana

Mr Neil Fitzroy, Director Marketing and Admissions, Navitas La Trobe, Australia

Mr Aleksandr Voninski, Executive Director - International, University of New South Wales, Australia

Mr David Wise, Senior Adviser to the Pro Vice Chancellor, International and Advancement, University of Newcastle, Australia

2.3.4. Using data to shape responsible internationalisation strategies: lessons learned from Canadian universities (1180)

Date: Thursday 8 October

Time: 1:00PM - 2:15PM

Location: R4

Session type: Panel

Chair: Mr Douglas Proctor, PhD candidate, The University of Melbourne, Australia

In 2014, the Association of Universities and Colleges of Canada (now Universities Canada) conducted an internationalisation survey to develop a comprehensive overview of internationalisation trends at Canadian universities and to chart their global engagement. Survey highlights demonstrate how national aggregate survey data can help higher education institutions to benchmark their international activities and strategically shape their internationalisation programs and policies. Canadian universities' international activities are growing broader, deeper and more sophisticated. The pace of internationalisation has accelerated. The panel will seek to address how internationalisation strategies can be developed to manage growth in a responsible manner that maintains quality. Presenters will provide examples of Canadian universities' efforts to ensure access and equity as they develop international opportunities for students and staff. The panel will also feature a comparative analysis of how aggregate data such as surveys and benchmarking have assisted Canadian and Australian universities to improve their internationalisation activities.

Key interest area (KIA): INT

Sector(s): HE

Speakers:

Mr Douglas Proctor, PhD candidate, The University of Melbourne, Australia

Ms Gail Bowkett, Director of Research and International Relations, Universities Canada, Canada

Ms Rhonda Friesen, Manager, International Office, University of Manitoba, Canada

2.3.5. International student safety and support

Date: Thursday 8 October

Time: 1:00PM - 2:15PM

Location: R5

Chair: [Ms Mary Ann Seow](#), Consultant: International, University of South Australia, Australia

Four years young: the Overseas Students Ombudsman, helping to build Australia's reputation in international education (1039)

Established in the wake of a perfect storm in Australia's international education sector, the Overseas Students Ombudsman (OSO) is a crucial feature of the Education Services for Overseas Students regulatory framework. The OSO provides an external complaints and appeals body for international students studying at private institutions. By resolving individual problems and identifying systemic issues and trends, the OSO enhances the student experience and Australia's international reputation. Four years on, this presentation will examine what our complaints data reveals about the problems that overseas students experience with their private education providers and consider how best practice complaint handling can help to maintain the calm after the storm.

Key interest area (KIA): STU

Sector(s): ELT, HE, SCH, VET

Speaker:

[Ms Doris Gibb](#), Senior Assistant Ombudsman, Overseas Students Ombudsman, Australia

International student safety: sharing responsibility in a global context (1021)

Drawing on 150 interviews with international students and key stakeholders in Australia, the UK and the US, this presentation will reveal an overarching belief that international student safety should be a shared responsibility. Different perspectives from across and within the three countries present varying combinations of which parties should be responsible. In Australia, the responsibility was believed to rest with the individual student as well with universities and governments. In the UK, it was generally thought it should rest with the students, universities, police and governments. In the US, it was commonly believed that students and their parents, universities and police should be responsible. The Clery Act in the US will also be discussed as it provides a contrasting government initiative that assumes universities should be proactive in taking responsibility for student safety. Examining the issue in a global context will provide new understandings about sharing responsibility for international student safety.

Key interest area (KIA): STU

Sector(s): ELT, HE, SCH, VET

Speakers:

[Dr Helen Forbes-Mewett](#), Lecturer and Researcher, Monash University, Australia

2.3.6. Building graduate capability in English language skills for employability (1181)

[AIEC 2015 Abstracts](#)

Date: Thursday 8 October

Time: 1:00PM - 2:15PM

Location: R7/8

Chair: [Ms Helen Cook](#), Associate Director Client Relations (Australasia), Educational Testing Service (ETS), Australia

English language communication competence is a key employability skill for globally mobile international students. However there are many misconceptions about English proficiency, how and when English is best taught and learned, and what communication skills employers are seeking. Unfortunately there has been much generalisation and distortion of these issues. The ABC program *Degrees of Deception*, which focused on issues of poor English proficiency, plagiarism and cheating had many viewers among the general community believing the negative picture of international education that the program painted. The April 2015 NSW ICAC Report *Learning the Hard Way* espoused similar views. Such reports can then be used to justify the lack of employment opportunities in Australia for those international graduates with work visas. While it is necessary and important to raise and debate issues critical to the welfare, academic and employability outcomes of international students and the role of Australian institutions, it is essential that such partial investigations do not merely reinforce superficial stereotypes. The panel will examine some of the recent research and developments in institutions' policy and practice, identify real gaps in provision and discuss potential solutions to improve quality assurance, international student employment outcomes and community perceptions.

Key interest area (KIA): L&T

Sector(s): ELT, HE

Speakers:

[Ms Helen Cook](#), Associate Director Client Relations (Australasia), Educational Testing Service (ETS), Australia

[Dr Sophia Arkoudis](#), Deputy Director Associate Professor in Higher Education, Centre for the Study of Higher Education (CSHE), The University of Melbourne, Australia

[Ms Lynette Harris](#), Director, Careers and Internships, Careers and Learning Skills, Navitas, Australia

[Mr Thomson Ch'ng](#), Student, Curtin University Sydney, Malaysia

2.3.P. Poster session: 'mobility'

Date: Thursday 8 October

Time: 1:00PM - 2:15PM

Location: PZ

Chair: Dr Davina Potts, Director of Global Engagement, Australian National University, Australia

IRU scholars in Asia: enhancing mobility collaboration across university networks (1089)

Australia is experiencing a golden age of student mobility, with unprecedented support provided across the sector from government through to senior university level. Engagement with the Asia-Pacific region via student mobility is rapidly expanding; alongside continued

interest in North America and Europe, the overall number of mobility experiences continues to grow. Traditional forms of mobility have relied on bilateral or trilateral agreements to facilitate student movement; recently, local and international consortiums have facilitated greater access, but the Australian sector lacks cooperation in this space. The poster will outline the development, planning, execution and feedback from the pilot round and discuss the future for similar collaboration among networks within the Australian student mobility context.

Key interest area (KIA): MOB

Sector(s): HE

Speaker:

Mr Daniel Mather, Student Mobility Manager, Flinders University, Australia

Shape the future: 3D bioprinting double degree between Europe and Australia (1121)

This case study presents the story of a double degree masters' mobility program developed by four universities, two in Australia and two in Europe, in an innovative field of studies: 3D printing of human tissue. The four institutions collaborate extensively in research and are world leaders in the field and now aim to offer students a comprehensive international learning experience by setting up a joint program. The poster will examine the policies and strategies that informed the partnership and how these were applied to successfully implement the program. It will document how four universities worked together to identify an innovative opportunity, obtain funding and prepare all practical aspects of the implementation. It will highlight the challenge of accounting for differing perspectives and quality requirements of different universities and regions.

Key interest area (KIA): MOB

Sector(s): HE

Speakers:

Mrs Roos Nieuwenhuis, International Relations Officer, Utrecht University/UMC Utrecht, Netherlands

Dr Andreas Oechsner, Main Administrative Officer, University of Würzburg, Germany

2.4.1. Key drivers of internationalisation and encouraging student mobility

Date: Thursday 8 October

Time: 2:25PM - 3:40PM

Location: P1

Chair: Ms Sonia Chan, Manager Strategic International Development, Swinburne University of Technology, Australia

Key drivers of internationalisation – a comparison between 'cathedrals of learning' and 'cathedrals of earning' (1050)

The world is in a state of flux. Old, slow-moving establishments are being replaced by new agile systems. The only way for academia to

survive in this changing environment is to reinvent itself. This session will explore one of the drivers of change: internationalisation. It will provide information on the global picture of how truly international higher education institutions are. What are the key drivers in academia, what are the pros and cons of internationalisation and what lessons can be learnt from the corporate world? In comparing the cathedrals of learning with the cathedrals of earning, the speakers will bring in best practice from the corporate world and how it handles internationalisation of its organisations plus the lessons that the corporate world can learn from academia.

Key interest area (KIA): INT

Sector(s): HE

Speakers:

Ms Nannette Ripmeester, Director, Expertise in Labour Mobility, Netherlands

Dr Irene Jansen, Director Regional Office, Jakarta, DAAD, Indonesia

Internationalisation: encouraging international student mobility (1146)

Internationalisation is high priority for every university. Across all higher education institutions strategies are being developed and implemented to ensure students are enriched to become graduates with the right skills, knowledge and experiences to compete in global employment markets. This presentation will draw on doctoral research covering areas such as: why internationalisation?; internationalising the curriculum for school pupils by designing innovative interventions; how to design interventions to reach students and families earlier; using narratives from Study Abroad students to inspire students who don't traditionally consider study abroad; and how policy, practice and research can work together to create a 'third space'.

Key interest area (KIA): INT

Sector(s): HE

Speakers:

Ms Yasmin Hussain, Routes into Languages Project Manager, Manchester Metropolitan University, United Kingdom

2.4.2. Café session: 'Regulating cross-border institution mobility in APEC economies – an analysis of policy in eight contexts' (1004)

Date: Thursday 8 October

Time: 2:25PM - 3:40PM

Location: P2/3

Facilitator: Dr Sarah Richardson, Principal Research Fellow, Australian Council for Educational Research, Australia

Many Australian higher education institutions (HEIs) are interested in expanding their offshore activities. However, this is complicated by significant variations in how cross-border education is regulated. In this interactive session, you will have the opportunity to learn about the regulatory environment in eight APEC economies: China,

Indonesia, Malaysia, Mexico, Peru, The Philippines, Singapore and Vietnam. The presenter will share insights gained from in-depth interviews with 68 policymakers, institutional leaders and regulators in each economy during a project commissioned by the APEC Secretariat in 2014. This will include regulations, practices, policies and interpretations that both facilitate and limit the mobility of HEIs in each economy. Participants will have the opportunity to discuss their own experiences and the potential that each economy holds for the Australian higher education sector. The presenter will also discuss the common partnership growth pattern that she found to characterise most cases of HEI mobility and the important considerations this raises for institutions with an interest in establishing international collaborations. This session will be of significant interest to institutional leaders, anyone involved in marketing and recruitment, TNE, student mobility and anyone with an interest in internationalisation of the curriculum. While focused on higher education, the presentation will also be of interest to those in the VET and ELICOS sectors.

Key interest area (KIA): TNE
Sector(s): ELT, HE, VET

Speaker:

Dr Sarah Richardson, Principal Research Fellow, Australian Council for Educational Research, Australia

2.4.3. Cameras on your doorstep: run away and hide or seize the day? (1196)

Date: Thursday 8 October
Time: 2:25PM - 3:40PM
Location: R2/3

Chair: Ms Kim Dienhoff, Manager, External Affairs Group, IDP Education, Australia

It's recognised as one of the most challenging elements of senior management: an investigative journalist turns up with a question you dread. In a globally-connected sector like international education, any matter can find its way into the public domain, from almost anywhere in the world. The step from there into mainstream media can be seamless; the basic tools are a smartphone and an individual with particular intent. A media issue however need not be a cause for alarm; preparation, vigilance and a plan are just three key elements for the successful management of public issues. This interactive session will mix case studies, best practice and less-than-best practice in issues management. It will provide insights into how the predictability of the traditional news cycle has been supplanted by the 'always on' information exchange, and tips for how organisations can reduce the possibility of a bad surprise, by taking some surprisingly simple pre-emptive actions.

Key interest area (KIA): M&C
Sector(s): ELT, HE, SCH, VET

Speaker:

Mr Peter Kent, CEO, Porter Novelli, Australia

2.4.4. Are all internships created equal? Mapping the internships minefield from different perspectives (1115)

Date: Thursday 8 October
Time: 2:25PM - 3:40PM
Location: R4

Chair: Ms Margaret Mitchell, Manager, Industry Engagement and Placements, Monash College, Australia

In a highly competitive graduate labour market, there is a growing emphasis being placed on discipline-related work experience. Providing international students with access to relevant, fair and legal internship opportunities has emerged as an urgent issue globally. In Australia, the internship situation is far from clear cut, with many companies and providers seeking to provide opportunities to international students seeking work experience but potentially running afoul of the law. What internships are fair and legal? Compliance with the Fair Work Act is a challenge for companies hosting interns, educational institutions offering work-integrated learning, and internship providers working with international students. This panel will give voice to the experience and motivations of international students, host companies and internship providers. The discussion will be enriched by the inclusion of the labour law perspective and research into international graduate career outcomes.

Key interest area (KIA): GS&E
Sector(s): HE

Speakers:

Dr Cate Gribble, Senior Research Fellow, Deakin University, Australia
Ms Jenny Lambert, Director, Employment, Education and Training, Australian Chamber of Commerce and Industry, Australia
Ms Margaret Mitchell, Manager, Industry Engagement and Placements, Monash College, Australia
Prof. Rosemary Owens, AO, Professor, University of Adelaide, Australia
Ms Nidhi Baweja, Secretary, Council of International Students Australia (CISA), Australia

2.4.5. Identifying markets using business intelligence / Carbon offsetting in international education

Date: Thursday 8 October
Time: 2:25PM - 3:40PM
Location: R5

Chair: Mr Chris Gartner, A/Director International Education, Victorian Government Department of Economic Development, Jobs, Transport and Resources, Australia

Using business intelligence to identify potential markets within a sustainable recruitment portfolio (1144)

Many international recruitment investment decisions are still based on the same approach used 10 years ago in broadly the same markets and through the same channels. However, with increased competition, finite budgets and in a world of big data and global access to information, are we making defensible investment decisions that will result in sustainable international student recruitment? This session will look at how business intelligence can be used and presented to make more strategic investment decisions and develop a sustainable recruitment portfolio. It will demonstrate how BI must influence operational level planning for it to be effective.

Key interest area (KIA): A&R

Sector(s): ELT,HE

Speakers:

Mr Oliver Fortescue, International Director, CQUniversity Australia, Australia

Mr Shehan Thampapillai, Associate Director International, Business Intelligence & Strategic Planning, CQUniversity Australia, Australia

Mr Thomas Eastwood, International Business Intelligence Manager, RMIT University, Australia

Negative carbon footprint is the new black: taking responsibility for carbon offsetting in international education (1040)

International education by its very nature promotes air travel. Recruiters and academics fly around the world encouraging students to fly to other parts of the world. All of this air travel contributes to global greenhouse gases and the carbon footprint of the international education industry. This presentation will look at the carbon footprint of the Australian industry based on 2014 AEI data broken down by sector and asks who is responsible for offsetting these emissions and leading a sustainable and ultimately carbon negative international education industry? The presentation will conclude with a case study from CQUniversity, Australia, which is offsetting its international carbon footprint by teaming up with Conservation Australia and using student and staff volunteers to replant land tracts using native plants. A final question will be posed: as an industry, can we use social innovation and collaboration to upscale and leapfrog from carbon positive to carbon negative?

Key interest area (KIA): A&R

Sector(s): ELT, HE, SCH, VET

Speakers:

Mr Rob McDonald, Associate Director International Marketing and Recruitment, CQUniversity, Australia

2.4.6. Australian international education: why it really is global, responsible and sustainable (1029)

Date: Thursday 8 October

Time: 2:25PM - 3:40PM

Location: R6

Chair: Prof. Nancy Cromar, Pro Vice-Chancellor (International), Flinders University, Australia

Australia comes 53rd when countries are ranked by population size, but comes fifth when countries are ranked by tertiary study destination. In recent years, this country of 23 million has welcomed half a million international students annually from nearly 200 countries. Australia hopes to continue to host even more students in the future, while still ensuring each student receives a high-quality education experience. Ensuring this outcome is a shared responsibility for all concerned. Sustainable, responsible growth in Australian international education can be achieved through an ongoing focus on ensuring quality through skilled teaching, robust infrastructure and accessible student services. Ensuring a quality living experience in Australia requires ongoing access to suitable accommodation, public transport and other services, as well as quality work experience opportunities, which are increasingly considered integral to a well-rounded 21st century education.

Key interest area (KIA): BD

Sector(s): ELT, HE, SCH, VET

Speakers:

Mr Steve Nerlich, Director, International Research and Analysis Unit, Australian Government Department of Education and Training, Australia

2.4.7. In focus: India (1078)

Date: Thursday 8 October

Time: 2:25PM - 3:40PM

Location: R7/8

Session type: Panel

Chair: Prof. Fazal Rizvi, Professor in Global Studies in Education, The University of Melbourne, Australia

India's population will soon overtake China's as the world's largest, with more than half the Indian population under the age of 25. The Indian middle class alone is predicted to be around 500 million within the next decade. The Indian Government has identified education as the most important lever for social, economic and political transformation in its national economic plan. What does the future for Australia-India relations hold? How can we best showcase Australia's capability and quality and develop enduring partnerships in education and research? What are the current and likely future trends in student mobility from India? What are the latest innovations in student recruitment from India and what are some of the emerging business models in the education sector? This session will bring together a panel of leading experts who will discuss the latest trends, opportunities and imperatives in Australia-India relations.

Key interest area (KIA): BD

Sector(s): HE, SCH, VET

Speakers:

Prof. Fazal Rizvi, Professor in Global Studies in Education, The University of Melbourne, Australia

Mr Tom Calder, Trade Commissioner, Austrade, India

[Mr Harmeet Pental](#), Regional Director - South Asia, North America, UK and Network Shared Services, IDP Education (India), India
[Prof. Anthony P. D'Costa](#), Chair and Professor of Contemporary Indian Studies, Australia India Institute and School of Social and Political Sciences, The University of Melbourne, Australia

2.4.P. Poster session: 'learning and teaching'

Date: Thursday 8 October

Time: 2:25PM - 3:40PM

Location: PZ

Chair: Mr Dipu Sebastian, National Academic Director, Study Group, Australia

CET Test Centre redesign (1100)

This poster will provide insight into the guiding principles of 'engagement', which have contributed to the redesign of the CET Test Centre. These principles have provided a framework in which a customised strategy for the candidate is developed through the behavioural manifestation of motivation. This not only includes aligning the components of motivational factors to motivational behaviour of candidates, but also considers the benefits of having the CET Test Centre provide the resources to achieve this. By connecting candidates to the exam(s) best suited to their needs, they are empowered to become behaviourally, cognitively and emotionally more engaged, which supports their transformation into the student and/or professional they aim to be.

Key interest area (KIA): L&T

Sector(s): ELT, HE

Speaker:

[Ms Justine Barker](#), Client Relations & International Projects, The University of Sydney, Australia

Smart technology in transition and international education: a Monash College Engineering Diploma explorative study (1127)

This poster will report on action research conducted by a group of Monash College Engineering Diploma teachers who incorporated smart technology, particularly iPads, into the delivery of first-year engineering units for international students. The research looked at how best to align and integrate smart technology within the academic engineering program. It analysed what skills best supported technology integration and learning with tablets and iPads, e.g. problem solving, self-regulated learning interventions, device-specific tutorials and virtual experiments. This poster will describe a technology-led curriculum delivery initiative to engage international engineering students studying at Monash College. It will highlight lessons learnt, suggested best practices, challenges and potential ways to maximise the impact of technology in an internationalised learning environment.

Key interest area (KIA): L&T

Sector(s): HE, VET

Speaker:

[Mr Selvarajah Sathiyakumar](#), Teaching and Learning Team Leader - Diploma of Engineering, IT and Science, Monash College Pty Ltd, Australia

2.5.1. Course experience perceptions and supervision strategies for work placements

Date: Thursday 8 October

Time: 4:10PM - 5:25PM

Location: P1

Chair: [A. Prof. Debbie Clayton](#), Director and Consultant, Clayton International, Australia

An exploration of the course experience perceptions of recently graduated international students (1117)

Information on the higher education student experience is important for institutions seeking to enhance the quality of their courses through evidence-based decision making. This is especially true in relation to international students, who may have notably different course experiences than their domestic counterparts. A long-standing source of these data in Australian higher education is the Course Experience Questionnaire (CEQ), administered annually as a component of the Australian Graduate Survey. The CEQ investigates 11 facets of the student experience, with a focus on skill development, teaching quality and overall satisfaction. This session will explore the course experience perceptions of recently graduated international students, with particular attention to differences between international and domestic students. Specific areas for improvement will be identified.

Key interest area (KIA): L&T

Sector(s): HE

Speaker:

[Mr David Carroll](#), Senior Research Associate, Graduate Careers Australia, Australia

Supervision strategies speech-language pathology student supervisors use to support international students in work placements (1046)

Work-integrated learning placements can be complex for international students studying professional courses. Students must develop professional competencies while adjusting to new learning environments and communication and cultural differences in the workplace. Internationalisation strategies that support students' access to university curriculum may not transfer to workplace settings, further complicating learning for international students. This study explored the strategies supervisors reported using to support speech-language pathology international students in placements. Twenty supervisors participated in five focus group interviews. Interview data was analysed thematically, using Krueger and Casey's (2009) framework. Supervisors identified strategies they used to support cultural adjustment and learning and commented on how successful they were. Communication skills were noted as more difficult to support during placements. The strategies used will be discussed with reference to internationalisation and workplace

education literature. Research directions to build evidence about strategies to support international students' learning in workplace settings will be discussed.

Key interest area (KIA): L&T

Sector(s): HE

Speaker:

Ms Stacie Attrill, PhD candidate, University of Sydney, Australia

2.5.2. Café session: 'Transnational education and employability: failure to deliver or failure to measure?' (1122)

Date: Thursday 8 October

Time: 4:10PM - 5:25PM

Location: P2/3

Session type: Café session

Facilitator: Emeritus Professor Elspeth Jones, Consultant, Elspeth Jones, United Kingdom

"Generation G and millennial students expect to gain employment in a dynamic, uncertain, globalised environment while being increasingly motivated to make a positive difference in the world in which they live and work" (AIEC 2015 theme). How does this align with the TNE context? Despite significant emphasis on employability skills in Australian and UK universities, there is little evidence of systematic inclusion of such skills when the same universities deliver programs offshore. Indeed, recent literature shows that the majority of TNE studies appear to focus on process rather than outcomes. There is clear evidence that study/volunteering/internships abroad enhance employability, while internationalisation of the curriculum seeks to bring similar benefits to the non-mobile majority of domestic students. Where do TNE students fit into this paradigm? Are we failing to deliver or simply failing to measure the employability outcomes from TNE? This café session will seek to highlight gaps in our understanding.

Key interest area (KIA): TNE

Sector(s): HE, VET

Speakers:

Emeritus Professor Elspeth Jones, Consultant, Elspeth Jones, United Kingdom

A. Prof. Chris Ziguras, Vice-President, IEAA/RMIT, Australia

Dr Anh Thi-Ngoc Pham, Education Adviser, RMIT University, Australia

2.5.3. Pricing it right

Date: Thursday 8 October

Time: 4:10PM - 5:25PM

Location: R2/3

Chair: Mr Mike Ryan, Executive Director, Study Perth, Australia

Price it right: the 'education value' in the eyes of students (1162)

The international education sector in Australia faces both deep challenges and strong opportunities. More than ever before, the global competitive landscape is challenging us to define – and redefine – our value proposition as a nation and as a sector and to define and quantify the commercial value of an Australian (international) degree. A core principle is an institution's pricing strategy and the student's (the consumer's) perception of 'value for money'. This session will explore 'education value' in the eyes of the student, including the amount they are willing to pay and the 'tipping point' where cost outweighs benefit. Research findings of a study of 45,000+ international students will be presented that address questions around price sensitivity: what is the 'right price' for a degree? ; what is an international student's definition of 'return on investment'?; and recommendations on key critical items to consider when setting a pricing strategy.

Key interest area (KIA): BD

Sector(s): HE,VET

Speakers:

Ms Tanya Perera, Director - Client Success, Hobsons APAC, Australia

Mr Fabian Marrone, VP Marketing, Hobsons APAC & EMEA, Australia

The price is right? Breaking down the most comprehensive analysis of international tuition fees in Australia (1042)

Pricing is one of the most important elements of the marketing mix and for the international education sector the topic of price represents a complex process that involves a great understanding of the market conditions, fluctuations in exchange rates for several currencies and the management of a large portfolio of education programs with unique characteristics.

This session will explore the main findings of the Comparative Analysis of International Tuition Fees in Australia which analysed the cost of international tuition fees for more than 4,500 undergraduate, postgraduate and study abroad programs from all Australian Universities.

We will share the results of the study such as the average annual international tuition fee for undergraduate, postgraduate and study abroad programs in Australia and break them down by several areas of study. We will also look at how Australian tuition fees compare with other international destinations and the effect of exchange rates.

Key interest area (KIA): BD

Sector(s): HE

Speaker:

Mr Keri Ramirez, Managing Director, Studymove, Australia

2.5.4. Q&A: How can we realise the potential of international study and practice-based experiences through the curriculum? (1055)

Date: Thursday 8 October

Time: 4:10PM - 5:25PM

Location: R5

Chair: [Dr Craig Whitsed](#), Senior Lecturer, Centre for Student Learning, Murdoch University, Australia

Recent trade agreements between Australia and several Asian countries signal expanded opportunities for tomorrow's graduates to live and work internationally. The Australian Government's New Colombo Plan provides students with opportunities to develop the kind of expertise needed for global employment. Yet studies show that learning from intercultural and international experiences does not occur naturally. Rather, it "emerges from our capacity to construe those events and then reconstrue them in transformative ways" (Bennett & Salonen, 2007). A multi-institutional Australian study has demonstrated that students learn more from being abroad when they engage in learning programs that cover each phase of their experience (Gothard, Downey & Gray, 2012). This session, presented by the Internationalisation of the Curriculum Special Interest Group, will explore theoretical and practical approaches to designing learning programs that realise the potential of international experience. The focus will be on responsible, sustainable approaches that aim to enhance students' employment outcomes.

Key interest area (KIA): L&T

Sector(s): HE, SCH, VET

Speakers:

[Dr Craig Whitsed](#), Senior Lecturer, Centre for Student Learning, Murdoch University, Australia

[Dr Jessica Gallagher](#), Deputy Director (Global Engagement), The University of Queensland, Australia

[Mr Trevor Goddard](#), Associate Director, Global Programs, Monash University, Australia

[Dr Wendy Green](#), Senior Lecturer, Tasmanian Institute of Learning and Teaching, The University of Tasmania, Australia

[Ms Mariana Lane](#), Project Manager International Education, Independent Schools Queensland, Australia

2.5.5. Business analytics and international STEM student decision-making

Date: Thursday 8 October

Time: 4:10PM - 5:25PM

Location: R6

Chair: Ms Joanne Barker, Director, International Office, The University of Adelaide, Australia

International students in STEM: a global analysis (1099)

Higher education institutions, and in particular their programs and students in science, technology, engineering and mathematics (STEM), are incubators of innovation that contribute to larger economic growth and prosperity. International students are critical to STEM programs in Australia as well as the US, Canada and the UK, as many courses are only operational because of the high percentage of overseas enrolments. As such, international students

not only contribute to the advancement of research in a host destination, but also to the continuation of programs, especially at the postgraduate level. The numbers of international students in STEM have been increasing in certain destinations and declining in others. This session will examine primary data gathered from international students in Australia, Canada, the US and the UK to better understand the decision-making factors that affect STEM international students' choice of course and destination country.

Key interest area (KIA): A&R

Sector(s): HE

Speaker:

[Ms Zainab Malik](#), Director of Research, British Council Education Intelligence, Hong Kong SAR

The devil is in the data: empowering international higher education through business analytics (1105)

Australian universities and education providers collect incredible amounts of data on their international students – from simple demographics to strategically critical information on key markets. But are they taking full advantage of the opportunities these bits and bytes present to them? The principles of business analytics – which seeks to place data-driven insight at the centre of the decision-making process – can be an invaluable tool in managing the admission, recruitment and management of international student cohorts. This short presentation will seek to critically evaluate the practice of business analytics in the Australian international higher education context and speculate on how institutions can improve their use of data and visualisation as a tool for managing their international student cohorts. Underpinning this presentation is the rationale that data-driven decision-making will eventually become the dominant mode by which international education providers will manage international student activities.

Key interest area (KIA): BD

Sector(s): HE

Speaker:

[Mr Darragh Murray](#), Business Intelligence Analyst, The University of Queensland, Australia

2.5.6. Hot topics in international education worldwide (1167)

Date: Thursday 8 October

Time: 4:10PM - 5:25PM

Location: R7/8

Chair: [Mr Brett Blacker](#), President/CEO, IEAA/English Australia, Australia

This popular session will bring together senior representatives from many of the world's major professional international education associations. Speakers will provide an update on the latest issues and developments from their region, what's hot, trends, priorities and what the future holds for international education.

Key interest area (KIA): Mult
Sector(s): ELT, HE, SCH, VET

Speakers:

[Mr Vitor Alevato do Amaral](#), Vice-President, FAUBAI - Brazilian Association for International Education, Brazil
[Dr Fanta Aw](#), President and Chair of The Board of Directors, NAFSA: Association of International Educators, United States
[Mr Brett Blacker](#), President/CEO, IEAA/English Australia, Australia
[Mr Markus Laitinen](#), Vice-President, European Association for International Education (EAIE), Netherlands

2.5.P. Poster session: 'gamification in student internationalisation'

Date: Thursday 8 October
Time: 4:10PM - 5:25PM
Location: PZ

Chair: TBA

Transferring cultural interactions into the digital realm: gamification in student internationalisation (1075)

Cultural competencies come with exposure to different cultural practices: they teach students sensitivity as well as enable them to better realise their own cultural identity. While the global village concept suggests that modern students should be masters of intercultural communications, it seems like the new technologies have turned on them and, if anything, made it easier for them to alienate themselves. This paradox could be turned around by employing the potential of technology to individually engage students with rich information. This poster will show how gamification can prepare modern students for inevitable international interactions, both business and social, just as well as face-to-face communication with people from different cultures does.

Key interest area (KIA): INT
Sector(s): HE

Speakers:

[Ms Veronika Norvaisaite](#), Researcher and Social Media Strategist, Expertise in Labour Mobility, Netherlands

Friday 9 October

3.1.1. Plenary

Date: Friday 9 October
Time: 9:00AM - 10:20AM
Location: Hall L

Session type: Plenary

MC: [Mr James Bennett](#), Key Account Manager, IDP Education, Australia

Keynote address: 'Preaching to the unconverted: telling stories for unexpected audiences' (1206)

Ivan O'Mahoney has produced and directed documentaries for broadcasters such as HBO, BBC, PBS and Discovery. Much of his documentary work has been human rights-related, working in conflict zones such as Colombia, Congo, Sudan and Iraq. Ivan joins us in Adelaide to talk about how he has come to produce some of the boldest, most thought-provoking and brilliant pieces of television such as the Logie and AACTA-winning SBS series 'Go Back To Where You Came From' (series 1). Through outstanding investigative reporting and brilliant execution, Ivan's work has tackled controversial matters and prompted public discussion around important issues affecting society and all of humanity.

Speakers:

[Mr Ivan O'Mahoney](#), Director, Executive Producer and Writer, IN Films, Australia

Minister address

Details coming soon.

Speaker:

[Minister for Education](#) (invited)

3.2.1. In focus: Japan

Date: Friday 9 October
Time: 10:50AM - 12:05PM
Location: R2/3

Session type: Panel

Chair: [Ms Catherine Paterson](#), International Education Adviser, Austrade, Australia

In focus: Japan (1080)

Australia continues to be a popular destination for Japanese students and ELICOS, VET and school enrolments are rebounding. Working holidaymaker visas are also showing positive growth. A central focus of the Japanese Government's Revitalisation Strategy, 'Japan is Back', is the development of its youth into globally competitive human capital. Study abroad and language acquisition programs are seen as key to this goal. For 2014/15 the Ministry of Education, Culture, Sports, Science and Technology (MEXT) allocated funding for 22,500 short and long-term scholarships for higher education students to study abroad. Opportunities exist across all sectors in Japan – higher education, VET, ELICOS, schools, research, short courses, etc. This session will explore the opportunities and report on the latest trends and market intelligence for Japan.

Key interest area (KIA): BD
Sector(s): ELT, HE, SCH, VET

Speakers:

[Mr Jarrod Clague](#), Chief Counsellor, Tokyo Metropolitan Board of Education 'Ji-Sedai Leader' Study Abroad Program, Japan America Academic Center, Japan

[Ms Lyndal Groom](#), Branch Manager, International Strategy Branch, Australian Government Department of Education and Training, Australia

[Ms Catherine Paterson](#), International Education Adviser, Austrade, Australia

[Mr Ben Stubbs](#), Director ELI and Student Mobility, Deakin University, Australia

3.2.2. Efficacy of institutional and national regulatory frameworks for international education agents in five countries

Date: Friday 9 October

Time: 10:50AM - 12:05PM

Location: R4

Session type: Panel

Chair: [Mr Vincenzo Raimo](#), Pro Vice-Chancellor (Global Engagement), University of Reading, United Kingdom

Efficacy of institutional and national regulatory frameworks for international education agents in five countries (1150)

With the growth in marketing of international education and the increasing use of agents, it is vital that we better understand the mechanisms that can be used to 'regulate' agents' behaviour. In the five main English-speaking markets, mechanisms vary. Questions may be asked about the extent to which a regulatory framework can make a difference to the good conduct of agents. The issue of compliance is critical as regulation often fails because there is no suitable enforcement mechanism. This is even more so when the activity includes multiple constituencies and agents who operate across national borders. This session presents the findings of a comparative study on a range of regulatory mechanisms (including contracts, codes of ethics, regulations, certifications and training) in five English-speaking countries. An assessment of the most effective approach for regulating the university–agency relationship and encouraging ethical behaviour in international student recruitment will be discussed.

Key interest area (KIA): P&RE

Sector(s): HE,VET

Speakers:

[Mr Vincenzo Raimo](#), Pro Vice-Chancellor (Global Engagement), University of Reading, United Kingdom

[Dr Iona Huang](#), Senior Lecturer, Harper Adams University, United Kingdom

[Mr Eddie West](#), Director of International Initiatives, National Association for College Admission Counseling, United States

3.2.3. Responding to student experience challenges

Date: Friday 9 October

Time: 10:50AM - 12:05PM

Location: R5

Session type: Panel

Chair: [Mr Gordon Scott](#), Owner, successfulgraduate.com, Australia

Responding to student experience challenges (1108)

While international students rate their general experience in Australia quite highly, there are areas where improvements could be made. This panel session will review key areas of relative student satisfaction taken from the International Student Barometer and explore strategies to respond to these challenges at a time of growth in the sector.

Key interest area (KIA): STU
Sector(s): ELT, HE, VET

Speakers:

Mr Steve Nerlich, Director, International Research and Analysis Unit, Australian Government Department of Education and Training, Australia

Mr Peter Mackey, Director, StudyNSW, Australia

Mrs Diana Crvenkovic, Manager, Student Initiatives, Study Melbourne, Australia

Mr Gordon Scott, FAIM, Owner, successfulgraduate.com, Australia

3.2.4. 2015 research agenda: Australian Universities International Directors' Forum

Date: Friday 9 October
Time: 10:50AM - 12:05PM
Location: R6

Session type: Panel

Chair: Mr Kelly Smith, Director, International Centre, University of Western Australia, Australia

2015 research agenda: Australian Universities International Directors' Forum (1163)

The presentation will open with an introduction to the research agenda of AUIDF. The session will provide details from three research initiatives: (1) Benchmarking Australian University International Operations 2014; (2) Benchmarking from the Public Domain – analysis of Australian government data on finances and students in Australian universities; and (3) Outgoing International Mobility of Australian University Students 2014. These reports will be provided by a representative of the i-graduate group in conjunction with an Australian university's International Director. The session will include a university's perspective on the use of AUIDF and related research data for evidence-based review of international operations improvement of international business processes and monitoring academic progress of international students. Mr Kelly G. Smith, Director UWA International and Chair, Australian Universities International Directors' will chair this session.

Key interest area (KIA): Mult
Sector(s): HE

Speakers:

Mr Kelly Smith, Director, International Centre, University of Western Australia, Australia

Mr William Archer, CEO, i-graduate, United Kingdom

Mr Kevin Brett, Director, Australia, i-graduate, Australia

Mrs Melissa Banks, Director International, Swinburne University, Australia

3.2.5. Austrade presents: 'Australian international education 2025: unlocking the potential'

Date: Friday 9 October
Time: 10:50AM - 12:05PM
Location: R7/8

Session type: Panel

Chair: Mr John Angley, General Manager, International Education, Austrade, Australia

Australian international education 2025: unlocking the potential (1126)

The Australian Government is developing a national strategy for international education that will support a modern, competitive and sustainable Australian international education sector. A vital component of this national strategy is the development, led by Austrade, of *Australian International Education (AIE) 2025*, a 10-year market development plan to attract international students and visitors to study in Australia and to dramatically expand Australia's education and training services offshore. This panel will discuss the objectives and elements of AIE 2025, including the need for new and bold thinking about international education; the need to think beyond the traditional definitions of an international student; and the importance of identifying sustainable opportunities, both onshore and offshore, that match Australia's strengths and trends in global demand.

Key interest area (KIA): BD
Sector(s): ELT, HE, SCH, VET

Speakers:

Mr John Angley, General Manager, International Education, Austrade, Australia

Mr Lachlan Smirl, Partner, Deloitte Access Economics, Australia

Mr Paul Wappett, Chief Executive Officer, Open Universities Australia, Australia

Ms Helen Zimmerman, Government & Stakeholder Relations, Navitas Ltd, Australia

3.3.1. Building and sustaining the customer relationship, digitally

Date: Friday 9 October
Time: 1:05PM - 2:20PM
Location: R2/3

Session type: Presentation

Building and sustaining the customer relationship, digitally (1182)

As international educators we operate in a cluttered marketplace. This session will cut straight to how we can be effective and brilliant online using the sciences behind human behaviour to better connect with our customer, the student. Who are the people involved in digital

communication and what is the nature of their virtual relationships? How do we protect our reputation online? How can we safely navigate the minefield of virtual and remote relationships? And how can we make these relationships fit into the realities of our business needs? Danielle Di-Masi is a digital communication and business etiquette expert who specialises in behaviours, human interaction and building effective business relationships through connection, rapport and trust. Danielle believes that to really connect digitally, we need to truly understand the human being behind the keyboard.

Key interest area (KIA): M&C

Sector(s): ELT, HE, SCH, VET

Speaker:

Ms Danielle Di-Masi, Digital communication and business etiquette expert, Australia

3.3.2. A model for integrating intercultural enrichment programs in formal curriculum

Date: Friday 9 October

Time: 1:05PM - 2:20PM

Location: R4

Session type: Panel

Chair: Dr Nadine Normand-Marconnet, Lecturer, Monash University, Australia

A model for integrating intercultural enrichment programs in formal curriculum (1114)

Existing intercultural enrichment programs are often perceived as an add-on to study abroad, typically optional not-for-credit extracurricular offerings. By proposing a different approach to curriculum design in international education, this session will explore how we can give more value to and deepen the intercultural learning of more students by embedding informal intercultural enrichment activities in formal curriculum. This emerging trend also means going beyond traditional boundaries between 'for-credit' and 'not-for-credit' programs. Developing the global and cultural competency of all students (not just those who undertake overseas study) may ultimately support the uptake and sustainability of study abroad programs. This session will provide a critical analysis of the benefits and challenges for all stakeholders involved in developing extracurricular intercultural enrichment programs into a formal curriculum offering. Practical recommendations are based on the ongoing development of a transdisciplinary program in campuses located in Italy, Australia and Malaysia.

Key interest area (KIA): INT

Sector(s): HE

Speakers:

Dr Nadine Normand-Marconnet, Lecturer, Monash University, Australia

Ms Narelle McAuliffe, Arts in Prato Coordinator and Research Officer, Monash University, Australia

Dr Samuele Grassi, Lecturer B (part-time), Italian Studies, Monash University Prato Centre, Italy

3.3.3. Work-integrated learning at scale – employer, education, pathway and technology perspectives

Date: Friday 9 October

Time: 1:05PM - 2:20PM

Location: R5

Session type: Panel

Chair: Mr Tony Watson, Advisory Board Member, Intersective, Australia

Work-integrated learning at scale – employer, education, pathway and technology perspectives (1109)

This panel will look at several approaches to providing scalable work-integrated learning (WIL) to international students. Four perspectives will be presented: a global employer, an educator, a pathway provider and an experiential education technology provider. Dr Leanne Carter will chair and facilitate the discussion and will also talk about the challenges of providing WIL programs to every student in her faculty. Gerald Marion, Innovation Advisory Director for Ernst & Young, will talk about how its approach to innovation relies on professionally engaging with thousands of domestic and international students each year. Owen Firth, CEO of Performance Education, will talk about how to overcome objections in engaging organisations in WIL programs. Tony Watson, Advisory Board Member of Intersective, will provide insights from its 500+ student pilot of a new 'project learning' technology for management and quality assurance of experiential learning outcomes.

Key interest area (KIA): GS&E

Sector(s): ELT, HE, SCH, VET

Speakers:

Mr Tony Watson, Advisory Board Member, Intersective, Australia

Mr Owen Firth, MBA, CA, CEO and Founder, Performance Education, Australia

Ms Ashleigh Cassilles, Faculty PACE Officer, Faculty of Business and Economics, Macquarie University, Australia

3.3.4. Preparing students for study tours and understanding why students withdraw from mobility programs

Date: Friday 9 October

Time: 1:05PM - 2:20PM

Location: R6

Session type: Thematic session

Chair: Ms Kim Siemensma, Senior Coordinator, La Trobe Abroad, La Trobe University, Australia

Critical components in preparing students for short-term study tours to Asia (1013)

With the advent of the New Colombo Plan, it is important that educational institutions address the projected substantial growth in outbound student mobility to Asia. Universities need to provide effective tools to help students successfully engage in intercultural learning activities in this region. This Office for Learning and Teaching-funded project sought to answer the question: What are the critical components in preparing students to participate in short-term study tours to Asia? Research participants included eight academic study tour leaders, three administrative staff, and six student focus groups representing various disciplines. All participants recently undertook a short-term study tour to an Asian destination. The paper provides recommendations, based on the data, for how preparation for short-term study tours may be improved, including a discussion of roles and responsibilities for students, staff and their institutions.

Key interest area (KIA): MOB

Sector(s): HE

Speakers:

Dr Tracey Bretag, Senior Lecturer, University of South Australia, Australia

Why students withdraw from exchange: an examination of student responses (1019)

Over the past three years, The University of Queensland has experienced a significant increase in the number of students applying for outbound exchange programs; however, the proportion of students withdrawing has remained high. From an administrative perspective, large numbers of withdrawals represent a drain on resources, while students who withdraw lose the opportunity to have an international study experience. This presentation will examine research conducted at the University of Queensland on outbound exchange application withdrawals. For the past three years, students withdrawing from the UQ Abroad program were asked to complete a survey to provide reasons for their withdrawal. This presentation will report on the findings of this research to identify the stage at which students withdrew, reasons for their withdrawal, and factors that would have helped the student remain in the program. The results discussed will address the long-term sustainability of semester-based exchange programs.

Key interest area (KIA): MOB

Sector(s): HE

Speaker:

Ms Katie Smith, Student Exchange Adviser, The University of Queensland, Australia

3.3.5. National strategy for international education: where to from here?

Date: Friday 9 October

Time: 1:05PM - 2:20PM

Location: R7/8

Session type: Panel

Chair: Hon. Phil Honeywood, CEO, International Education Association of Australia, Australia

National strategy for international education: where to from here? (1168)

Australia's international education sector has put a great deal of time and effort into discussions, submissions and attending roundtables in the hope of finalising a whole-of-government strategy that will take us forward. After all these efforts, we appear to have an agreed vision as well as several key priority issues that the sector wants government to move on quickly. The challenge will now be to ensure that appropriate resources are allocated to the key tasks, that public servants get on with the job of implementing agreed recommendations and that the wider community better understands how important international education is to our nation's future. Three members of the Ministerial Coordinating Council for International Education will share their perspectives on what might actually be achievable from the strategy in the short and medium terms.

Key interest area (KIA): P&RE

Sector(s): ELT, HE, SCH, VET

Speakers:

Hon. Phil Honeywood, CEO, International Education Association of Australia, Australia

Mr William (Bill) Spurr, AO, Chair, Education Adelaide, Australia

Ms Jenny Lambert, Director, Employment, Education and Training, Australian Chamber of Commerce and Industry, Australia

3.4.1. Closing Plenary

Date: Friday 9 October

Time: 2:30PM - 3:30PM

Location: Hall L

Session type: Plenary

MC: Mr James Bennett, Key Account Manager, IDP Education, Australia

The journey from international student to Australian senator ■ a conversation with Senator Penny Wong (1205)

This year's closing plenary will see ABC writer and broadcaster Annabel Crabb interview Senator Penny Wong about her experiences as an international student in Australia, exploring how these experiences have shaped who she is today. This intimate conversation between two well-known and respected Adelaide women is sure to surprise, delight and intrigue.

Key interest area (KIA): Mult

Sector(s): ELT, HE, SCH, VET

Speakers:

Ms Annabel Crabb, Writer, broadcaster and columnist, ABC, Australia
Senator Penny Wong, Leader of the Opposition in the Senate and
Shadow Minister for Trade and Investment, Australian Labour Party,
Australia