

CELEBRATING 30 YEARS







Australian International Education Conference

18 - <u>21 October 2016</u> Melbourne Convention

Connectivity – at the heart of international education

AIEC 2016 attracted a record 1500 delegates from Australia and around the world. In total, 38 countries and over 485 organisations were represented, with 19% of delegates coming from overseas.

About one in four delegates were attending AIEC for the first time. Interestingly, 16% of delegates had two years or less of experience in international education, 25% of delegates indicated they had been involved for five to 10 years and 44% for more than 10 years. This wide range of experience and knowledge among delegates ensured that new ideas and expert advice flowed freely within conversations throughout the conference.

The theme was 'Connectivity – at the heart of international education'. Since the first AIEC conference in 1987, connectivity has become woven into its DNA. It was fitting, therefore, for AIEC to celebrate its 30th anniversary event around this theme. The theme also recognised that international education is now an inextricable part of a hyper-connected world. Enhanced technology, global citizenship and greater leveraging of networks and partnerships all combine to influence the growth and success of the international education industry. AIEC 2016 explored the concept of connectivity, its disruptions and opportunities, across three broad contexts: technology, people and partnerships.

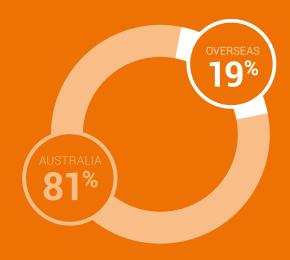
The program's 86 sessions comprised 10 workshops, one roundtable, five plenaries and 70 concurrent sessions. The world-class array of speakers included more than 180 people from 18 countries.

Through a range of different formats, such as panel discussions, presentations, keynotes, interactive café sessions and posters, delegates listened, debated, shared and learnt about issues, trends and challenges facing international education today.

The professional development opportunities offered through the program were complemented by engaging and fun networking functions and a buzzing exhibition.

We look forward to building on the success of the 2016 conference and delivering another stimulating event to the international education industry when we all meet again in Hobart in October 2017.

AUSTRALIAN VS. OVERSEAS ATTENDEES

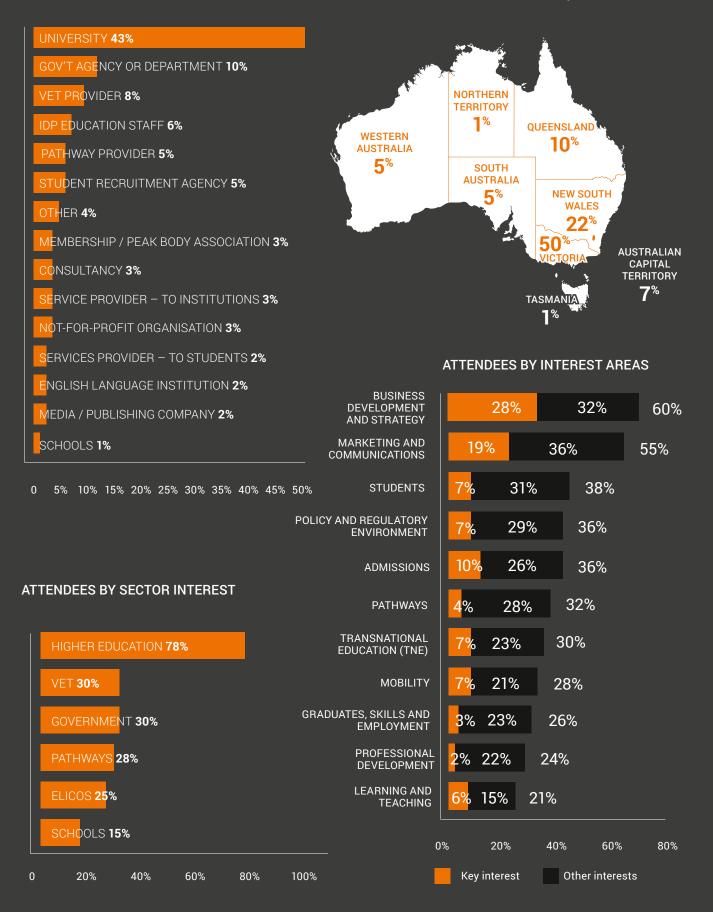






ATTENDEES BY ORGANISATION

AUSTRALIAN ATTENDEES BY STATE/TERRITORY







6k ENROLMENTS (ALL SECTORS ONSHIPE) ENROLMENTS
(ALL SECTORS ON SHORE)

MOVIE OF
THE YEAR
RAIN MAN

SECTORS ON SHORES

TOP ARTIST 3

SONG DURING
CONFERENCE
WEEK CONTON

MINOGUE

MINOGUE

TOP ARTIST 3

SONG DURING
CONFERENCE
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TOP ARTIST 3

SONG DURING
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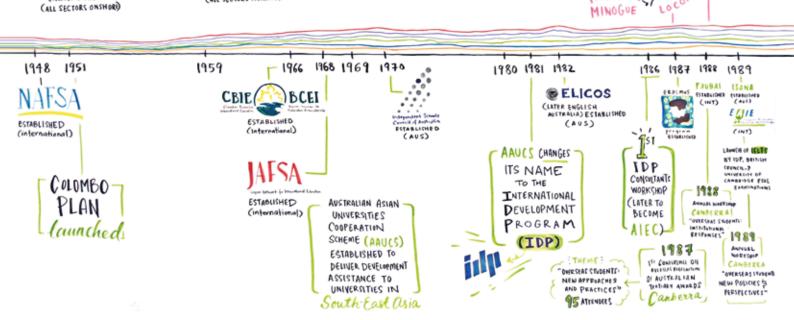
TOP ARTIST 3

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MINOGUE

TOP ARTIST 3



-STNAMJORNA

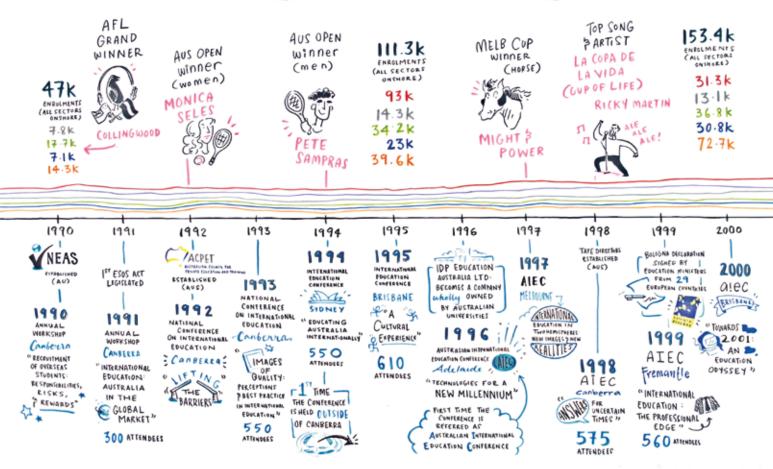
(ALL SECTORS)
ONSHORE)

Celebrating 30 years

Thirty years of AIEC would not have been possible without the delegates, speakers and exhibitors who help make AIEC what it is. To celebrate this milestone, AIEC took inspiration from past events to create the AIEC Hall of Fame.

The Hall of Fame displayed memorabilia from previous conferences including the programs, proceedings, pocket planners and various AIEC merchandise. Past programs were made available for attendees to browse.

TRADE



A timeline of the education industry in Australia from 1948 to the present day was drawn by an illustrator throughout the event. The timeline tracked international student enrolment numbers over the past five decades, highlighted the launch of peak bodies, government initiatives and AIEC events, and included some fun facts.





INTERNATION











117.9 k





MELP CUP WINNER CJOCKEY) B. SHINN

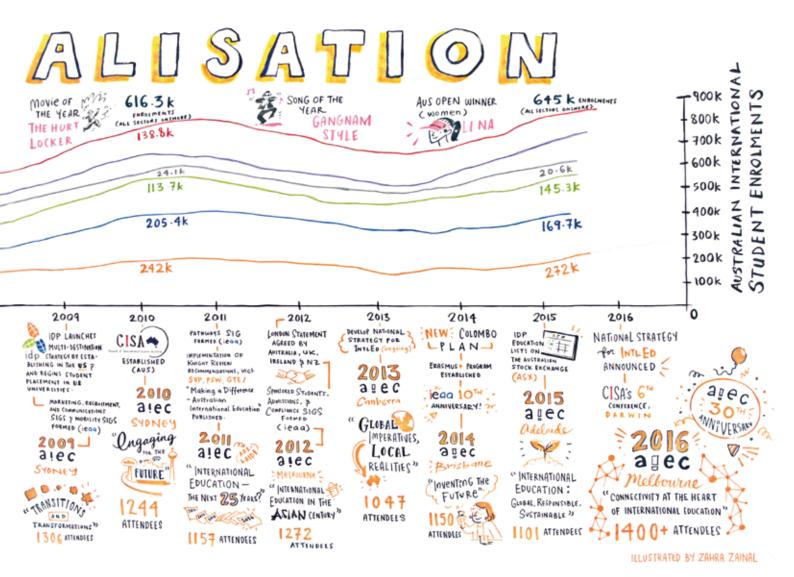


30th Anniversary Photo Competition

All past attendees were invited to take a walk down memory lane and submit photos of their favourite moments with a note explaining why. The competition generated some great stories: Gary Lee and Keri Ramirez were chosen as the winners with the following entries.







Oppa Gangnam Style – in 2012, I got the opportunity to work with a team of international students across Victoria to put together a flash mob dance at the AIEC Conference in the Melbourne Exhibition Centre [...]

- Gary Lee





I am happy to share a great AIEC memory. This is from the Gala Dinner at AIEC 2006 in Perth. The old Macquarie International team! I can't believe it was taken almost 10 years ago. Happy 30th AIEC!

- Keri Ramirez







POSTERS SESSIONS

A fun way to engage with delegates

The poster sessions were really well received, with 23 different posters on display in the Exhibition Hall, double that of last year. Posters were grouped into seven broad topics and presented in the Speakers' Lounge in concurrence with the sessions. Poster presenters spoke quite extensively with delegates after their short talk at their poster stand, engaging with most attendees present.







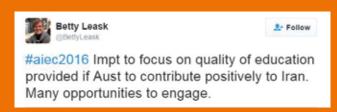
CAFÉ SESSIONS

A forum for learning through sharing

Following on from the popularity of the café sessions at last year's AIEC, seven café sessions were included in the 2016 program. This allowed delegates to discuss ideas and challenges that were directly relevant to them and learn from their peers. The PIE News again ran a session with international students where delegates could ask all the pertinent questions they never had a chance to ask before. The Australian Government also ran a session, splitting each table into regions or particular policy topics. Feedback was extremely positive from facilitators and delegates alike.

COUNTRIES 'IN FOCUS'

This year's 'In focus' series of panel sessions showcased four countries at different stages of the international education spectrum: **Iran, the Philippines, China and Mexico**. Delegates heard about country-specific trends, education policies, and opportunities and challenges, providing valuable insights into how best to engage with each region.





Great potential #aiec2016

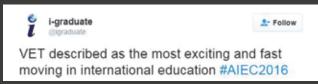






PROGRAM FOR SCHOOLS AND VET SECTORS

Following on from last year's successful incorporation of several sessions for schools and the VET sector, this year's program also featured presentations from experts in these sectors. These additions recognised the fact that international education cuts across all education sectors and that many of our delegates work in cross-sector jobs and environments.





High % of #intlstudents report satisfied with their experience in #Australia in VET sector #aiec2016

Schools

Topics discussed in the schools sector sessions included the internationalisation of schools through overseas partnerships and programs, as well as how to create a strong support network for international students in Australian schools.

A key schools session brought together representatives from independent and government schools' international peak bodies and principals from urban and regional schools to discuss the challenges, opportunities and realities for schools in achieving diversification.

VET

A pivotal VET-specific panel session discussing the results of the 2016 biennial VET international student survey was delivered by leading representatives from the TAFE sector and the Australian Government. The session highlighted why Australia was an attractive VET and pathway destination, emphasising past and current student experience as a key marketing tool for future students. The program also included a workshop on the Tuesday, which generated much interest on Twitter.



Keynote speakers





TANIA DE JONG

Challenged attendees to think beyond the traditional constructs of connecting

Those attending this opening plenary would not have expected to be standing shoulder-to-shoulder with their colleagues singing in the plenary hall, exemplifying the power of how inclusive and connected communities can be created. Tania de Jong, founder of Creative Innovation, shared the successes of her organisation through the simple concept of song. She urged attendees to consider alternative avenues for linking people, places and purpose in the context of our international students. Tania emphasised that she wished for a world that "is more about 'I can' than IO".



JACKIE KASSTEEN

Demonstrated how 'change happens slowly until it doesn't'

How to engage with a generation driven by instant gratification was a key message of Jackie Kassteen, Managing Director of Transformative Marketing Solutions. Research she shared highlighted the more content, the less impact; however, her message was more nuanced than just 'less is more'. It was about the genesis, shape and feel of the content that creates impact: we see it all around us but may not recognise it.

'Co-created' and 'user generated' content is gold, typically more cost effective and if done well, achieves the greatest reach.

Jackie certainly prompted discussion about how many of our educational institutions needed to shed what was seen as an antiquated approach. Instead, they needed to embody more believable and conversational content that yields authentic messages to get the cut through that we all want to achieve.





JIMMY PHAM AND HUONG DANG Tell an inspirational story

In 2006, Jimmy Pham inspired AIEC attendees with his story of how he founded KOTO – Know One Teach One – to help street children in Vietnam. Ten years on, Jimmy returned to AIEC to tell us how KOTO has grown into an internationally respected and award-winning social enterprise, and what his KOTO graduates have achieved.

Delegates were privileged to hear from a KOTO graduate, Huong Dang. She shared her challenging journey to KOTO, the stories of support she gained through the program, and the many goals she had achieved to date including completing a recent MA at Swinburne University. Huong's story was humbling, inspirational and an example of just one of more than 1000 students who have had their lives transformed by KOTO.

This incredible plenary was a reminder of the power of education and the potential impact that we all can make within our respective organisations, within our communities and individually.





MINISTER'S ADDRESS

The Hon. Simon Birmingham, Minister for Education and Training, opened the Friday morning of AIEC with an optimistic outlook on the current and future state of the sector. He referenced the goals set out in the National Strategy for International Education 2025 and emphasised how valuable the open lines of communication have been with the sector.

The Minister reiterated the accomplishments, work underway, and the potential successes still yet to be realised including: the ongoing Endeavour Scholarship Program; the revamping of the National Code; the launch of the Agent Code of Ethics; the establishment of the New Colombo Plan; growth in regional Australian institutions; and increasing ties with industry — to name a few.

In line with the conference theme, Minister Birmingham recognised the value of building connections through international education and how these efforts benefited the country's overarching international agenda. Once again his address sent a positive message, reminding us all how far the sector has evolved since the first AIEC.



♣ Follow

Thank you to the people behind our thriving international education sector. My speech @ #aiec2016: bit.ly/2ebU6e4 @IEAAustralia



SIMON EASSOM

Encouraged the audience to investigate unfamiliar territory; create and capture the moment; and be prepared to bet big

The closing plenary appropriately bookended the conference with a look at current and future trends in leveraging technology and, in particular, the concept and rise of cognitive computing. Simon Eassom, the Global Education Industry Strategy and Solutions Leader at IBM, highlighted industry convergence as the biggest trend on the horizon, which is only possible through co-creation — a concept that was peppered throughout the conference as being critical to establishing viable and sustainable 'connections'.

Simon took the audience through a range of case studies exemplifying how businesses were linking their respective capabilities in unlikely partnerships to create innovative ecosystems for mutual benefit. Through these co-creation models, organisations were breaking down the fear of outsiders invading their territory and instead building more sound and dynamic product offerings for consumers.

Highlighted sessions

MEGATRENDS SHAPING INTERNATIONAL EDUCATION

Rahul Choudaha, Principal Researcher and CEO of DrEducation, highlighted three megatrends in international education: demographic and economic shifts, partnerships and changing technology.

Demographic and economic shifts affecting supply and demand will lead to a mismatch in location between education capacity and demand. Recruitment towards 2020 should highlight diversifying with new markets, and become more creative with meeting increased demand.

The needs of students will evolve in the long term. Rahul highlighted that one strategy would not work for all and stressed the importance of getting to know your market and customer.

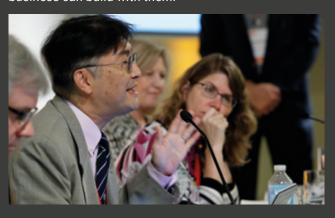
Finally, maturing technology and educational diversity comprise a huge element of how mobility will shift. To meet this challenge, Rahul encouraged embracing technology and experimenting with new methods.

THE NATIONAL STRATEGY FOR INTERNATIONAL EDUCATION

Representatives from the Department of Education and Training, the Department of Foreign Affairs and Trade, the Department of Immigration and Border Protection, and Austrade shared their views. The key message was one of connectivity and collaboration, with the Government seeing its role as one of regulation and safety.

Panellists recognised that education technology was an ongoing area of interest. EduGrowth is the Government's education accelerator and its goal is to see 100 million students educated annually by 2025 through Australian education.

The discussion touched upon how we increasingly value alumni. Part of the Australian Global Alumni Engagement Strategy is to connect, mobilise and celebrate alumni and the relationships that Australian business can build with them.



LOOKING TOWARDS THE GRADUATE COHORT OF 2025

Rob Lawrence presented new data to help guide the industry, detailing how the employment landscape is influencing the type of graduates employers are seeking and how institutions can shape their offerings to meet these needs.

Institutions received valuable insights, from understanding the recruitment and screening approach, to the desired skills sets and the physical environments of these organisations. Rob highlighted that soft-skills would be paramount: 'social intelligence', aligning personality with place and brand, and cross-cultural competencies would be highly sought after attributes.

Collectively, these trends indicate that institutions should be considering stronger ties with industry, diversifying their product offerings, and exploring rubrics to support innovative thinking by their students.

COLLABORATION AT A LOCAL LEVEL

Study Melbourne showcased recent initiatives that were positioning Melbourne as a welcoming and preferred cosmopolitan hub for students. A clear focus for Study Melbourne was around enhancing the student experience, but not without creatively linking with educational, government and industry bodies to advance these efforts. Its formula was clear, focused and effectively initiated and based on the constructs of a win/win relationship.

COLLABORATION AT A NATIONAL LEVEL: THE UK AND AUSTRALIA

Representatives from two like-minded countries discussed how their respective countries were advancing international education in association with their national governments.

Unlike Australia, Vivienne Stern from the Universities UK explained, the UK had not implemented a clear international education strategy at the national level. However, other investments in overseas research and people-to-people connections were assisting to support the sector.

Renee Kyle from Universities Australia focused on how Australia could learn from the UK – particularly from its longstanding research-to-research communities. Brexit, while presenting a series of challenges for the UK, was creating opportunities for other markets including Australia.

To ensure effective government-to-government collaboration between the UK and Australia, a model with representatives from both government and institutions was critical. An inaugural meeting of vice-chancellors from each country was held to help develop a country-to-country agreement. An invitation was made to representatives from across the sector to contribute to building this arrangement.

THE AGENT PERSPECTIVE FROM THREE DIFFERENT COUNTRIES

Panellists explored the groundwork required to establish a global quality framework, the crux of which was a discussion between quality and quantity.

Within the American context, institutions had a very limited understanding of working with agents. The US State

Department deliberately did not recommend recruitment agencies to promote study in the US. In contrast, Australia owed much of its early success in the sector to having a strong agent base and a robust national governing framework.

Despite the UK, US and Australia all working with agents in some capacity, there were distinct differences between the regulatory environments, industry structures and historical experiences across these regions, which made a global framework a challenging proposition.



TECHNOLOGY HELPING STUDENTS TO GAIN CROSS-CULTURAL COMPETENCIES

Representatives from The Global Society demonstrated how they were using an online forum to create a platform for students to connect. Understanding who your stakeholders are and identify their needs is key to determining the appropriate platform and content.

Treasia Rowe, from Australian Volunteers International, presented a fascinating case study where students communicated remotely with partner organisations overseas. She shared their learning, demonstrating the significant impact that these programs were having on everyone involved.

This session provided a range of practical takeaways to create engaging and interactive content for end users, and outlines strategies for maintaining user-driven content.



Exhibition

Thirty-one organisations had a stand in the Exhibition Hall, encompassing a range of industries such as media, marketing and technology, student services and language and testing. In keeping with the theme of connectivity and collaboration, several organisations came together under one roof.









The Australian Government took a whole-of-government approach with representatives from the Department of Education and Training, Austrade, the Department of Foreign Affairs and the Department of Immigration and Border Patrol, as well as several other government agencies. Similarly, representatives from eight state and territory governments also exhibited under one banner. EduGrowth brought together seven start-ups, all with innovations aiming to transform the education sector in Australia.



Social events

FIRST-TIMERS' NETWORKING FUNCTION

Following on from the success of the first-timers' networking function at AIEC 2015, this event was held again to support first-time attendees. They were introduced to all SIG convenors and encouraged to join relevant groups and expand their networks.



CONFERENCE DINNER

'Celebrating 30 years of AIEC' – sponsored by IDP Education

The dinner was held at Etihad Stadium and celebrated 30 years of AIEC with style. Black-and-white cocktail was the theme and as delegates arrived in their finery they were welcomed with drinks on the veranda before moving into dinner in the venue.

During the meal, delegates were wowed by Tom Thum, a world-renowned beat boxer, who took everyone on a musical tour of the past 30 years. After dinner, a 13-piece band, the Grand Wazoo, covered some great hits that encouraged everyone to fill the dance floor until the end of the night. The photo booth was ever popular while others relaxed in the chill out zone.



WELCOME RECEPTION

Sponsored by Study Melbourne

The welcome reception was held in the Exhibition
Hall after the opening plenary on Tuesday 18
October. All attendees got into the Australian spirit
of things when introduced to several Australian
critters – who would have thought a crocodile
would be welcomed to AIEC!

HAPPY HOUR

Sponsored by IELTS

After an insightful and inspiring Wednesday, delegates followed the red IELTS balloons across the bridge to the Wharf Hotel on the opposite side of the Yarra. A relaxed evening networking with a few drinks and nibbles was thoroughly enjoyed by all.





FRIDAY NETWORKING BREAKFAST

Sponsored by Bupa

To ease into the last day of the conference, a networking breakfast was laid on in the Exhibition Hall for delegates to recharge after two solid days of conferencing and networking. This was also a chance for delegates to catch up after the conference dinner and to chat about the incredible moves pulled on the dance floor and the great tunes played by the band.





2016 IEAA Excellence Awards

International education in Australia is renowned for its quality and innovation. This is largely supported by the tireless efforts and talent of many professionals working within the sector. The 2016 IEAA Excellence Awards recognised and rewarded the outstanding contributions by individuals and teams to international education in Australia. The awards also provided a benchmark of excellence and best practice.

WE CONGRATULATE ALL WINNERS

Distinguished Contribution to International Education

• Stephen Connelly, Director, GlobalEd Services

Excellence in Leadership in International Education

• **Julie Renwick,** General Manager, University of Wollongong College

Best Practice in International Education

BRIDGE School Partnerships Project

- Aaron O'Shannessy, Manager, International Programs, Asia Education Foundation
- Bonnie Hermawan, Senior Project Officer, International Programs, Asia Education Foundation

Innovation in International Education

International Students in Cars Getting Coffee

- Ben Campbell, Digital Marketing Manager, International, Deakin University
- Daphane Ng, International Content Officer (Digital),
 Deakin University

Professional Commentary in International Education

• **Stuart Hughes,** IDP Database of Research in International Education

Outstanding Postgraduate Thesis

• Pamela Humphreys, Deputy Director, Griffith University

AIEC in the media

This year's event attracted record attendance from members of the media. More than 15 journalists attended, representing 10 national and international publications from Australia, China, the UK and the US. Numerous interviews were given by IDP Education and IEAA staff as well as several speakers and attendees. More than 20 pieces of coverage were achieved across print, online and broadcast radio (and shared via outlets' social channels), reaching a cumulative total audience of 19.8 million.

#AIEC2016

The official AIEC hashtag was especially active on Twitter with 5020 tweets, a 68% increase on last year. We had a 55% increase in the number of impressions, with 9,132,484 impressions overall.









TWO SOCIAL MEDIA PRIZES WERE AWARDED THIS YEAR.

MOST ACTIVE TWITTER USER

Anton Crace (@AntonCrace) who tweeted and retweeted

488 posts

THE MOST ENGAGED TWEET

Clare Gossage (@Clare_ThePIE) which was retweeted

33 times

and attracted

48 likes

TOP TWEETS





CONFERENCE STEERING COMMITTEE

James Bennett: Key Account Manager, IDP Education

Janelle Chapman: Vice-President, IEAA; and Director, TAFE Queensland International, TAFE Queensland

Kim Dienhoff: Manager, External Affairs, IDP Education

Rebecca Hall: Executive Director, International Education and Training Unit, Trade & Investment Queensland

Hon. Phil Honeywood: National Chief Executive, IEAA

Lyndell Jacka: Head of Research, IDP Education

Josephine Williams: Conference and Events Leader, IDP Education

Associate Professor Christopher Ziguras: President, IEAA; and Deputy Dean, International, RMIT University

Thank you

PROGRAM

Several people assisted the committee with the program, marketing and promotion, logistics and other aspects of the conference planning. We gratefully acknowledge the

- Louise Goold, Murray-Goold International (Program Chair)
- Emily O'Callaghan, IEAA
- Peter Muntz, IEAA.

We also thank all 38 reviewers who contributed their time, knowledge and expert advice to review the 170 proposals received through the open call, as well as all others who worked with the committee to build key sessions that ensured we delivered a high-quality program to meet the needs of the international education sector.

SPONSORS AND PARTNERS

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Silver





Happy Hour





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Media partners





Social event sponsors

Welcome Reception









Other sponsors

Coffee sponsors











Stationery sponsor



Conference organisers

thinkbusinessevents

CONFERENCE CREW

As usual, the conference could not have been run without our dedicated conference crew team. IDP Education employees, international students and some additional hired staff worked hard throughout the conference to help attendees have a smooth event.



Join us in Hobart!

Embracing Diversity

Few sectors reflect the excitement and the challenges of diversity in the way that international education does. In international education, diversity is already the norm. It is what we do.

Our industry provides the opportunity for people to better their lives through an international education. We do this by facilitating the movement of diverse peoples across national borders to engage with diverse ideas and foster meaningful and productive encounters between 'strangers'. We are at the forefront of global geographies of encounter; this benefits our students, institutions and communities in both destination and home countries.

We seek to nurture skilled and committed global citizens, who understand, embrace and successfully navigate differences in the workplace and their communities, who will solve global challenges and who, most importantly, will forge a global civic culture of mutual respect and partnership out of difference.

Today, however, the global and political environment is shifting, with different national agendas, clash of ideologies, the rise of nationalism, new migration policies, refugee crises and increasing social inequalities. In this new environment, how do we navigate the new realities and socio-political landscapes? How can we continue to communicate the positive and important contribution of diversity to the wider community?

AIEC 2017 will explore this landscape in all its variety by embracing our 'diversities'. Whether it be people, cultures, languages, places, partnerships, education sectors, pathways, delivery models, approaches to learning and teaching or careers and employment, we will look critically at what we are achieving. Crucially, we will also look at what more we can do to sustain diversity as a core value and maintain our diverse and thriving international education sector.

Key dates

Call for proposals opens 16 January 2017

Call for proposals closes

1 March 2017

Registration opens

1 June 2017

Early bird closes

1 August 2017

Hosted by









