

Flinders International Service Guide





Welcome to the Flinders International Service Guide

As Vice-President and Pro Vice-Chancellor (International), I lead the University's international engagement, in collaboration with the Senior Executive Team, Colleges and Portfolios. One of my key responsibilities is ensuring the University and Colleges are well supported in the delivery of international education and research plans. More specifically, international student recruitment, international partnerships in education and research, global learning experiences, and service delivery to Flinders' international students.

Referred to as 'Flinders International', the Portfolio is comprised of four teams:

- Office of the Vice-President & Pro Vice-Chancellor (International)
- International Recruitment
- International Partnerships
- International Student Services.

The Flinders International Service Guide has been developed to outline and describe the services offered by the Portfolio. Importantly, you can find out who is who in Flinders International, and what each area contributes to in delivering the best possible outcomes for the University.

I trust you will find this Service Guide helpful.

Sebastian Raneskold

Vice-President & Pro Vice-Chancellor (International)



Flinders
University



Office of the Vice-President & Pro Vice-Chancellor (International)

Operations Support

The Portfolio is serviced by the Office of the Vice-President & Pro Vice-Chancellor.

Carrie Jenkins

Executive Officer

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Katie Jackson

Senior Portfolio Support Officer

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Bonnie Deacon

Portfolio Support Officer

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The portfolio is further supported by the functions of International Compliance & Risk and International Performance Analytics. Both staff are embedded within the Office of the Vice-President & Pro Vice-Chancellor.

International Compliance & Risk

The Manager, International Compliance & Risk manages a range of internal and external regulatory compliance matters for staff and international students. This includes: Education Services for Overseas Students Act (ESOS) and National Code-related queries, Genuine Student (GS) and student visa queries, and student releases. The team also provides advice around changes to Government legislation and impacts on student recruitment and services, immigration risk mitigation, and reporting.

Kenny Khoo

Manager, International Compliance & Risk

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International Engagement and Performance Analytics

Both Portfolio and College international planning and performance monitoring is underpinned by capable systems, quality data, analysis and information management. In collaboration with Data and Analytic Services (PAS), the office develops Business Intelligence reporting and supplies market intelligence, analysis and advice specific to international recruitment and engagement.

Nick Boyle

International Performance Analyst

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International Recruitment

The International Recruitment directorate is led by Matt Schultz, and drives the University's International student recruitment strategy. It comprises three functional teams that work together to support Colleges and to deliver student recruitment outcomes:

- International Regional Recruitment
- International Digital Recruitment
- International Admissions & Compliance.

Matt Schultz

Director, International Recruitment
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International Regional Recruitment

The International Regional Recruitment team is responsible for international student recruitment outcomes and achieving the University's international student enrolment targets. This is achieved through the management of local and international stakeholders and commercial partnerships including Education Agents, Sponsors, Institutional Partners, Australian Government and Foreign Governments and Ministries; as well as targeted recruitment campaigns, events and activities both in market and digitally.

The team attracts and engages prospective students and works through the application, offer, conversion, acceptance, and visa stages of the application lifecycle to optimise a successful University outcome at each stage.

In addition to the Adelaide based staff several In-Country Representatives are based locally in priority countries and cities selected to capitalise on international student recruitment opportunities and accessibility to other markets in the region. These In-Country Representatives report through to the Regional Recruitment Managers, and are located in:

- China, Beijing
- China, Shanghai
- Vietnam, Ho Chi Minh City
- India, Delhi
- India, Bangalore
- Sri Lanka
- Bangladesh

Lara Stone

Senior Manager, Country Recruitment
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International Digital Recruitment

The International Digital Recruitment Team is responsible for planning, implementing, and coordinating digital marketing campaigns to position the University globally to support its international recruitment activities; specifically relating to lead generation, enquiry and prospect management, brand awareness and conversion strategies.

The Team contributes to the Flinders International strategic planning and innovation across all digital channels with a strategy focused on automation innovation across digital advertising, website, CRM and Marketo (automated marketing software tool).

The Team also manages an innovative International Student Ambassador Initiative. Through this program, current international students play a pivotal role in assisting prospective students. They offer invaluable guidance by sharing their personal experiences and steering offer-holders through the decision-making and acceptance journey.

Flinders International also works in collaboration with the Marketing & Student Recruitment (MSR) team to develop marketing content and collateral which supports University and College based international recruitment and engagement initiatives. This includes providing intelligence, direction and support to ensure content developed for international activities is aligned to relevant market and opportunities in order to achieve identified KPIs.

Kelly Meier

Manager, International Digital Recruitment
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International Admissions & Compliance

The International Admissions and Compliance Team is responsible for the international admissions function and includes application processing and offer acceptance for prospective international students. This process involves the assessment of overseas qualifications, facilitating requests for credit, issuance of offer letters, assessment of Genuine Student (GS) requirements and ensuring applicants meet program eligibility requirements. The team has a strong focus in delivering high-level customer service, ensuring prompt application processing and that applicants are compliant with University, national and international legislative frameworks and policy requirements relating to international students.

The team supports Colleges through the development and management of candidate selection processes for coursework and research programs, program quota management, Transnational (offshore) programs (application assessment and offer letter issuance) and scholarship eligibility assessment.

The team also has six offshore team members based in Delhi, India. In addition to providing service in this region in local time, the offshore team members conduct GS interviews and are vetting application supporting documents to mitigate risk associated with fraud.

Maysie Procianos

Senior Manager, International Admissions & Compliance
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International Partnerships

The International Partnerships directorate is led by Bill Damachis and drives the University's international engagement strategy across education and research. It comprises five functional teams that work together to support Colleges and to deliver international engagement outcomes:

- International Partnerships
- Transnational Education (TNE)
- Sponsor Relations
- Global Experience
- College Partnerships.

Bill Damachis

Director, International Partnerships
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International Partnerships & Transnational Education (TNE)

The Flinders international partnerships strategy "Collaboration with Impact" is working towards a University-wide approach to global collaborations where priority is given to institutional partners that have a recognised strength in complimentary areas to Flinders and are linked to industry and government wherever possible.

The focus is for sustained and in-depth relations (with multi-College engagement) to ensure maximum benefit and exposure for the University and its partners, as we work towards a network of fewer but critically strategic partners. An important component of this strategy is to establish select discipline themed transnational education micro-campus teaching locations in Flinders areas of strength; closely connected to industry sectors that are commercially sustainable and positively impactful on our international student flows and reputation.

Building on past TNE successes, our emphasis will be on quality and scale with better commercial returns underpinned with dynamic quality assurance and a partner review model not just focused on compliance; but on performance metrics that includes student flows and reputational returns to Flinders.

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Dineth Samaragunaratne

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Sponsored Students & Sponsored Relationships

A significant number of international students are sponsored through the Australian Government, or through overseas governments and employers.

This area maintains and develops relations with sponsor bodies and provides advice on sponsor matters. Additionally, it recruits sponsored students in a range of countries, notably Australia Awards students.

Odile Ruijs

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Global Experience

The Global Experience program comprises of all international inbound and outbound activity undertaken through bilateral semester student exchange and study abroad agreements, with more than seventy exchange partners worldwide.

The Global Experience Vision is that all students at Flinders University can choose to participate in life changing international experiences through access to a range of high-quality, well supported semester and short-term programs. The strategy is focused on leveraging where possible our prioritised international partnerships in Asia that allows for high quality academic, industry and cultural activities for our students. The Global Experience team oversees all international College-led short-term experiences, Work Integrated Learning (WIL) placements, New Colombo Plan Programs, Department of Foreign Affairs and Trade mobility funding and study tours.

VACANT

Manager, Global Experience

College International Partnerships

Flinders International has a team of two Managers, International Partnerships (MIPs), based in the Colleges that plan for and service the international goals of each College. These roles focus heavily on developing and managing international partnerships and agreement with the aim of delivering high quality student load to the College. The MIP's advise on new course development, assessment and review of existing and new partnerships; assist with product marketing content; and coordinate and support a number of College led visiting delegations. These roles act as a key conduit between the College and the International Portfolio.

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Brett Wagner

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International Student Services

The International Student Services (ISS) team is a specialised service for all onshore international students and for staff of the University. ISS offers a range of programs supporting international students with pre departure, arrival, study and social activities to enrich the study experience at Flinders.

The team also provides advisory services to Colleges on international student matters with a strong focus on enhancing the study experience and supporting staff navigate through complex issues, policies and procedures relating to compliance conditions applicable to international students.

Jose Paulino

Senior Manager, International Student Services

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Flinders International

flinders.edu.au/international

International Engagement

staff.flinders.edu.au/workplace-support/engagement/international-engagement

flinders.edu.au/engage/international

Global Experience

flinders.edu.au/international/apply/study-abroad

facebook.com/lwb.flinders.5

International Student Services

students.flinders.edu.au/student-services/iss

Australia Awards at Flinders

flinders.edu.au/international/australiaawards

facebook.com/australiaawardsflinders

Flinders International Service Guide

Contact us

Our friendly staff are available to answer your questions:

1300 354 633 (local call cost) | askflinders@flinders.edu.au | flinders.edu.au/ask

International students should contact:

+61 8 8201 2727 | flinders.edu.au/international | INTLAdmissions@flinders.edu.au

Every effort has been made to ensure the information in this brochure is accurate at the time of publication: April 2024. Flinders University reserves the right to alter any course or topic contained herein without prior notice. Alterations are reflected in the course information available on the University's website. CRICOS No. 00114A

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