

Work Integrated Learning Project International Student Airport Welcome Desk

Cluster	International Trade and Investment Branch
Division/Branch/Unit	StudyNSW
Location	Sydney
Kind of Role	Work Placement
Date of Approval	24 June 2015
Agency Website	http://www.trade.nsw.gov.au/invest-in-nsw/industry-opportunities/education/studynsw

DEPARTMENT OVERVIEW

StudyNSW aims to increase the number of international students studying in NSW or with our education providers overseas, to improve the quality of their experience while in the State and to recognise their contributions to our communities. Through its core programs, as well as co-funded partner activities with industry, StudyNSW undertakes: marketing, promotion and research; development of policy and advocacy to enhance the competitiveness of international education in NSW; delivery and evaluation of strategies and programs to improve the experiences of international students in NSW; and identification and generation of international market development opportunities and new technology-enabled models of delivery.

PURPOSE OF THE ROLE

StudyNSW in partnership with the education sector and key stakeholders will be establishing an International Student Welcome Desk at the Sydney International Airport from mid July 2015. The core function under this program would be to participate in a work placement at the Sydney International Airport. Students would be provided with training to support the role, work would include:

- Welcoming arriving international students
- Answering questions
- Providing general information
- Handing out welcome kits
- Shifts are expected to be 4- 5 hours in duration

This Welcome Desk will act as a meeting point, information distribution point, and a place where international students can be greeted by current student (both local and international). The project aims to enhance the experience of international students in NSW.

KEY ACCOUNTABILITIES

Students across all undergraduate and graduate programs have the opportunity to participate in this program as part of an integrated learning program.

StudyNSW will be working in partnership with education institutions and other key stakeholders to bring this exciting project to the airport.

You will need to attend/complete the following for the program:

- Attend a full-day customer service and airport safety training/induction program conducted by TAFE and StudyNSW
- Attend all scheduled sessions at the desk and training to a minimum of 20 hours during the course time
- Should you fail to attend your scheduled sessions you will be unable to progress in the program and will not be permitted to sign up for further sessions
- Meet international students upon arrival and answer their questions to the best of your knowledge and training
- Attend your scheduled sessions at the airport in appropriate uniform/attire as directed

KEY CHALLENGES

- Delivering accurate and consistent work in an environment with a potential for high volume and variety of tasks
- Dealing effectively and professionally with StudyNSW stakeholders, airport personnel, and arriving students whilst managing their expectations and balancing competing priorities

TIMELINE

How to Apply	Deadline
Submitting your expression of interest	Expressions of Interest will be promoted regularly through: <ul style="list-style-type: none">• Partner education providers• StudyNSW Facebook https://www.facebook.com/Study.Sydney.Australia/• StudyNSW website http://www.study.sydney/
Attend Training Day for your allotted timeframe	<ul style="list-style-type: none">• Attend International Student Welcome Desk training day – the training date will be advertised on Expression of Interest• Attend and complete airport safety induction (included in above)
Complete and Fill in your availability on roster once you've attended training	<ul style="list-style-type: none">• Rosters will be sent to you after training session as a web link to an online roster (Google spread sheet)
Complete a feedback survey	<ul style="list-style-type: none">• Open for submission during the last week of your block
Attend your Ceremony	<ul style="list-style-type: none">• After completion – two events held each year

KEY BENEFITS

- Formal customer service training through Sydney TAFE
- Valuable work experience to enhance your future employability
- Certificate of completion from the NSW Government at the conclusion
- The opportunity to engage with likeminded students
- Opportunity to network with other students from other institutions
- Opportunity to provide valuable information to new students arriving in NSW for the first time
- Uniform for use during your shifts
- Ongoing supervision, guidance and mentoring
- Valuable content to build your resume
- Opportunity to provide valuable feedback to StudyNSW on the project and its objectives

ADDITIONAL CONSIDERATIONS/COSTS

- Training session will take place at Sydney Airport Kingsford Smith Suite or CBD offices. These venues are easily reached by public transport;
- Your shifts at the airport are to take place in Arrivals Hall A at the International Terminal at the StudyNSW International Student Welcome Desk
- Your shifts are expected to be 4-5 hours in duration and primarily target the arriving international flights in the very early morning, and possibly evenings (depending on the block you sign up for)
- Travel costs to and from the airport for your shifts will be partially reimbursed by StudyNSW with one \$20 Opal Card