

Role Description

International Student Welcome Desk

Work Integrated Learning Program

Volunteer



Treasury

Cluster	Trade, Tourism, Investment and Precincts
Agency	NSW Treasury
Division	Study NSW
Location	Sydney
Kind of Role	Work Placement/Volunteer
Date of Approval	12 September 2019
Agency Website	http://www.study.sydney/

NSW Treasury

As the NSW Government's principal financial and economic adviser, Treasury's role is to enable the Government to deliver its promise to the people of New South Wales that the State will always be a great place to live and work.

As part of our vision to become a World Class Treasury, we believe Treasury has a primary role in supporting and investing in our key partners (service delivery clusters). Our responsibility includes lifting financial management capability and culture across the sector and support the NSW Government's commitment to achieving significant and sustainable financial management improvement.

Look at the NSW Treasury website for further information about our structure and functions:
<https://www.treasury.nsw.gov.au/about-treasury/about-nsw-treasury>

The Team

Study NSW aims to create a positive study experience for international students in New South Wales and recognise their contributions to our communities.

Through its core programs, Study NSW 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

Study NSW works in partnership with education institutions and other key stakeholders to manage the International Student Welcome Desk at Sydney International Airport. The Welcome Desk was established in July 2015. This Welcome Desk acts as a meeting point, information distribution point, and a place where international students can be greeted by current students (both local and international). The project aims to enhance the experience of international students in NSW.

The work integrated learning program at the Welcome Desk is:

1. Primarily an education experience with formal TAFE training and ongoing learning and skills development at the Desk. It aims to provide a beneficial, education experience for students to enjoy. The program is endorsed by the students' educational institutions and promoted through the institutions to their students.
2. Not employment-like in nature as students volunteer (without remuneration) for shifts that suit them and are only asked to complete 20 hours' service to graduate from the program. There is no contract with the students.
3. Not undertaking work that would ordinarily be undertaken by an employee. The Desk program is akin to the Airport Ambassador program at Sydney Airport which has unpaid volunteers providing a similar service.
4. Completely voluntary and is free to the students. An Opal card with loaded funds is provided to all volunteers to subsidise the cost of travel to the Desk.

The core function of being a volunteer under this program would be greeting and assisting arriving international students at Sydney International Airport. Students are provided with training to support the role. This is an unpaid position. Primary work would include:

- Welcoming arriving international students
- Answering questions about studying and living in Sydney/NSW
- Providing general information and airport direction
- Handing out welcome kits
- Assisting students to contact their institutions, homestays or drivers when needed

Key accountabilities

Students across all Australian undergraduate and postgraduate programs have the opportunity to participate in this Work Integrated Learning Program.

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 NSW and Study NSW.
- Attend all scheduled sessions at the desk for a minimum of 20 hours during the course time.
- 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 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 Study NSW stakeholders, airport personnel, and arriving students

Key relationships

Who	Why
Internal	
Study NSW	<ul style="list-style-type: none"> ● Attend International Student Welcome Desk training day and understand the Workplace Safety Policy ● Help collect data of the number of students and general public being assisted
External	
Sydney Airport	<ul style="list-style-type: none"> ● Provide advice as required on a range of security and incident reports ● Assist airport ambassadors when needed and direct airport specific enquiries to the ambassadors
Education institutions, homestays and drivers	<ul style="list-style-type: none"> ● Provide assistance in contacting external parties when needed

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 ● Study NSW website http://www.study.sydney/
Attend training day	<ul style="list-style-type: none"> ● Attend International Student Welcome Desk training day – the training date will be advertised on the Expression of Interest form ● Attend and complete airport safety induction
Complete and fill in your availability on the roster	<ul style="list-style-type: none"> ● Rosters will be sent to you after the training session as a web link to an online roster system ● Complete 20 hours at the International Student Welcome Desk at Sydney Airport
Complete a feedback survey	<ul style="list-style-type: none"> ● Open for submission after training day and during the program
Attend your Ceremony	<ul style="list-style-type: none"> ● After completion – two events held each year

Key benefits

- Formal customer service training through TAFE NSW
- Valuable work experience to enhance your future employability
- Certificate of completion from the NSW Government
- Opportunity to develop customer service skills, communication skills and network domestic and international students from other institutions
- Opportunity to provide valuable information to new students arriving in NSW for the first time
- Opportunity to provide valuable feedback to Study NSW on the project and its objectives
- Receive information of international students' events and further volunteering opportunities

Additional consideration

- 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 Study NSW 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 during peak periods
- Travel costs to and from the airport for your shifts will be partially reimbursed by Study NSW with one \$40 Opal Card

Essential requirements

- You must be over 18 years old
- You must be a current enrolled student in an Australian institution
- You must hold a valid visa and understand this is an unpaid work integrated learning program