

E5 - Client Service: International student pastoral care

Subject Outline

If you are working with international students it is likely that you will be familiar with some of the specific support services required to ensure academic and social success during their study. The services now offered to students across all education sectors are systematic and sophisticated, often based on research such as student satisfaction surveys, information about cultural adjustment, and shared program development strategies. Many international student support services are located in specialised areas; and some are managed by single individuals, depending on the size and sector of the institution.

This subject provides an overview of pastoral care and its dimensions, how pastoral care is applied by providers, and explores how improvements can be made for the future. It contains a major component where you will be encouraged to conduct relevant research into the issues and provision of pastoral care services.

The subject applies to individuals coordinating, or interested in entering the field of the provision of pastoral care in a variety of international education contexts. It focuses on the performance outcomes, skills and knowledge required to coordinate provision of quality services and support required by international students enrolled in education institutions.

Objectives

On completion of this subject you will have:

- Considered the various ways pastoral care is defined and applied in international education settings
- Developed simple research methods to investigate the international student experience in the context of pastoral care
- Investigated issues and aspects of pastoral care services, including legislative compliance, in your own and other organisations
- Participated in discussions about ideas and challenges faced by pastoral care providers

Subject Index

1.0 Defining pastoral care

- 1.1 Pastoral care in international education
- 1.2 Pastoral care across educational sectors
- 1.3 Pastoral care needs and student experience
- 1.4 Identifying expectations of pastoral care
- 1.5 Roles and responsibilities in pastoral care delivery
- 1.6 Models of pastoral care service provision



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- 1.7 Co-ordinating information on international student pastoral care needs
- 1.8 Benchmarking pastoral care services against international student needs and responses

2.0 Investigating pastoral care in your organisation

- 2.1 Research methods
- 2.2 Surveys
- 2.3 Ethical issues
- 2.4 Validity and reliability
- 2.5 Preparing and conducting the survey
- 2.6 Recording reporting and discussing results

3.0 Developing and improving pastoral care provision

- 3.1 Focus groups
- 3.2 Analysing focus group data
- 3.3 Designing work roles
- 3.4 Implementing change

Tutor

Peter Spolc

After completing a BA (Psych.) and then a Graduate Dip. Ed. In Social Science and ESL, Peter began working in the ELICOS industry in Sydney in the late 1980's and then Indonesia in the 1990's. He completed an MA in Communication and Cultural Studies and moved to International Student Advising. For many years I have been a strong advocate for the development and recognition of Australian expertise in international education.

What is expected of me as a student?

While the Diploma is delivered entirely online, you will benefit from opportunities to interact and network with your classmates. You are expected to participate in Focus Tasks and Discussions Boards – this lets your tutor know that you are managing the material. Participation also means your work can be checked and verified for authenticity. The more you interact, the more benefits you will derive from meeting others online, and sharing information and ideas.

You also need to manage your time to ensure you can complete exercises and assessment activities. You should expect to devote 3-5 hours per week to each subject, depending on your computer skills and the time it takes to read source material.

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While you can work at your own pace, there is a sequence to the subject, and deadlines for group tasks and assessment. Your tutor can also support you more effectively if you are up to date with your work.

Assessment

Assessment is based on the subject's learning materials. There are three Assessment Activities required in this subject. These are due in weeks 6, 10, & 14