



Australian Government

**AUSTRALIAN
TRAINING
AWARDS**

International Training Provider of the Year Award

Award Criteria

Eligibility

To nominate, an organisation must be a registered training organisation for which delivery of nationally recognised training is the core business, and delivers to full-fee paying international students.

Preparing your application

Section A: Overview

With a particular focus on the international student market provide an overview of the training* program(s) delivered by your organisation for full fee paying international students, including objectives, a description of the environment in which the programs are delivered and any specific challenges which have been encountered in the implementation of the training program.

**Denotes nationally recognised training, ie training which is based on a national training package or accredited course and results in a formal qualification or Statement of Attainment by a registered training organisation.*

Section B: Applicants will be judged against the following criteria

Criterion 1: Leading practice in training

Criterion 2: Strategic Planning Process

Criterion 3: International Student needs and international market focus

Criterion 4: Human resource capability

Addressing the criteria

When developing your application against the award criteria, you may take into account some of the considerations outlined below.

These are considerations and not additional criteria, but are provided to give clarification of what may be relevant to include when writing against the award criteria.

Criterion 1: Leading practice in training

Consider:

- how you show commitment to excellence to the implementation of national training arrangements, with a focus on delivery to international students;
- how you demonstrate creativity, excellence and/or innovation in the design and development of processes or techniques (operational or educational), use of Information Communication Technology (ICT) measures in your business, eg overall operational and educational effectiveness;
- the systems and processes you have in place for managing, evaluating and enhancing products and services; and

- how you undertake continuous improvement within the organisation, eg through organisational learning and transformation, knowledge management, the use of new
- technologies, encouragement of a learning culture, support for the international education industry.

Criterion 2: Strategic planning processes

Consider:

- details of the external environment in which the organisation operates and its relationship to state and national policies and priorities; and
- systems and processes for planning and communicating purposes, vision and goals, values, core business strategies, and creating alignment across the whole organisation.

Criterion 3: International student needs and international market focus

Consider:

- your organisation's knowledge of students and international markets and the response to these, including systems and processes for collecting and analysing data on student needs and expectations;
- methods your organisation uses to create positive relationships with individuals, enterprises, industries and community groups including industry consultation, partnerships, feedback, and/or outcomes;
- measures of success your organisation has in place, including student outcomes, student satisfaction surveys, and recognition by industry; and
- what your organisation does to maximise the educational, social and cultural experience of international students.
- what your organisation does to encourage access, and the degree of success in meeting the needs of equity client groups.
- what your organisation does to maximise the opportunity for employment of international students in their field of study following graduation.

Criterion 4: Human resource capability

Consider:

- strategies and processes your organisation uses to build the capabilities of the organisation's people, such as job design, personnel selection, staff training and development, performance management systems and two way feedback systems;
- how you ensure constructive management/employee relations, including emphasis on teamwork, participation, cultural awareness and understanding and communication;
- how you ensure those staff working with international students are appropriately skilled; and
- how your work environment demonstrates that it recognises the well-being of staff as critical to business success and a positive student experience.

Criterion 5: Partnerships and links

Consider:

- strategies your organisation has to identify local/ international issues, such as social, economic, industrial or environmental issues, and issues of importance to your international student business, and incorporate these into service delivery; and
- how you build effective partnerships with other organisations or groups in the local or wider community.