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## ICTE-UQ Goes Global

Welcome to our first edition of "ICTE-UQ Update" for 2003. It is an opportunity to report on some of our increasingly diverse range of programs and participants last year and to look ahead to 2003. We would like to thank the many 'friends of ICTE-UQ' for your ongoing support and assistance and to wish you all a successful and fulfilling year ahead, and my thanks to all involved in this issue of the 'Update'.

2002 was a memorable year as we celebrated our 21st year of operation. It was a year in which our programs and services expanded significantly with program participants in our regular intensive English language programs from over 30 countries and customised group programs for English language, vocational, technical and professional education and training and travel learn purposes from Mexico, USA, Saudi Arabia, South Korea, China, Japan, Taiwan, Hong Kong, Indonesia, Vietnam, New Zealand and Australia. A number of programs were also delivered overseas, including in Vietnam and Hong Kong, while ICTE-UQ staff visited over twenty countries to meet with government, institutional and corporate partners and to identify new business development areas through which ICTE-UQ can continue to provide customised programs and services of high educational and cultural value.

Closer to home ICTE-UQ's language instructors, program coordinators and administration staff were kept busy teaching and facilitating over 1,000 participants in our regular intensive English language programs, welcoming 600 participants in our customised English language group programs, training almost 200 participants in our suite of pre-service and in-service teacher training programs for both native and non-native speakers of English, providing life long learning opportunities for over 1800 participants in our community and professional education programs, facilitating an international 'experience' for close to 3000 participants in our Extension Studies International programs and administering over 3000 IELTS examinations. Our 500 strong homestay family network continued to provide a most valued service in support of our programs, hosting international participants for periods ranging from three nights to long term stays.

We are looking forward to another busy year in 2003 including welcoming many new program participants and repeat institutional clients returning for programs with ICTE-UQ. The year ahead promises to be a challenging but exciting one for ICTE-UQ with two new major projects close to finalisation, details of which we hope to announce shortly.

We hope you enjoy reading "ICTE-UQ Update" and keeping in touch with our many and varied programs and activities. We would welcome any feedback you may have on our new look biannual newsletter and look forward to continuing to keep you informed of activities and developments throughout the year ahead.

**Christine Bundesen, Director**



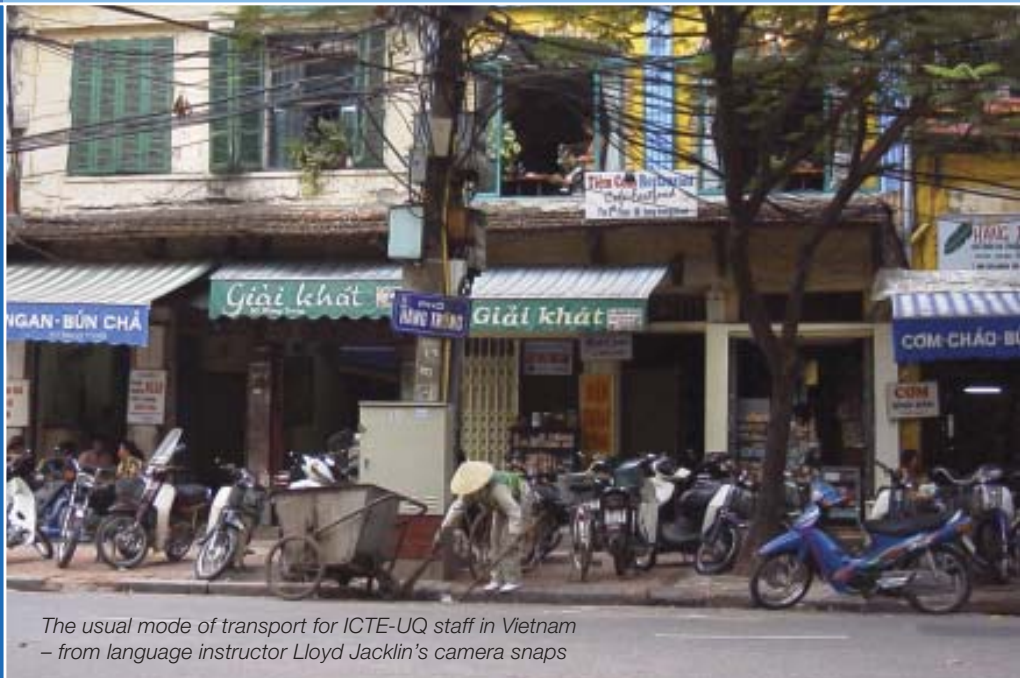
## ICTE-UQ Launches New Professional Internship Program (PIP)

Professor Trevor Grigg, UQ Deputy Vice Chancellor (International & Development), officially launched the Professional Internship Program (PIP) to an audience of 100+ interns, host employers and university academic and administrative staff at UQ's Customs House on 14 October 2002.

The PIP is an extension of the existing English and Internship Package Program (EIPP) offered through an exclusive partnership between ICTE-UQ and Australian Internships (AI). The PIP offers unique opportunities for international students studying at UQ to value-add to their degree studies by undertaking a fulltime professional internship in Australia arranged through AI during semester breaks or on completion of studies.

The PIP provides interns with entry to a network of Australian companies and government organisations where they can receive practical training compatible with their education background and career aspirations in a professional work environment to help prepare them for working in a global marketplace.

Maryline, a recent intern from France who completed an internship with a Brisbane architecture firm, commented, *"I needed to have an overseas experience to make a difference on my resume ... I was completely integrated into the office life. I learned a lot and I took part in real Australian life. This is exactly what I was looking for!"*



*The usual mode of transport for ICTE-UQ staff in Vietnam – from language instructor Lloyd Jacklin's camera snaps*

## ICTE-UQ in Vietnam

2002 was the third year of ICTE-UQ's involvement in the UQ Coursework Masters Scholarship (CMSP) and Doctoral Development (DDP) Programs in Vietnam, through the provision of English language training in support of both programs.

Four ICTE-UQ language instructors spent 8 weeks in Vietnam during September-November 2002 delivering English for Academic Purposes programs to UQ CMSP recipients in Hanoi, Ho Chi Minh City and Danang. "Teaching the EAP Program is an interesting and enriching experience both professionally and personally. The students are motivated, the program is excellent and the food is fantastic!" reported Lynne Kent, one of the language instructors who taught the program in Danang. Upon arrival at UQ in January 2003 the 43 scholarship recipients completed a five week English for University Preparation program at ICTE-UQ before commencing their masters programs.

English language training for the Doctoral Development Program (DDP), a language and research skills development program for academic staff from the University of Danang and Vietnam National University HCM, comprised 8 weeks full-time English for Academic Purposes training in Vietnam, delivered by ICTE-UQ language instructor, John Williams, followed by a 5 week English for Academic Research Communication program at ICTE-UQ. This training prepared DDP participants to undertake a three month program of research skills development training under nominated advisors and administered by the UQ Graduate School.

ICTE-UQ is proud to be contributing to these broader UQ internationalisation programs, which provide invaluable development assistance through skills and knowledge upgrading for Vietnam's most important resource ... its people.

## A Royal Trip to Cambodia

Helicopter flights, three outfit changes a day, red carpets and security escorts ... all part of the daily program when ICTE-UQ Director Christine Bundesen visited Cambodia as a member of the small official entourage of the Crown Princess of Thailand, HRH Maha Chakri Sirindhorn. The Crown Princess is involved in a large range of community development activities and

was in Cambodia to visit a number of Cambodian education institutions and in particular to review and formally open a major regional vocational school project she is sponsoring in terms of infrastructure, resources and teacher support. During the visit to Kampong Chertial School in Kampong Thom province, all members of the entourage were impressed by the efforts

of the Cambodian education authorities, the local people and the Thai project team and encouraged by the obvious pride of the students, the teachers and their families in their achievements. "This was a most remarkable experience – a once in a lifetime opportunity and one which I found most enlightening and inspirational" commented Christine Bundesen following the visit.

## Extending the Boundaries of Customised Courses

Gospel singing, dolphin training, brewing, aged care and biotechnology ... what do they have in common? Each of them is the focus of a one-week technical studies program organised for students from a network of technical and vocational colleges in Japan, the Jikei Gakuen Foundation, ICTE-UQ's key partner.

The programs have expanded and diversified over the past eighteen months and in 2002 included more than 40 one-week programs for students in areas ranging from Biotechnology & Genetics to Dolphin & Dog Training; Gospel, Dance and Band Performance to Aged Care & Welfare; Horse Racing to Flower Arranging.

The programs are designed to provide participants with an 'international' education and training experience, combining classroom presentations from UQ staff and industry professionals, site visits to leading companies and organisations, and unique hands-on workshop experiences to complement their theoretical studies.

- Zoo Keeping students learnt from presentations by animal handlers at the world famous Australia Zoo and the world's oldest koala sanctuary, Lone Pine Koala Sanctuary.
  - Horse Racing students spent the week learning from and working with Queensland Race Training at Doomben Race Course.
  - Dolphin Training students participated in workshops with Sea World's dolphin care team and visits to feed the wild dolphins at Tangalooma Wild Dolphin Resort on Moreton Island.
  - Welfare and Aged Care programs included a series of educational observation visits to Brisbane kindergartens, special schools and aged care facilities to learn about Australia's welfare and education systems.
  - Gospel Singing program participants conducted a successful concert at the South Bank Piazza with special guest performers from New York and had everyone in the audience up and dancing.
- 2002 also saw the delivery of a new suite of laboratory technology-based programs including Genetics, Biotechnology and Medical Developments. These programs took advantage of the University's world leading expertise in biotechnology and incorporated visits to Brisbane companies such as Alphapharm, Vermitech and Genetic Solutions to observe and learn about emerging laboratory technologies.

All programs were conducted in Japanese using professionally qualified interpreters, which allowed the students to fully participate in discussions with lecturers and industry experts. Program groups were also accompanied by UQ Aussie students, providing opportunities for interaction with their Australian peers and to learn more about Australian culture, lifestyle, and education/training opportunities.

## ICTE-UQ in the Middle East

During 2002 ICTE-UQ hosted 10 staff from the Sultan Bin Abdulaziz Humanitarian City Hospital in Saudi Arabia for a six month English language and work experience program. The largest project sponsored by the Sultan Bin Abdulaziz Al-Saud Foundation, the Humanitarian City was developed to provide high quality professional healthcare and rehabilitative services to the citizens of Saudi Arabia. Located outside Riyadh, the City opened in early 2002.

The Humanitarian City staff, who were chosen to study at ICTE-UQ to upgrade their English language proficiency, are employed across a range of administrative divisions, from human resources and client service to transportation. Following five months of intensive English language training in ICTE-UQ's regular English programs, the staff completed a three week work observation program organised through AI in a Brisbane hospital to provide them with the opportunity to utilise their English language skills in a professional environment. Two of the staff have returned to ICTE-UQ in 2003 to further develop their English skills and may be joined by other colleagues later in the year.

ICTE-UQ also welcomed a number of other students from the Middle East during 2002, including government-sponsored students from Oman, Abu Dhabi and the United Arab Emirates, who will continue on to the IES Foundation Year, undergraduate or postgraduate degree programs, Iranian students preparing for postgraduate studies under scholarships from the Iranian government, and a number of private students from throughout the region.

ICTE-UQ Director Christine Bundesen visited Oman and UAE in 2001 and Assistant Director of Studies Wendy Tait visited Oman in both 2001 and 2002 to assist with the transition of Sohar College to Sohar University (SU), Oman's first private university. Wendy provided assistance with syllabus development and staff training for the SU Preparation Program (UPP), an English language development course designed to prepare students for entry into SU diplomas which are taught in English and based on UQ Curricula. Following her second visit to SU, Wendy reported:

*"It has been exciting to see the dramatic physical change of the campus from a desert environment to a tranquil, green oasis, and rewarding to witness the motivation of the teachers and the progress being made by the students in their English language skills development through the UPP."*

*Bader Al Shelail & Nasser Al Nowaiser from Sultan Bin Abdulaziz Humanitarian City Hospital*





ICTE-UQ's most 'senior' student Matsuo Sakata

## Student Profile

"I'm the oldest student at ICTE-UQ" announces Saka proudly. At 65 Matsuo Sakata, or "Saka" as he is known, decided to spend one year in Australia to pursue one of his hobbies, English, and came to ICTE-UQ in March 2002. A retired construction engineer from Kobe, Japan, Saka chose Brisbane for the weather and ICTE-UQ because he liked what he saw in the brochure. After 6 months living with an ICTE-UQ homestay family, Saka is now living in his own apartment but enjoys catching up with his homestay family regularly for dinner and some home-brewed beer. While living in Brisbane Saka is also indulging in one of his other hobbies, golf, spending every Sunday on the golf course improving his handicap.

David Nelson presenting the prizes at the TCA Speech Contest in Japan



## Best of Australia

*"It was a superb experience! You offered me more than I expected. Thank you."* These are comments from one of the American retirees who participated in the Interhostel 'Best of Australia' tour coordinated by ICTE-UQ's Extension Studies International section in early 2002.

Interhostel provides educational travel programs for participants aged 50 and over. The three week 'Best of Australia' tour was created to provide an overview of Australia from geographical, biological, political and cultural perspectives and to offer a deeper and more interesting experience than participants could achieve on a self-guided or standard tour. The program, under group leader, Peggy Doherty, combined lectures, presentations, site visits and activities in different locations around Australia, including Sydney, Canberra, Alice Springs, Uluru (Ayers Rock), Cairns and the Great Barrier Reef, Brisbane and Moreton Island. This was just one of the wide range of customised, travel learn style programs, including 'special interest' programs provided by ICTE-UQ in 2002.



Interhostel participants enjoying Australia



## And the winner is?

ICTE-UQ strongly supports the promotion of English language studies overseas through sponsorship of a number of English speech competitions each year. As prizes ICTE-UQ provides English language scholarships covering tuition and homestay accommodation.

Speech competitions sponsored by ICTE-UQ during 2002 included the Tokyo Colleges Association Speech Contest in Japan, which Deputy Director David Nelson attended to present the prizes.

Other speech competitions proudly sponsored by ICTE-UQ in 2002 were:

- Dongduk Women's University, Korea
- Australian Studies Centre, Kasetsart University, Thailand
- "Queensland Cup" in Shanghai, China (organised by the Queensland Government Trade & Investment Office Shanghai)

The calibre of all contestants in the competitions was high and we look forward to welcoming the ICTE-UQ prize winners in 2003.

## Professional Development and Football

What does the Brisbane Lions Australian Football team have to do with Functional Leadership? A lot, according to Leigh Matthews, coach of the Brisbane Lions, who addressed a Functional Leadership seminar for chief executives, chairpersons and directors organised recently by ICTE-UQ on the topic of Leadership and the Scoreboard, arguing that good leadership can significantly improve the performance of an organisation.

The Functional Leadership series, now in its 11th year, offers three annual seminars aimed at various management levels. Past guest speakers at the same event have included a banker and a senior Army officer, highlighting the diversity of approaches possible.

Functional Leadership is one of a number of professional development programs regularly offered by Extension Studies Domestic, ICTE-UQ. Other programs include Aged Care, Planning and Policy Development for Indigenous People, Water Environmental Protection Policy, Food Hygiene Practices workshops and a nationally recognised Certificate IV in Assessment and Workplace Training course, just to name a few.

Corporate training programs or closed-group activities are provided for organisations preferring this delivery mode for convenience and confidentiality. Programs are tailored specifically to the needs of each individual group which can prove cost effective.

ICTE-UQ, by way of example, conducted two professional development activities for its own staff in late 2002, one in Project Management and the other in Team Building.

Community Education courses are also offered through two semester-long programs plus a summer school, attracting over 1900 participants in 2002. These programs include a wide variety of general interest courses as well as professional development workshops, which are also available on an in-house basis.

The programs highlighted above are ways of extending UQ's expertise into and links with the wider community and of making its offerings more accessible to the general public. Lifelong learning is alive and well through ICTE-UQ.



Anne Smyth & Bev Sillett, ICTE-UQ's Accommodation, Activities & Welfare Officers

## 'At home' with ICTE-UQ

The Institute's hard working Accommodation, Activities & Welfare Officers were kept extremely busy in 2002, managing a network of more than 500 homestay families and placing 3875 students in homestay for periods ranging from 3 days to 6 months. In addition to this they organised hundreds of activities for regular and group programs, and provided cheerful assistance and advice to students and participants across the wide ranging suite of programs at ICTE-UQ.

ICTE-UQ homestay families come from diverse and rich cultural, social and professional backgrounds and include the odd champion, like Mr Henroy Milverton who competed for Jamaica in the Olympics as a sprinter!

"We have been a homestay family for about five years and find it a very rewarding experience. We have enjoyed getting to know students from many different countries and cultures including Hong Kong, Japan, Thailand, Korea, Brasil, USA and Colombia. The opportunity for our three children to develop friendships and understanding of different nationalities is invaluable. We also enjoy sharing and teaching each other different words in our languages. The continued relationships and fun that we have shared with our with our new found friends have given our family lifelong memories."

**Glenda Condon, ICTE-UQ Homestay Provider**

## ICTE-UQ 2002 Snippets

- **IELTS** During 2002 ICTE-UQ, the seventh largest IELTS test centre in the world, employed 87 IELTS examiners and invigilators to administer 33 IELTS tests to more than 3040 candidates.
- **Global Coverage** 31 countries were represented in the ICTE-UQ student body during 2002, and ICTE-UQ staff visited more than 20 countries throughout the year, some on multiple occasions, for promotion, recruitment, linkage development, conferences and consultancies.
- **English Study Tours** During 2002 ICTE-UQ welcomed 29 English language study tour groups from Japan, South Korea, Hong Kong and Taiwan for tailored and integrated English language programs.
- **Coming of Age** ICTE-UQ celebrated its 21st birthday in 2002. The Institute was established in August 1981 under a grant from the Australia-Japan Foundation as the first ELICOS centre in the state of Queensland to gain provisional accreditation from the Federal Government DET (now DEST).



One of ICTE-UQ's 'Package' students Rui Vasco

## Student Profile

Rui Vasco from Mozambique was working as a rural extension officer for World Vision when he applied for an AusAID Australian Development Scholarship. His application to study a Master of Natural Resource Economics at UQ was successful and he spent the second half of 2002 studying English for Academic Purposes at ICTE-UQ in preparation for his masters degree studies in 2003. Rui holds a Bachelor degree in agronomy from Mozambique and already speaks 14 languages other than English, including Portuguese, Spanish, French and a number of Mozambican provincial dialects. He loves the Brisbane environment and lifestyle and has avoided homesickness by spending time with a small community of fellow scholars from Mozambique.

## Aye Carumba

You can recognise them by their huge smiles, great tans, dancing feet and friendliness ... the Latin American students at ICTE-UQ have made quite an impact!

Over the past four years ICTE-UQ staff have visited Latin America on a regular basis, attending education exhibitions, establishing agreements with institutions and spending time with ICTE-UQ's in-country representatives. As a result the number of Latin American students at ICTE-UQ has been increasing, with growing enrolments in regular English language programs and a number of academic study tour and short study abroad programs from universities in the region.

Catalina Upegui Mejía from Medellín, Colombia (pictured right), works for Latino Australia Education, one of ICTE-UQ's offshore representatives. Catalina spent four weeks at ICTE-UQ in November-December 2002 studying English and gaining some firsthand experience of the Institute and Brisbane: "Definitely the most beautiful city in Australia is Brisbane. I enjoyed it a lot because a lot of things are very similar to our country: friendly people, nice weather and wonderful places to visit. At the University of Queensland you can feel that you are in your home because staff, teachers and students are a family. For these reasons many Colombian students prefer UQ."



## Lifelong Learning

A group of twenty-eight Japanese retirees spent two weeks at ICTE-UQ in December 2002 enjoying a study tour program organised for The Interelder Association of Japan. The program combined English language classes with a range of presentations, cultural activities, site visits and hands-on community activities. The program was based in Brisbane and included an overnight stay at the Tangalooma Wild Dolphin Resort.

The program was an overwhelming success as indicated by feedback from one of the participants: "A nice tour leader, good teachers, skilful interpreters and friendly host family, I loved them all. I'd like to come back here, and next time I want to stay longer."

## ICTE-UQ Participant Feedback

- Thank you very much!! I spent a great time with you.  
**English language study tour participant from Japan**
- This has been the greatest trip and experience of my life. Everything was so organized and well prepared.  
**Business Study Tour program participant from USA**
- I have had a most exciting experience here in Brisbane with the helpful and excellent teachers at ICTE-UQ, friendly homestay family and the beautiful scenery.  
**EMTP program participating teacher from China**
- It provides teachers with a chance to refresh our teaching knowledge and we learnt useful teaching methods from the course. Thank you!  
**ETPP participating teacher from Hong Kong**
- Everything was perfect.  
**English language regular course student from Taiwan**



Catalina Upegui Mejía with David Nelson, Deputy Director (Market Development) and Heidi Piper, Promotions & Projects Officer

Latin American students have also been quick to embrace the English & Professional Internship program offered through the ICTE-UQ Australian Internships partnership, thereby gaining invaluable work experience and, in some cases, academic credit, while putting their English language skills into practice.

# Teacher Training & Professional Development

## EMTP Programs 2003

ICTE-UQ's English & Methodology for TESOL Purposes (EMTP) program was offered both as a tailored program for overseas client groups and as a fixed-date, mixed-nationality program for individual enrolees for 100+ teachers in 2002. In past years, participants in the fixed-date EMTP programs have come from a range of countries, including Thailand, Japan, South Korea, China, Hong Kong, New Caledonia, Taiwan and Austria.

Two fixed-date EMTP programs will be offered in 2003 as follows: 7 April – 2 May & 21 July – 15 August and bookings for a number of group programs have been confirmed.

EMTP participants are provided with opportunities to develop communicative competence and proficiency skills in a TESOL context, gain an insight into creative and innovative teaching methodology, and explore new resources and materials appropriate for the EFL classroom context.

"I've gained more than I expected – I've learned many new practical techniques in teaching English at primary level – how to work together happily and successfully."  
Feedback from past EMTP participant



2002 EMTP participants visiting the Queensland Government Department of Education

## International Language Teaching Management Qualification

In November 2002 ICTE-UQ commenced delivery of its first International Diploma in Language Teaching Management (IDLTM) course.

Designed for language teaching professionals seeking specialised management training, the IDLTM is jointly awarded by ICTE-UQ, University of Cambridge ESOL Examinations in the UK and the School for International Training (SIT) in the USA. Designed for working professionals, the majority of the IDLTM program is undertaken online with face-to-face components at the beginning and conclusion of the program.

The eight participants in ICTE-UQ's first IDLTM program came from New Zealand, Vietnam and different parts of Australia and gathered at ICTE-UQ in November for the first two week, face-to-face component of the program.



First ICTE-UQ IDLTM participants

Participant feedback following the initial two weeks of the program was very positive. One group member reflected: *I benefited greatly from the skills and expertise of the participants as well as the talented presenters. The structure of the program facilitated this well. Can't wait for the next exciting episode!*

## Beyond the Classroom

A flagship program of ICTE-UQ in the area of in-service teacher training for teachers from non-native English speaking backgrounds, the English & Methodology for TESOL Purposes (EMTP) program combines English language and practical methodology training, school visits, guest presentations and cultural activities. An increasing number of EMTP programs are being conducted for teachers from Japan, South Korea, Taiwan, China, Thailand and Indonesia. China under its education policy has a strong commitment to professional development training for its English language and bilingual teachers and ICTE-UQ delivered multiple programs in 2002 for client groups from Shanghai and Zhejiang Provinces.

Director of Studies, Mary Cole, visited China in September 2002 to deliver professional development seminars to alumni of the 2000-2002 EMTP programs. The feedback from alumni on the impact of the EMTP on their teaching was overwhelmingly positive and there was a strong interest in further professional development opportunities. Mary reflected on her experiences in China through verse:

When I was going to Shanghai  
I stopped to reflect and wondered why  
The throngs were milling, the food appealing  
Their thirst for knowledge has left me reeling  
They can't get enough of what we can offer  
The methodology and desire to talk proper  
The need for advancement, the promotion  
of self  
The need to peruse every text on the shelf  
The questions they ask are fresh and direct  
They know what they want not what to expect  
The world is open for them to explore  
When they have seen they yearn for more  
More TESOL, more teachers, more keys  
to IELTS  
More ICTE courses until the funds melt  
Anhui, Songjiang, Shanghai, Zhejiang  
Those familiar names just roll off the tongue  
Let's hope they'll be back in 2003  
With attitude, verve and a challenge for me!

Mary Cole





*Hong Kong University program participants*

## Teaching the Teachers

The Hong Kong Special Administration Region shares mainland China's focus on English teacher training and development, commencing a widespread school sector English teacher language proficiency development project in 2000. As one of

only seven Hong Kong government-approved training providers, ICTE-UQ has been delivering multiple six week English for TESOL Professional Purposes (ETPP) programs, both at ICTE-UQ and in Hong Kong, since early 2001.

In 2003 the Institute is scheduled to deliver the ETPP program at three times during the year, including programs delivered in Hong Kong by four ICTE-UQ language instructors in July-August.

ICTE-UQ also welcomed a group of 24 postgraduate education students from Hong Kong University in late 2002 for pre-service teacher training. The students, enrolled in the HKU Postgraduate Certificate in Education, undertook an eight-week English immersion program coordinated by ICTE-UQ and including a Languages & Society component delivered by the UQ Faculty of Arts. According to Alis Fairfax, one of the language instructors on the program, "It was a challenge to develop a program that extended the participants' academic knowledge and cultural awareness while offering them practical tools for their future teaching careers." ICTE-UQ met the challenge, the immersion program was a success and the trainee teachers returned to Hong Kong with enhanced English proficiency and armed with new methodologies and an expanded perspective on TESOL teaching.

## Passport to working overseas as an English teacher

ICTE-UQ's pre-service English teaching qualifications – the University of Cambridge Certificate in English Language Teaching to Adults (CELTA) and the School for International Training TESOL Certificate (SIT-TC) — are popular with people looking for a change of career or planning to travel and looking for a transportable qualification.

Graduates of ICTE-UQ's CELTA courses in 2002 have secured employment in many different countries including Russia, China, Japan, Korea, Latin America, Austria, Germany and the Czech Republic as well as in the national arena. Taking advantage of the resident expertise of the Institute's three full-time CELTA trainers, considerable work has gone into revising and updating course design and delivery during 2002 to create a fresh approach..

The SIT-TC, delivered at ICTE-UQ since 2001 under licence from the US-based School for International Training, is a practically-oriented program which meets the needs of those who prefer an experiential, reflective learning style. Like

the CELTA, the SIT-TC is a one-month intensive program which provides participants with professional knowledge and skills in the Teaching of English to Speakers of Other Languages (TESOL).

ICTE-UQ is so confident about the quality of its CELTA & SIT-TC graduates that it has employed a number of them to teach in the regular English language programs and on study tour programs.



*SIT-TC class*