

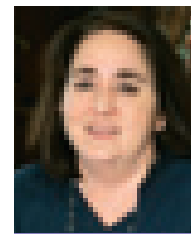


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Global Diversity, Cultural Exchange and Experiential Learning

Welcome to the second edition of *ICTE-UQ Update* for the year. The year in review has been one of ‘Global Diversity’, ‘Cultural Exchange’ and ‘Experiential Learning’



Christine Bundesen

‘Global Diversity’ continues to gather momentum at ICTE-UQ as evidenced by the articles featured in this edition of *ICTE-UQ Update*. New programs in the latter half of the year have included professional development courses for senior managers and officials from Indonesia, South Korea, New Caledonia and Vietnam, for English language teachers from China, Hong Kong, Mexico, Japan, Taiwan and Thailand and for students from over 35 countries across the Asia Pacific, Americas, Middle East and European regions. Diversification is also occurring in potential future partnerships and linkages as a result of discussions with incoming visitors and delegations from a diverse range of countries and an expanded schedule of overseas promotional visits.

‘Cultural Exchange’ in 2005 has reached record levels as a result of an increasing number of active programs with over 100 international institutional, government and corporate partnerships across the institutes full suite of English language training, teacher training and professional development and extension studies international and domestic courses. The breadth and richness of cultural exchange across ICTE-UQ programs is one of the most rewarding features of our programs for staff and participants alike. 2006 will be ‘The Year of Cultural Exchange between Australia and Japan’ and ICTE-UQ will be actively involved in this special year; however, for ICTE-UQ every year is one of cultural exchange and on an increasingly global basis.

‘Experiential Learning’ is the best form of knowledge acquisition, especially for international participants undertaking short intensive training. Our programs combine face-to-face teaching with professional or technical site visits, cultural/ tourism activities and interactions with Australian students and professionals allowing participants to ‘experience’ the quality of the learning and lifestyle environment for which Brisbane and Queensland are world famous. A key component of many of our programs is ‘homestay’ accommodation, which brings together the three components of global diversity, cultural exchange and ‘experiential learning’.

Our best wishes to colleagues, client partners, alumni and representatives around the world for the festive season and for a personally and professionally rewarding New Year in 2006. Next year will be the 25th anniversary of the establishment of ICTE-UQ and we look forward to sharing it with you.

Christine Bundesen, Director ICTE-UQ

Educational Leadership Training

The Municipal Education Bureau of Hangzhou, the capital city of Zhejiang Province in China, is responsible for managing the entire education system of Hangzhou, from kindergartens through to universities, for a population of almost 6.5 million. It is also responsible for developing and implementing an education development plan for Hangzhou and, as part of this development, has been collaborating with ICTE-UQ since 2001 for the provision of professional development programs for teachers from the primary and secondary school systems.

In 2005 the Hangzhou Municipal Education Bureau sponsored 25 senior teachers to participate in a two-week professional development program at ICTE-UQ. The program successfully provided the participants with an opportunity to develop knowledge and skills across a range of educational administration and management areas, and to compare and contrast school systems, through workshop presentations, visits to a number of public and private secondary schools and a range of cultural activities including a day at the 'Ekka' Royal Queensland Show – all delivered in English with simultaneous interpretation into Mandarin.



Diversity at ICTE-UQ Welcoming Students from the Middle East

Student diversity is a key characteristic of studying at ICTE-UQ and distinguishes the Institute from many other English language providers in Australia.

One region contributing to ICTE-UQ diversity is the Middle East where the Institute has been building strong and ongoing relationships with many high-profile sponsoring organisations in Saudi Arabia, the UAE, Oman, Kuwait, Iran, Bahrain and Qatar. Over recent years there has been significant growth in the number of students from the Middle East choosing to study in Australia over other traditional study destinations such as the UK and the USA.

The Institute is developing a strong presence in the region and has been heavily involved in a number of training and development activities including English language teacher professional development for sponsored participants from Saudi Arabia and the provision of English language curriculum support and quality assurance monitoring to the Sohar University Preparation Program in Oman.

This trend is reflected at ICTE-UQ where in the first half of 2005 58 students from the Middle East have been enrolled in English for General Academic and International Business programs in which participants have contributed significantly to a sharing of cultures, ideas and beliefs within classes.

Indonesia's Electricity Sector Comes to Brisbane



In September 2005 ICTE-UQ welcomed 10 delegates from PT Perusahaan Listrik Negara (PLN), Indonesia's state-owned electricity utility. Jakarta based PLN transmits and distributes electricity to approximately 30 million customers, or about 60% of Indonesia's population.

The group training program incorporated professional communication through an English for Specific Purposes course for five days followed by a professional development course of workshops, site visits to Ergon Energy and tourist activities including Lone Pine Koala Sanctuary and a BBQ of kangaroo meat with Aussie students.

On return to Indonesia, the program participants took up roles as Regional Directors for PLN in cities throughout Indonesia.



PLN Delegates at The University of Queensland



From L-R: David Nelson, Katherine Derbyshire, Myra Davis, Frances Wickerson, Heidi Piper, Claire Jeffreys, Phillip Fredericks. Absent – Anna Brown

Diversity – the Key to Success

Between them the ICTE-UQ Market Development staff team has visited 47 overseas countries, speaks 7 languages and has more than 45 years' experience in the education sector. Team members also draw on extensive experience in other fields including travel, tourism, hospitality, international trade, retail, administration, advertising, transportation, accounting, utilities and public relations.

Led by Deputy Director David Nelson, the team comprises a Coordinator, three Promotions & Projects Officers, two Program & Services Support Officers and one Administration Assistant, and is responsible for a broad range of marketing and client liaison activities including:

- client relationship management
- overseas promotional travel and visits
- strategic planning
- program development and proposal preparation
- program coordination and reporting
- project management
- communications, including website and publications
- liaison with and support for representatives
- hosting visits from clients and partners
- advertising and promotion

The team prides itself on being highly professional, responsive, client service driven, culturally aware and outcome oriented – all necessary ingredients for ICTE-UQ proven success.



Akiko Uemura
Japan



Akiko is possibly one of the 'longest term' students at ICTE-UQ. She first came to study at the Institute in 1999 as part of the Tokiwakai Junior College Study Tour program, and had such a "fantastic/great/fabulous" time in Brisbane that she has returned each year since then to visit her "very kind" host family and catch up with old friends.

In 2005 Akiko decided that one week, the maximum annual leave she was permitted in Japan, was just not enough. So she resigned from her job as a nursery teacher and enrolled in a General English program at ICTE-UQ. She plans to stay in Australia for 12 months and would like to find some part-time or volunteer work in a pre-school.

Akiko enjoys a busy social life with friends from her classes and feels that her English improves each time she comes back to Brisbane.



Akiko with her family and homestay family

Hi Flyers from South Korea



In June 2005 ICTE-UQ hosted the first Advanced Aerospace and Mechanical Engineering program delivered for Gyeongsang National University (GNU) in South Korea in cooperation with the UQ School of Engineering.

The group of 35 students and 3 teachers from GNU attended the two-week program designed to provide students with the opportunity to gain an understanding of the Australian aerospace industry through lectures, observation and specialized site

visits. Students also undertook English language training aimed at improving general communication skills as well as unique English language components specific to engineering purposes.

Lectures covered topics such as industrial aerospace in Australia, hypervelocity aerodynamics, jet propulsion and scramjet development. Site visits included interactive tours of the Queensland Institute for Aviation, QLD Aviation Museum, Pinjarra Hills Rocket Farm, as well as inspections

of flight simulators, workshops and testing facilities. A highlight of the program was a visit to Helitech, one of Australia's leading aviation engineering facilities where students were able to witness aircraft design, testing, production and maintenance of military and commercial vehicles first hand.

The students were challenged by their experiences and valued the opportunity to learn more about the Australian Aerospace industry and improving their English communication skills during the program.

Profiling Initiatives in Argentina and Uruguay



ICTE-UQ strengthened collaborative ties with Latin America in October 2005 by sponsoring Australian English Speech Contests in both Buenos Aires, Argentina and Montevideo, Uruguay.

The 25 finalists at each event were selected by panels of Australian Embassy and local Ministry of Education officers from hundreds of hopeful students to represent their home university in the competition. ICTE-UQ

congratulates the winners of each of the contests and looks forward to welcoming them to Brisbane in 2006 to take up their scholarships of 5 week English language tuition and homestay fees.



Teaching Australia in Germany

- "The program is excellent because it covers a wide range of interests: literature, history, Aborigines, the social system, arts biology etc."
- "I really didn't want to stay in a home-stay family as I'm not used to living in a family. But I'm totally happy here... thanks to the people who matched us. They did a great job."
- "We were excellently taken care of... I liked the variety of subjects/facets of Australian life we were exposed to and all of our individual extra desires were fulfilled... We were well-equipped with all different sorts of materials, much of which I will be able to use in the classroom."

Such was the feedback from some of the 12 German teachers from DAI (German American Institute) who participated in the second highly successful Teaching Australia Program at ICTE-UQ in July-August 2005. Focussing on cultural and historical aspects of Australian society, the three week program gave an introductory insight to Australian political, environmental and educational issues, health care, social welfare, English language teaching and Aboriginal culture. Complementing these topics were site visits to State Parliament, the Queensland Art Gallery, a Centrelink Office and several of Queensland's favourite tourist destinations.



TESOL Career Training Results



Matthew Tonks and Selina Hooper graduated from the US School of International Training – TESOL Certificate (SIT-TC) and the Cambridge Certificate in English Language Teaching to Adults (CELTA) at ICTE-UQ in 2003 & 2004 respectively.

After teaching in Japan for two years Matt undertook the SIT-TC course as part of the Jikei Gakuen program to enable him to return to Japan to combine his Bachelor of Music degree with his SIT-TC skills teaching English to music college students in Osaka. Matt found the SIT-TC training enabled him to become a more effective, confident teacher and on return to Australia the qualification gained him credit towards the Master of Arts (TESOL) at UQ. Matt is currently teaching at ICTE-UQ and would like to continue to teach English in Australia.



Matthew Tonks

Selina completed a Bachelor of International Relations in 2004 and traveled to South Korea teaching English as a means to immerse herself in Korean culture and support her stay. After being recommended by a friend to undertake the CELTA, Selina returned to Australia for the course. She found that the language and grammar focus of the CELTA provided her with a greater understanding of language structure as well as the tools to develop and deliver her lessons, and while the course was demanding Selina also found it to be highly rewarding. Selina says that she was lucky enough to secure a teaching position with ICTE-UQ upon completion of the course and is also currently working on a volunteer basis teaching English to refugees. She plans to undertake a Masters in Peace and Conflict Resolution at UQ and to continue to work with refugees in an international arena.



Selina Hooper

While both Selina and Matt already had teaching experience overseas prior to formal TESOL career training they believe that completing the courses provided the confidence and skills to deliver much more effective lesson planning and delivery methodology, as well as an internationally recognised qualification that has broadened not only their teaching abilities but also their professional career choices.

Anna Gerard is one of the recent 2005 graduates of the US School of International Training Certificate (SIT-TC). The SIT-TC pre-service teacher training program provides a small number of successful applicants with the opportunity to undertake the course with funding from ICTE-UQ partner – Jikei Gakuen, before commencing a 2-year teaching contract with Jikei College Group, Japan.

"The SIT-TESOL course was a challenging but wonderful experience for me. It was my first time to meet the other Aussies, who I would be teaching with in Japan. Our trainers sure kept us on our toes – there was never a dull moment. But they really supported us and worked hard to facilitate our successful completion of training. Now I'm in Japan and having a wonderful time. I'm teaching mostly 19 year olds who are training to be dolphin trainers and pet trimmers. The classes are large, which provides a challenge, but for the most part, its very rewarding. The students are great, and life in Japan is such a unique and wonderful adventure."

ICTE-UQ offers both the SIT-TC and CELTA programs up to eight times per year.



Anna Gerard (left)

Mexican Leaders of Tomorrow

ICTE-UQ was again selected to host the Mexican Ministry of Education (SEP) Vanguardia Leadership Program, which was held between July–December 2005. The program reflects an agreement between ICTE-UQ and the Ministry to develop customized English language, leadership & professional internship training to provide opportunities for a very limited number and select cohort of Mexican students to expand their skills and cross-cultural awareness.

In 2004 eight students undertook twenty weeks of English language training with three staying on for a six month industry placement. Due to the success of this inaugural program the number of participants in the 2005 program was increased to thirteen with all students undertaking a professional internship arranged by ICTE-UQ partner Australian Internships.

Students were initially integrated into ICTE-UQ regular intensive General and International Business English classes for the first ten weeks of their program before undertaking the two week customised Leadership component of the scheme delivered by Dr Barry Duncan, Ms Karen Atkinson and Mr Jeff Dutton, who presented lectures and workshops on project development, conflict and performance management as well as strategic planning and governance. The skills the students gained from their English and Leadership courses, were designed to help to prepare the students for their professional industry placements, which spanned across politics, IT, media and communications, business and technology development in both the public and private sectors.

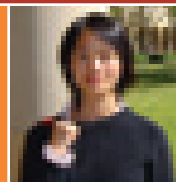
The SEP Vanguardia students made many friends across the ICTE-UQ learner population with their energy and enthusiasm and made an invaluable addition to the Institute both inside and outside the classroom. Best wishes to all the SEP Vanguardia Scholars for their future endeavors – ICTE-UQ will keep an eye out for these future world leaders.



SEP Vanguardia Scholars with ICTE-UQ Director Christine Bundesen and Deputy Director David Nelson



Fu Ju Dong
China



Fu Jong Dong (Bianca) studied with ICTE-UQ for 10 months in preparation for the UQ Masters of Commerce Program, which she started in July 2005. For Bianca her time with ICTE-UQ helped prepare her for her Masters Degree with confidence as well as to prepare her for an international career in finance. Originally from Guangzhou, China Bianca had heard a great deal about studying in Australia, but says that her experience at ICTE-UQ was better than she could have imagined. Bianca found the small classes a great environment to encourage communication and improve her English fluency, and provided an opportunity to make many close friends with whom she still manages to catch up with over coffee. Bianca wishes to express her thanks for all the support, advice and encouragement she received from Institute staff:

“ I am confident and looking forward to the new courses I am going to do. Thank you very much ICTE, I will remember the fantastic time with you. ”

Ministry of Finance, Vietnam



Fifteen delegates from the Vietnamese Ministry of Finance undertook a tailor-made training program on Public Finance Management in a Market Economy in September 2005 coordinated by Extension Studies International (ESI) division and presented by staff of the Queensland Government Treasury and the UQ Faculty of Business, Economics and Law. While many may shy away from such topics as Tax, Debt and Expenditure Management, the program was very well received and was deemed highly successful by all involved.



Ministry of Finance Delegates at UQ Customs House

English for University Preparation

English for University Preparation (EUP) is a five-week intensive bridging program to prepare students from overseas for the challenges of studying at tertiary level in an English-speaking country. Designed for international students who have already met the entry requirements for studying at university level in Australia, the program takes into account the linguistic and academic needs of both undergraduate and postgraduate students and is delivered twice each year in January and June before the start of the University's academic semesters.

The EUP syllabus includes a focus on:

- reading and writing for academic purposes
- speaking and listening for academic and social purposes
- cross-cultural communication skills
- preparation for participation in seminars and tutorials and utilises study and research skills

It draws on content related to a range of academic disciplines, simulating as closely as possible the kinds of interaction and tasks that the students are likely to encounter in an academic and social context during their studies in Australia. Issues such as avoiding plagiarism, adapting to new systems and cultural conventions are generally of prime concern to the students and the EUP course helps to boost student confidence as they approach the challenge of tertiary study in an unfamiliar and sometimes alien environment, as participant feedback confirms:

“ I have gained a lot from the course. I learnt about Australia & Australian culture, how to communicate and study. I have learnt a lot about study styles at UQ. It's good preparation for my study here. ”



Saitama Prefectural University students enjoying their afternoon of horse-riding

“Sister State” Students at ICTE-UQ



After months of careful planning a group of 36 enthusiastic students from Saitama Prefectural University in Japan arrived in Brisbane in March 2005 for a three week customised professional training program – an opportunity to contribute to the important sister state relationship between Saitama and Queensland. The students were from various disciplines within the health sciences, including nursing, physiotherapy, occupational therapy and social welfare and the program was designed with a specific focus on the needs of future health and welfare practitioners.

The program contained a range of site visits to hospitals and medical facilities in the Brisbane area, where participants were provided with a tour of a rehabilitation unit, a nursing home with aged care provision, physiotherapy departments with “Smart Move” techniques for lifting patients in need of pre- and post-operative care, a gymnasium and hydrotherapy units. Participants were provided with guest lectures including an overview of the Health Care System in Australia and an introduction to the new UQ School of Nursing on the Ipswich campus.

Several activities with a uniquely Australian focus were included in the program: bush horse-riding, Aboriginal dancing and boomerang throwing, and the students stayed with homestay families throughout the program providing them with an opportunity to put their English into practice and learn more about Australian culture.

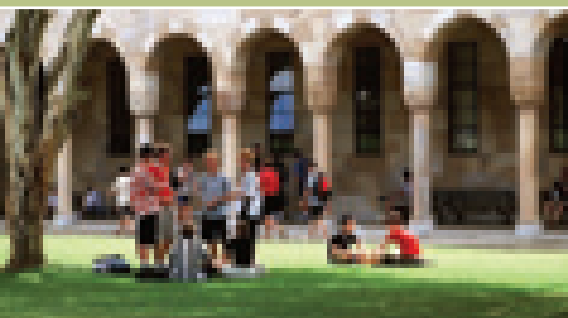
Corporate Cocktails

In October 2005 ICTE-UQ hosted a *Corporate Training Cocktail Function* at Brisbane City Hall. The function was an opportunity for over sixty of the Institute's trainers and corporate clients to mingle and discuss anything and everything related to the Institute's recent training initiative launch in 2004 – Corporate Training.

ICTE-UQ Corporate Training programs are coordinated by the Extension Studies Domestic (ESD) division and offer clients customized training tailored to the individual needs of the workplace. Programs are delivered on site or at ICTE-UQ.

The function was highly successful and ICTE-UQ thanks all corporate and community partners for their support on the night and throughout the year. Congratulations to Peter Noyes, Director Organisational Capability and Strategic Direction, Queensland Government Department of Planning, Sport and Recreation, the lucky business card draw winner of a corporate training package to the value of \$2000.

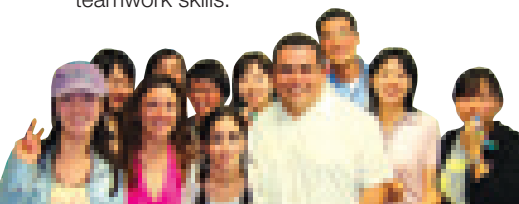
ICTE-UQ Deputy Director Robin Simpson and ESD Coordinator Barbara Robinson present Peter Noyes with the corporate training package



Perfect Match

Combining cultural experiences, stereotypes and modern day dating dilemmas, the Advanced English Communication Skills (AECS) class presented a riotous play to a packed house and enthusiastic crowd of ICTE-UQ staff and students in August 2005. Set in a television dating show, 'Perfect Match' guests navigated their way through flirtatious contestants, possessive mothers, camera happy tourists and eager to please brides-to-be in order to win the partner and holiday of their dreams. The students worked together for 5 weeks to write, direct and star in the play and drew upon their own experiences to create a truly multicultural performance representing South Korea, Mexico, Taiwan, Japan and Spain.

The AECS class is designed to develop student speaking and listening skills at an advanced level in everyday situations. Project based assessment allows the students to work together as a group to present an assessment item of their own choosing. A mixture of different nationalities in the class also allows students to strengthen their cross-cultural communication and build upon their teamwork skills.

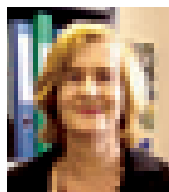


AECS Class 'Perfect Match' Cast and Crew

KOTESOL International Conference in South Korea

KOTESOL (Korea Teachers of English to Speakers of Other Languages) hosted its 13th Annual International Conference at Sookmyung Women's University in Seoul in October 2005. KOTESOL is a professional organisation of English teachers that aims to assist its members in their professional development and to contribute to the improvement of English language teaching in South Korea. The theme of this year's conference was *"From Concept to Context: Trends and Challenges."*

Mary Cole, TESOL Director of Studies (Group Programs) at ICTE-UQ, was one of more than 100 speakers who rose to the challenge in presenting papers relevant to the theme. In addition to showcasing the pre-service and in-service courses offered by the Institute to teachers trainees, Mary delivered a paper addressing the needs of Korean teachers required to teach English to large, heterogeneous classes of mixed ability students. Her highly successful papers moved from a practical focus on EL teaching methodology to a discussion of possible future trends in English language teaching in both the South Korean and international contexts.



Mary Cole



Alesia Babichava
Belarus



Alesia Babichava, a graduate from Belarussian State Economic University, is the first student from her country to study at ICTE-UQ. As Belarus is a land-locked country "everything in Australia is different". Alesia had never seen the ocean, but planned to do so very soon with her classmates from Mexico, Spain, Germany, Korea, Taiwan and Turkey. "I think it will be wonderful. Even if it is cold, I will swim!"

While Belarus is a multinational country, Alesia believes one of the best things about Brisbane is the opportunity to meet people from different backgrounds. "It's very interesting – all from different cultures, different traditions".

Alesia's family enjoy travelling and it seems she has inherited the travel bug. After studying at ICTE-UQ, she would like to see more of the world and perhaps study Management or Furniture Design in Sweden, and although she already speaks Belarussian, Russian, Italian and English, she is not at all concerned about having to learn Swedish too!

Globalisation Experience



ICTE-UQ hosted 11 students from the United College of the Chinese University of Hong Kong in June 2005 for a three-week customised program focusing on globalisation and its impact on international social, economic and cultural arenas.

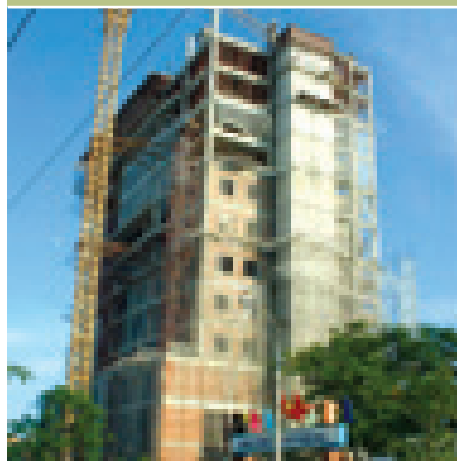
Working collaboratively with the UQ School of Social Sciences to design and deliver the program with the theme "Confronting Globalisation: Australian Experiences and Challenges for Hong Kong", ICTE-UQ scheduled lectures and discussion groups on diverse globalisation themes such as crime control, immigration, economic consequences and vulnerable minority groups. Cultural activities, as well as accommodation with homestay families for the duration of the program, facilitated student experience of Australian culture.

The program helped students to gain an understanding of how globalisation is perceived and managed differently in various cultural settings. The program also particularly addressed the impact of globalisation in Australia and Hong Kong and examined how the social, cultural, educational and economic institutions in these two countries are dealing with these impacts.

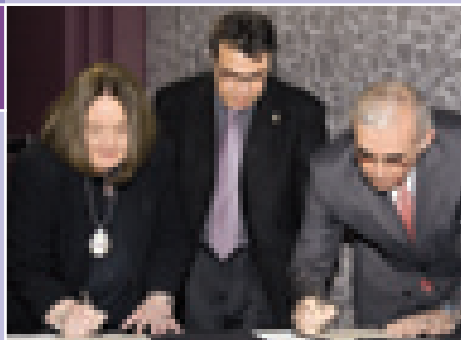
This program was one of forty customised education and training courses developed and coordinated by the Extension Studies International (ESI) division of ICTE-UQ in 2005.

UD-UQ ELI Vietnam

Construction of the English Language Institute (ELI), a joint initiative between the University of Danang in Central Vietnam and The University of Queensland, is moving ahead at a great pace with opening now anticipated for July 2005.



- DIMIA Collaboration:** ICTE-UQ has welcomed the opportunity to continue its collaboration with the Australian Department of Immigration & Multicultural & Indigenous Affairs (DIMIA) in 2005 for the provision of a customised English Language Professional Development Program for Indonesian Department of Immigration officials, with 45 participants having completed the program between 2003 – 2005.
- IELTS Administration:** During 2004 ICTE-UQ, the eighth largest IELTS test centre in the world, employed 100 IELTS examiners and invigilators to administer 25 IELTS tests to more than 4051 candidates. In 2005 the Institute administered more than 4400 tests by the end of the year.
- General English Level 7:** In 2004 ICTE-UQ added General English Level 7 to its General English language course offerings to cater more broadly to the needs of advanced learners. The course focuses on the development of communicative competence through a range of authentic materials and activities including site visits and lecture attendance.
- Training English Teachers:** ICTE-UQ has recently expanded the number of Language Teachers with specialist teacher training qualifications on staff to ten. These staff are involved in the delivery of pre-service programs including the Cambridge Certificate in English Language Teaching to Adults (CELTA) and the US School for International Training TESOL Certificate (SIT-TC), which are offered up to eight times per year.
- TKT:** ICTE-UQ has recently been approved by Cambridge ESOL as a TKT centre and will run the Institute's first Teaching Knowledge Test (TKT) in 2006 in conjunction with a customised 5 week preparation program focusing on language development, teaching methodology and TKT exam preparation and practice. The TKT is designed to test teaching knowledge and offers aspiring and practising TESOL professionals the opportunity to enhance personal and career development, move on to higher-level teaching qualifications and access professional support materials.



Top left: Signing of the Agreement of Cooperation in Canberra by ICTE-UQ, BHP Billiton and FME
 Right: Signing witnessed by the President of Chile Ricardo Lagos Escobar
 Bottom Left: Signing of the Agreement of Cooperation in Antofagasta by ICTE-UQ and FME

TEACHER DEVELOPMENT



Community Initiative in Chile

The Fundacion Minera Escondida (FME), a not-for-profit organisation founded in 1996 by BHP Billiton and Rio Tinto, contributes a proportion of its parent company's annual mining sector income to the development of the Chilean community, particularly in the Second Region around Antofagasta, by providing significant support to initiatives in the areas of Education, Health, Social Development, Indigenous Development and Local Development (with emphasis on the youth).

ICTE-UQ has been selected by FME to provide an English language teacher professional development program funded by the Foundation for school teachers from Antofagasta and surrounding areas, Chile.

The customised English and Methodology for TESOL Purposes (EMTP) program will be delivered in Brisbane for 20 English language teachers from the Antofagasta region in 2006 and follow up professional development activities and program monitoring will subsequently be provided in Chile by ICTE-UQ staff later in the year.

The program took on considerable political importance and profile in July 2005 during a signing of an Agreement of Cooperation in English between ICTE-UQ and FME in Canberra attended by Chilean President Lagos. A signing in Spanish also took place in Antofagasta, Chile, on 14 July 2005 to mark the 9th public anniversary of the Foundation.

The Institute recognises the significance and importance of this program in enhancing the English language teaching skills of teachers within the school education system in the Second Region of Chile and is proud to be able to play a part through the program in this significant community education initiative by FME.

Institute of Continuing & TESOL Education

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