

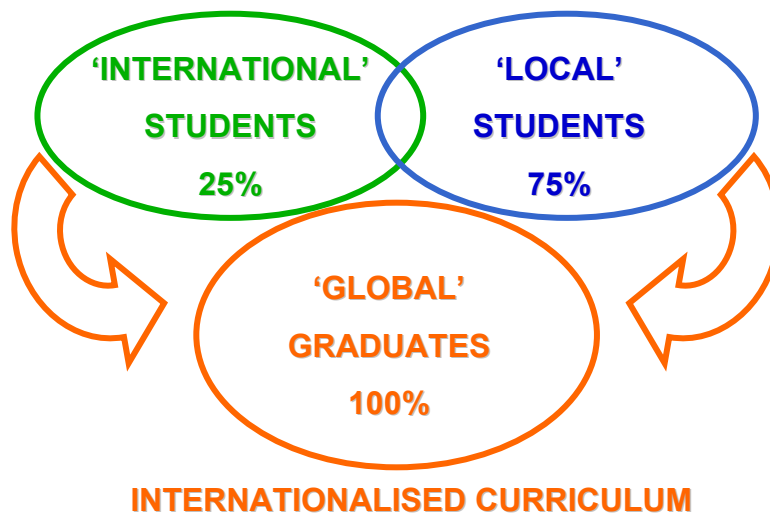
Developing Quality Service for International Students

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BENTLEY CAMPUS

INCLUSIVE LEARNING ENVIRONMENT



Quality Service - Teaching

Constructivist approach promoted.

3 premises:

- Learning is socially constructed. **CONTEXT**
- Learning is negotiated. **PROCESS**
- Learning is informed by the learner's pre-existing internal schemata. **DYNAMICS**

Inclusive, non-deficit approach

Features of constructivist approach:

- Scaffolding
- Reduction of uncertainty and anxiety
- Frequent and meaningful corrective feedback
- Validation of previous learning experiences
- Learner-centredness
- Reflective practice
- Collegiality

Interaction in the Classroom

- The classroom is a controlled learning environment.
- Lecturers can facilitate intercultural communication through 'authentic' learning activities.

(Avoid artificial 'find a foreign friend' exercises!)

Assessed group-work

- Lecturer assigns individual students to culturally mixed groups they have to stay in for entire semester.
- Significant risks but significant pay-off.
- Needs to be carefully
 - designed
 - enabled
 - facilitated
 - monitored

Assessed group-work

Lecturer scaffolds and supports students' experiential learning of:

- group dynamics and development
- effective task and maintenance roles
- negotiating conflict/misunderstanding
- high- and low-context, collective-individualist communication styles and ways of working
- diverse turn-taking conventions
- negotiating language proficiency differential and much more...

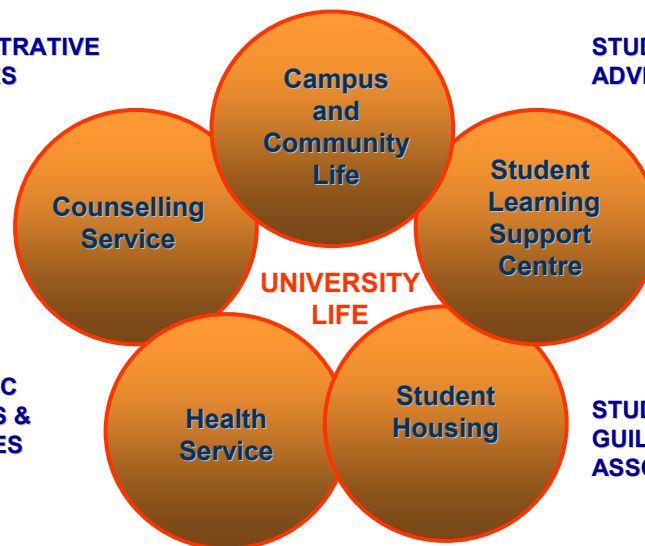
Quality Service - Support

ADMINISTRATIVE SERVICES

STUDENT ADVISORS

ACADEMIC SCHOOLS & FACULTIES

STUDENT GUILD, CLUBS & ASSOCIATIONS



Quality Service - Support

Campus and Community Life

orientation program
first-year experience
Curtin volunteers
events & outings
careers service

Quality Service - Support

Student Learning Support Centre

studyplus program
postgraduate program
powerplus writing program
pathfinder program
'in-discipline' seminars
student/staff consultation
supervisory partnerships
postgrad preparation program
academic gateway program

'GLOBAL GRADUATES'
are engaged
are interculturally literate
have interpersonal communication skills
understand politics of difference
can negotiate change
are life-long learners
etc...