



welcome

19<sup>th</sup> ISANA Conference – Auckland NZ

## ISANA-DEEWR Consumer Protection Project 2008

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ISANA Consumer Protection Project

### Purpose

Raise awareness of the consumer protection mechanisms built into the Australian ESOS legislation

Highlight to students;

- Their rights & responsibilities
- Responsibilities of education providers
- Handbook template as guideline for providers



### Outcomes – Student Education Tools

6 Animated videos

Transcripts of each video

Checklist developed from content of each video

Handbook Template – “The Rainbow Guide”

**Student Education Tools publicly available  
from the ISANA website**



### Products – Videos Transcripts & Checklists

Before Enrolment

Student Support

Study Choices & Assistance

Changing Enrolment

Course Progress & Attendance Reporting

Complaints & Appeals



## Products – The Rainbow Guide

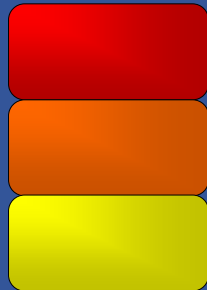
### Student Pre-Arrival & Orientation Handbook

Collation of current publicly available  
“Best-Practice” ideas  
with further suggestions  
& input from IE practitioners



## Rainbow Guide

### Colour Code



### Information

“I need to know **IMMEDIATELY!**”

“I need to know by **the first week!**”

“I need to know **BEFORE** classes begin!”

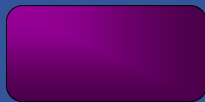
## Rainbow Guide



"I need to know by the end of WEEK 4!"



"I need to know by the end of WEEK 6!"



"I need to go back and remind myself of this as I go through my study!"

### ISANA homepage

- Student Education Project
- **Scroll to** Student Education Project Products
- **FREE TO DOWNLOAD**
- Animated Videos
- Transcripts
- Checklists
- Orientation & Pre-Arrival Handbook



ISANA Student Education Project

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<http://www.isana.org.au/consumer-protection-project.html>