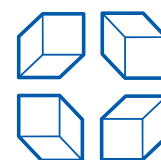


# The Australia New Zealand Agent Workshop

Meet quality student recruitment agents from around the world sending students to Australia and New Zealand



The Sebel & Citigate Albert Park Melbourne • April 21 – 23, 2010



**ICEF**  
Workshops

## ANZA 2010 Seminar Programme • April 21, 2010

Time	ANZA 2010 Seminar Programme • April 21, 2010		
	Seminar Room 1 State Theatre 1	Seminar Room 2 State Theatre 2	Seminar Room 3 Plenary State Theatre 3
14.30 - 15.15	<p>Austrade's Export Market Development Grants</p> <p>David Parker - EMDG State Manager Vic / Tas Austrade, Australia</p> <p><i>Audience: Educators, Exhibitors + Work &amp; Travel participants</i></p>	<p>Australian Indigenous &amp; Rural Community Volunteering Opportunities</p> <p>Diana Pilling - Managing Director Australian Internships, Australia</p> <p><i>Audience: All</i></p>	<p>The ICEF i-graduate Agent Barometer 2009</p> <p>Rod Hearps - Vice President ICEF, Australia</p> <p><i>Audience: All</i></p>
15.15 - 16.00	<p>Online Workshop 3.0 – An Introduction for Agents Understand the functionality of the Online Workshop</p> <p>Myriam Marchand - Client Support ICEF Online, Germany</p> <p><i>Audience: Agents</i></p>	<p>Agent Welcome - How to maximise your workshop experience</p> <p>Stephanie Jensen - Agent Department ICEF, Germany</p> <p><i>Audience: Agents</i></p>	<p>Educator Welcome - How to maximise your workshop experience</p> <p>Rod Hearps - Vice President ICEF, Australia</p> <p><i>Audience: Educators, Exhibitors + Work &amp; Travel participants</i></p>
16.00 - 16.45	<p>Online Workshop 3.0 – Product Training for Agents</p> <p>Gavin Hopper - Business Development Manager ICEF Online, Germany</p> <p><i>Audience: Agents</i></p>	<p>The Education Agent Training Course (EATC)</p> <p>Chris Evason - Managing Director PIER Online, Australia</p> <p><i>Audience: Agents</i></p>	<p>How to best work with agents from South America</p> <p>Carlos Robles Belta, Brazil</p> <p><i>Audience: Educators, Exhibitors + Work &amp; Travel participants</i></p>
16.45 - 17.30	<p>Online Workshop 3.0 – An Introduction for Educators Understand the functionality of the Online Workshop</p> <p>Gavin Hopper - Business Development Manager ICEF Online, Germany</p> <p><i>Audience: Educators, Exhibitors + Work &amp; Travel participants</i></p>		<p>Student Visas (NZ) - Quality Outcomes</p> <p>Penny Chitty - Immigration Manager Immigration New Zealand, New Zealand</p> <p><i>Audience: All</i></p>
17.30 - 18.15	<p>Online Workshop 3.0 - Product Training for Educators</p> <p>Gavin Hopper - Business Development Manager ICEF Online, Germany</p> <p><i>Audience: Educators, Exhibitors + Work &amp; Travel participants</i></p>		<p>Integrity and Australia's Student Visa Program</p> <p>Gregory Byfield - Assistant Director, Students Section Department of Immigration and Citizenship (DIAC), Australia</p> <p><i>Audience: All</i></p>
18.15 - 19.00	<p>The ACPET Agent Directory and Register</p> <p>Steve Quirk &amp; Chris Evason Australian Council for Private Education and Training (ACPET) &amp; PIER Online, Australia</p> <p><i>Audience: Agents</i></p>	<p>NAB Fraud Prevention: Protecting our Customers from Fraud</p> <p>Gaurav Monga National Australia Bank (NAB), Australia</p> <p><i>Audience: All</i></p>	<p>Why agents should recommend English language providers that are association members</p> <p>Sue Blundell &amp; Rob McKay English Australia / English New Zealand Australia &amp; New Zealand</p> <p><i>Audience: Agents</i></p>