

2011

Annual Report



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Cover image: 2010-11 Irish Aid Fellow Teboho Lekatsa from Lesotho, who studied for an MSc in Applied Science (Food Microbiology) at UCC



Irish Aid

An Roinn Gnóthaí Eachtracha agus Trádála
Department of Foreign Affairs and Trade

ICOS receives financial support from Irish Aid towards the provision of a range of services related to the implementation of the Fellowship Training Programme



EDUCATION IN IRELAND

WORLD-CLASS STANDARDS
WARMEST OF WELCOMES

ICOS acknowledges the financial support received from the Internationalisation Development Fund of the Department of Education and Skills to undertake projects in collaboration with USI aimed at enhancing the international student experience

2011 in photos...



Fellowships day at Irish Aid in Limerick - April

Irish Aid study fellows Scovia Nakawuma, Linny Kachama and Edith Bateganya with Minister of State for Trade and Development, Jan O'Sullivan, T.D.



The ICOS Seminar is addressed by Minister for Training and Skills, Ciarán Cannon T.D. - June



Welcoming the 2011-12 Irish Aid IDEAS fellows - September



ICOS-USI Student Forum - November



FOREWORD

Nicola Carroll, ICOS Chairperson

In my capacity as Chair of the Irish Council for International Students (ICOS), I am pleased to share details of our activities and achievements in 2011 in the broad context of ICOS' overall aim to make Ireland a welcoming place where international students will enjoy a quality educational experience. International education is growing in relevance both in Ireland and globally and it is more important than ever that the student perspective is fully taken into account in decision making both at national and institutional level. At the individual level it is also important that there is an independent organisation that international students can approach for advice if they encounter problems or feel they have not been fairly treated.

Through resources were more limited than ever, ICOS was successful in 2011 in providing a number of opportunities for our members and for international students themselves to articulate their views. We met with INIS officials in February to clarify aspects of the new non-EEA student immigration regime which came into effect on 1 January 2011. Four further meetings followed under the umbrella of the Immigration Information Network of which ICOS is a member. ICOS also regularly engages with the Department of Education and Skills (DES) on the implementation of Ireland's International Education Strategy and represents the interests of students and its members on the High Level Group which advises the Government. We were very pleased that the Minister of State for Training and Skills, Ciarán Cannon T.D., was able to open ICOS' annual seminar in June which offered a space for discussion and critical reflection on Ireland's new international education brand, "World-Class

Standards, Warmest of Welcomes". ICOS-USI student forums are important in harnessing student feedback on their experience and the 2011 forum was held in Dublin's Mansion House in November.

2011 did bring some good news in terms of ICOS' future sustainability as we were awarded a further 3-year contract by Irish Aid to manage the Fellowship Training programme after a competitive bid process. Irish Aid fellows themselves continue to inspire and impress with their success on their academic programmes and their achievements when they return home. ICOS endeavours to track their progress on behalf of Irish Aid and some of their inspiring stories are captured in profiles posted on our website.

ICOS remains committed to providing quality and relevant training and information support to members and students but unfortunately our resources are limited and we have been unable to develop our services as much as we would have liked.

Towards the end of the year, the organisation began the process of reviewing its current 3-year strategy ending in December 2011 with a view to formulating a new longer term strategy. 2012 will be a time for reflection and renewal. We face many challenges but we are also well equipped through a strong governing board and a hardworking staff team to make our contribution and will continue to be a strong advocate of international students' rights in the context of Ireland's overall ambition to be recognised as a centre of excellence for international education.

ICOS' **vision** is that all international students who come to study in Ireland achieve their educational aims and are valued and treated equitably by the institutions that host them and by the wider society in which they live and work.

**INTERNATIONAL
EDUCATION
POLICY
AND
STANDARDS**

**IRISH AID
FELLOWSHIP
PROGRAMME
DEVELOPMENT AND
AWARENESS**

**ICOS
STRATEGIC
GOALS**

**SERVICES TO
ICOS MEMBERS
AND STUDENTS**

**ORGANISATIONAL
DEVELOPMENT**

ICOS' **mission** is to be the leading independent organisation advocating for the rights of international students in Ireland. Working with its members, student organisations and government agencies, ICOS will strive to achieve a political, operational and social environment where international education will thrive and be respected.

POLICY AND STANDARDS



Goal: To influence national and institutional policies so as to offer greater protection to international students and enhance their experience in Ireland

International Education Strategy

With the publication of Ireland's International Education Strategy (2012-2015) in September, 2010, focus in 2011 was on the implementation of that strategy and in that context, the Director continued to represent ICOS and USI on the High Level Group attending meetings in June and November.

Also in June 2011, ICOS' annual seminar addressed aspects of the new strategy with particular reference to the new brand which had been developed. The theme of the seminar was *'World-Class Standards, Warmest of Welcomes: from slogan to substance'*, which called on the government agencies and institutions involved in internationalisation to keep their eyes firmly focused on delivering a quality experience to international students which was the best way to grow Ireland's share of the market in a sustainable way. The seminar was opened by Ciarán Cannon T.D., Minister of State for Training and Skills, Department of Education. Key contributors included Dominic Scott O.B.E., Chief Executive of the UK Council for International Student Affairs (UKCISA), who shared his experience on national interventions to enhance the student experience. The panel discussion was chaired by Colm Murphy, Education Officer and Deputy President elect, Union of Students in Ireland.

New Immigration Regime

The coming into effect of the new immigration regime for non-EEA students on January 1st 2011 meant a big increase in demand, especially during the first quarter, on ICOS' advice and information services from both international students directly and also from educational institutions. Particular concerns arose with regard to the limitations imposed regarding the number of years allowed on student visas as well as the issue of academic extensions for 'timed out' students. Visa entry requirements, and access to information and support services were also matters of concern.



Kevin O' Sullivan, Principal Officer in INIS' Immigration Policy Division, addresses the ICOS information session

To meet with the demand for information and to allow for clarification of some of the new rules, ICOS arranged a dedicated information session on the new regime which was hosted by NCI in February 2011. Kevin O' Sullivan, Principal Officer in INIS' Immigration Policy Division made a short presentation on the new regulations and a useful question and answer session followed.

Meanwhile ICOS continued to table members' questions on student immigration issues in the regular quarterly meetings with both the GNIB and INIS which are arranged under the umbrella of the Immigrant Information Network (IIN). Four such meetings took place as planned during 2011.

College closures

Overall, it has to be said that 2011 was a difficult year for many international students as it saw the sudden closures of several independent education providers including, DBL College, Dublin (May), Abbey College, Dublin (August) and Cork International College later in the year. ICOS provided information, advice and support to students in difficulty who approached the organisation or were referred by other agencies.

During that time ICOS was in regular liaison with the authorities in an effort to clarify the students' rights and protections available to allow them to continue their studies with alternative providers.

FELLOWSHIP PROGRAMME DEVELOPMENT AND AWARENESS



Goal: To work with Irish Aid and higher education institutions to develop the Fellowship Training Programme as an effective tool for capacity development in Ireland's partner countries and to contribute to a better understanding of the programme in Ireland

Work on the Irish Aid FTP remains the cornerstone of ICOS activity and the main basis on which the organisation is funded.

41 fellowships were awarded by Irish Aid in 2011, just one down on the 2010 awards.

ICOS continues to work closely with Irish Aid to ensure that selected candidates are highly motivated individuals working with government agencies or civil society organisations in relevant development sectors in their own countries.

An analysis of results achieved by completing Fellows carried out in 2011 highlights the success of the programme and underlines the fact that the FTP is funding worthy candidates in a position to contribute significantly to capacity building upon their return home. The Alumni Network was further strengthened in 2011, via promotion of a social networking platform, newsletter and Alumni local chapter development in Uganda and Vietnam, as well as ongoing database development.

Services provided by ICOS

- Financial and administrative services
- Coordination of placements on academic programmes
- Pre-and post arrival information and briefings to Fellows
- Orientation day and welcome party at start of academic year

- Travel and logistics service
- Links with academic staff and host institutions
- Immigration assistance and advice
- Social and cultural events
- Support, information and advice to Fellows during the course of their fellowship.
- Monitoring academic progress and welfare of Fellows
- Reporting to DFA on fellowship matters
- Research on the longer term impact of the Fellowship on recipients when they return to their home countries
- Development of an alumni network for the FTP
- Investigation of regional course quality and research on programmes available through distance learning to expand the range of study opportunities
- Greater visibility of the FTP through the development of case study and other materials and the use of the web

Fellowship Awards

ICOS processed 121 applications (compared to 126 in 2010) which resulted in the award of 41 new fellowships by Irish Aid for the 2011-12 academic year. 23 were for study in Irish Higher Education Institutions (HEIs) while 18 fellowships were for study in regional institutions (one of these candidates subsequently requested a deferral). ICOS offers on-going support to Fellows from previous years and as of December 2011, 23 (92%)

out of a possible 25 continuing 2010 Fellows had successfully completed their courses.

Countries of Origin

2011 awards were predominantly received by applicants from Irish Aid's programme countries: Ethiopia, Uganda, Zambia, Tanzania, Mozambique, Malawi, Lesotho and Timor Leste. Irish Aid also supports projects in Palestine and Burundi, and there was one awardee from each of these two countries in 2011.

Special Events

ICOS organises special events on an annual cycle for Fellows. These include a comprehensive one day Orientation programme and Welcome reception for all newly arrived Fellows, which took place this year on 24 September 2011. At this time of year, ICOS also organises a day-trip for Fellows to a place of interest outside Dublin. These events are a useful opportunity for Fellows to get to know each other and to begin the process of adjusting to living and studying in Ireland. In 2011 ICOS also continued to host both Christmas and St Patrick's Day parties for Fellows.

Fellowship Alumni Network

Following the successful launch of the Irish Aid Fellowship Alumni Newsletter 'The Link' in December 2010, a second edition was circulated in October



New Ireland-based Fellows at the 2011 orientation

2011. The newsletter, which is receiving positive feedback, is a tool for continued engagement between former study fellows and the Irish Aid programme. This operates alongside an interactive Facebook group for Irish Aid Fellowship Alumni which had, by the end of 2011, attracted 110 members.

Fellowship Profiles

At the close of the year, a total of twelve Irish Aid Fellows had been profiled in the fellowship section of the ICOS website. One of the new additions was Linn Kachama, from Malawi, who received support to study for a Masters in Public Health at UCD

in 2010-11. These profiles form part of ICOS' work with Irish Aid to ensure that the benefits of the fellowship programme are more widely understood.

HEIs hosting Irish Aid fellows are encouraged to develop profiles in their own publications.

Irish Aid FTP Awardees in Ireland 2011

Country	DCU	DIT	KDSC	NUIG	TCD	UCC	UCD	Total
Burundi					1			1
Ethiopia	1		1		1		2	5
Lesotho						1		1
Malawi				2	2	1	4	9
Mozambique	1							1
Palestine				1	1			2
Tanzania					1		2	3
Timor Leste			1					1
Uganda				3		4	4	11
Vietnam							2	2
Zambia		1	2		5		5	13
Total	2	1	4	6	11	6	19	49

Irish Aid IDEAS Programme

Since August 2009, ICOS has also been providing logistical and some fellowship support services on another Irish Aid funded programme which involves the delivery of MBA and MBS courses to Vietnamese fellows at the UCD Michael Smurfit Graduate Business School. 12 candidates were awarded fellowships under this programme in 2011 (compared with 10 in 2010).

SERVICES TO MEMBERS AND STUDENTS



Goal: To strengthen the ability of our members to deliver appropriate and quality services to their international students while also providing independent information and advice directly to international students

Member Services

A regular ICOS newsletter published on the ICOS homepage, emails, a regularly updated website and Facebook page are the main ways in which ICOS provides up to date information and advice to staff in member institutions. Five issues of the newsletter were produced in 2011 (Issues 34-38). The ICOS Facebook page, set up at the end of 2009 has achieved steady success, with the number of followers having reached 350 by the end of 2010. By the end of 2011 the ICOS Facebook page had 461 fans (+32%).

ICOS continued to offer a training service to members in 2011. 13 courses were delivered and attended by 147 HEI staff from 7 member institutions. The courses were half-day or full-day programmes on 'Cross-cultural Awareness' and 'Teaching in a Cross-Cultural environment', focusing on skills for working with international students. Satisfaction ratings continued to be excellent in 2011 with 96% of participants rating ICOS training as either very good (74%) or good (22%). Feedback comments included, *'I think I'll think differently about the way in which I can support all levels. Allowed me opportunity to really reflect on my own practice and think about changes I need to make'*, and *'Vital in day-to-day interactions as well as identifying needs for the university in coping/planning internationalisation'*.

In addition to these training days ICOS also gave presentations on International Student Support at the Association of University Administrators (AUA) Conference in May, Confederation of Student Services in Ireland (CSSI) conference in June and the Union of Students in Ireland (USI) conference in July.

Services to International Students

ICOS provides a largely web based information service for international students and continued to develop and update its website throughout 2011. Statistics for the ICOS website in 2011 suggested similar visitor numbers and engagement levels as in 2010, with page views averaging approximately 4 per visit. Changes in hosting and recording methods mid-year prevent direct comparisons to the previous year. In addition, the office responded to numerous individual email, telephone or drop in requests for information or support. As well as from individual international students and ICOS' own members, enquiries also came from other NGOs dealing with migrants. As a result of college closures in 2011 (Abbey College, DBL and Cork International College), disruption of studies and unclear procedures have been a recurring issue in 2011, in conjunction with ongoing immigration related questions particularly at the beginning of the year, as a consequence of the changes to the student regime announced at the end of 2010.





Students' Forum

ICOS continues to support and organise forums of international students, to ensure that students' needs are appropriately represented when it comes to policy development and improvements in student support services. Following on from the successful 2009 forum in UCC and regional forum in Dublin in January 2010, ICOS in cooperation with the Union of Students in Ireland (USI) held a 2011 forum at the Mansion House in November.

The event was a great success, attended by 45 international students from 10 higher education institutions enrolled in a variety of programmes

at both undergraduate and post-graduate level. The forum was supported by the Department of Education and Science (DES) and Enterprise Ireland. The location provided The City of Dublin the opportunity to welcome international students to the capital and to communicate the value that is placed on their presence here. Feedback indicated that participants enjoyed having the opportunity to engage with others who have had similar experiences and felt that their opinion was being valued. A world café style format was very successful in maximising the participation of students.

ORGANISATIONAL DEVELOPMENT



Goal: To strengthen ICOS' own capacity to deliver

Membership

At the 2011 June AGM, ICOS was delighted to welcome a new member, IES Abroad, Dublin. Based in Chicago and established in 1950, IES is a well-known US study abroad provider. IES, which is a not-for-profit organisation, has been operating in Ireland since 1999 and is a registered company here.

2011 also saw the merger of the Tipperary Institute with Limerick Institute of Technology (LIT) with the latter assuming ICOS membership. Another member, HSI Limerick ceased trading in 2011 and as a consequence ICOS lost a member.

At the end of 2011, ICOS had 29 institutional members, 2 faith/NGO members, 5 honorary individual members and 3 subscribers.

Executive Committee

In 2011, Nicola Carroll (NCI) continued her term as ICOS Chair, with Kevin Geoghegan also continuing as Vice Chair. Isobel O'Connor (USI) finished her one year term as Honorary Treasurer and was replaced by Dr. Stephen Robinson for 2011-12. The Executive Committee met 6 times in 2011.

National and International Networking

ICOS keeps up to date and maintains its international profile through membership of UKCISA, the UK Council for International Student Affairs and the EAIE, the European Association for International

Education. At national level, ICOS is involved in a number of networking forums including the Immigrant Information Network which regularly meets with officials in the GNIB and INIS. ICOS is a consistent member of Dóchas and the Wheel and connects with immigrant support organisations such as the Africa Centre, the Migrant Rights Centre of Ireland (MCRI) and the Immigrant Council for Ireland (ICI).

President of Honour

In November 2011, President Mary McAleese who had served as ICOS' President of Honour since September 2008 resigned from that position as she came to the end of her second term as President of Ireland. The position is currently vacant as ICOS' takes time to reflect on its strategy which is due for renewal.



President Mary McAleese greeting Julius Rukara from Uganda, a 2008-09 Irish Aid Fellow

THANKS

We thank all who contributed to the work of ICOS during 2011, not least the hard working staff who remain at all times professional, dedicated and willingly embrace new challenges. Thanks also to our Chair, office holders and general members who served on ICOS' Executive Committee and contributed to ICOS' events. The organisation could not function without the active support and involvement of our members whose time and commitment is greatly appreciated.

SUMMARY OF ACCOUNTS

Approved by the Board: 31st May 2012
Auditors: BFGD Chartered Accountants, 1 Castlewood Avenue, Rathmines, Dublin 6

Statement of Financial Activities for the year ended 31st December 2011

	2011 Restricted	2011 Unrestricted	Total 2011	Total 2010
Incoming Resources				
Incoming resources from generated funds:				
Activities for generating funds	980,212	324,796	1,305,008	1,320,916
Investment income	-	3,344	3,344	759
Total Incoming Resources	980,212	328,140	1,308,352	1,321,675
Resources Expended				
Charitable activities	980,212	300,048	1,280,260	1,309,313
Governance costs	-	14,997	14,997	6,814
Total Resources Expended	980,212	315,045	1,295,257	1,316,127
Net Incoming Resources	-	13,095	13,095	5,548
Balance forward at 1st January 2011	-	148,484	148,484	142,936
Balance forward at 31st December 2011	-	161,579	161,579	148,484

Balance Sheet as at 31st December 2011

	2011	2010
Fixed Assets		
Tangible Assets	192,829	195,979
Current Assets		
Debtors	89,891	110,577
Cash at Bank and on Hand	575,686	572,767
Creditors		
Amounts Falling Due Within One Year	(636,500)	(670,512)
Total Assets less Current Liabilities	221,906	208,811
Capital and Reserves		
Revaluation Reserve	60,327	60,327
Income and Expenditure Account	161,579	148,484
	221,906	208,811

INSTITUTIONAL REPRESENTATIVES AND INDIVIDUAL MEMBERS

ICOS Council, December 2011

* ICOS Executive Committee member

Athlone Institute of Technology	Ms. Mary Simpson	Manager, International Office
	Ms. Jackie Cunane	International Office Co-ordinator
Ballsbridge College of Further Education	Mr. Robert Griffiths	Head of EFL
	Mr. Laurence Cooke	Co-ordinator
Champlain College Dublin	Dr. Stephen Robinson *	Director
	Ms. Lilly Johnsson	Operations Manager
Dublin Business School	Mr. Giles Kilcoyne *	Admissions Manager
	Mr. Declan Coogan	Admissions Manager for US and Europe
Dublin City University	Ms. Audrey Byrne	Exchange Co-ordinator / Assistant International Officer
	Ms. Sylvia Schroeder	Senior International Officer
Dublin Institute of Technology	Ms. Caoimhe Mulhall *	European Student Co-ordinator
	Ms. Patricia Houston	Student Officer
Dun Laoghaire Institute of Art, Design and Technology	Mr. David Doyle	Academic Administration and Student Affairs Manager
Dundalk Institute of Technology	Mr. Michael Stewart	International Marketing Officer
	Ms. Mary Heffernan	International Officer
Galway-Mayo IT	Mr. Dennis D. Murphy	Head of Teaching and Learning
	Ms. Caitriona Cummins	International Officer
Griffith College Dublin	Mr. Kevin Geoghegan *	Director of Market Research and Development
IES Abroad	Dr Ashley Taggart	Director
IT Blanchardstown	Ms. Fiona Canning	International Officer
	Ms. Mairead Murphy	Marketing Manager
IT Carlow	Mr. Donal Mc Alister *	International Coordinator
	Mr. Jim McEntee	External Services Manager
IT Sligo	Mr. Gerry Hegarty	Academic Administration Manager
	Ms. Eileen Gillen	International Officer
IT Tallaght	Ms. Rosemary Cooper	Academic Administration and Student Affairs Manager
	Ms. Stella Browne	Administrative Officer
IT Tralee	Mr. Eddie Scully	International Education Officer
International Study Institute Ireland	Mr. Brian Burns	Director
Islamic Society	Mr. Belkacem Belfedhal	Youth Coordinator

Limerick Institute of Technology	Mr. Colin McLean	External Services Manager
	Ms. Carolann Bargary	Access Officer, LIT Tipperary
National College of Art and Design	Ms. Cathy McCartney	Admissions Officer
	Ms. Berna Scanlan	Admissions Officer
National College of Ireland	Ms. Nicola Carroll *	Head of International Office
	Ms. Fiona Mongan	International Communication Officer
NUI Galway	Ms. Anna Cunningham *	Director, International Office
	Ms. Louise Kelly	International Student Officer
	Ms. Louise Coyle	International Officer
NUI Maynooth	Mr. Wayne Henry *	Director of International Office
	Ms. Michelle Brien	International Marketing Officer
Royal College of Surgeons	Mr. Philip Curtis	Head of Admissions and Student Services
	Ms. Corriena Brien	Student Services Manager
Shannon College of Hotel Management	Mr. Phillip J Smyth	Director
Trinity College Dublin	Mr. John Mc Partland	Director of International Office
Union of Students in Ireland	Mr. Gerard Gallagher *	Equality Officer
	Ms. Laura Bove *	International Student Representative - TCD
University College Cork	Ms. Suzanne Buckley *	International Student Support Officer
University College Dublin	Dr. Erik Lithander	Director of International Affairs
	Ms. Carl Lusby *	International Student Officer
University of Limerick	Ms. Josephine Page	Manager, International Division
	Ms. Amanda Glennon	Co-ordinator, International Division
	Ms. Yvonne Crosse	Administrator
Waterford IT	Ms. Sinead Day	International Education Manager
	Mr. Don O'Neill	Acting International Education Manager
Individual (Honorary) Members	Mr. John Magoye	Ms. Alice Grattan Esmonde
	Mr. Don Niall	Prof. Brian McMurry
	Prof. Louis Smith	

SUMMARY OF ACTIVITIES 2011

Goal	Main Activities
<p>1 To influence national and institutional policies so as to offer greater protection to international students and enhance their experience in Ireland</p>	<ul style="list-style-type: none"> • ICOS' Director continued to represent ICOS on the High Level Group (HLG) appointed by the Government to support implementation of Ireland's International Education Strategy (2010-2015) attending meetings in June and November • In February, ICOS arranged a special Information meeting for members with INIS officials on the New Immigration Regime • Regular meetings with GNIB (4) and INIS (4) on customer service and registration issues affecting intl students • Media work including interviews and statements on various issues
<p>2 To work with Irish Aid and higher education institutions to develop the Fellowship Training Programme (FTP) as an effective tool for capacity development in Ireland's partner countries and to contribute to a better understanding of the programme in Ireland</p>	<ul style="list-style-type: none"> • Administration of fellowship awards including processing of 121 new applications • Travel, accommodation and insurance arrangements for all study fellows • On-going welfare and support services to deal with illness, bereavements and other problems of study fellows • Compilation and dissemination of list of approved courses • Development work on new fellowship alumni network including publication of second alumni newsletter • Development of fellowship pages on website and the research and write up of 5 new fellowship profiles • Tracking studies of returned study fellows
<p>3 To strengthen the ability of our members to deliver appropriate and quality services to their international students while also providing independent information and advice directly to international students</p>	<ul style="list-style-type: none"> • Delivery of regular e-bulletin to members with 5 issues in 2011 • Annual Seminar 'World-Class Standards, Warmest of Welcomes: from slogan to substance' • Continued development of ICOS training programme with delivery of 13 courses to 147 participants in 7 ICOS member HEIs • Presentations on International Student Support at AUA, CSSI and USI Conferences. • Cooperation with USI on Dublin region international students' forum held in the Mansion House in November. Over 45 international students attended. • On-going response to information requests from members • Web based information service – with an average of 4 page views per visit • E-mail enquiry service for international students. • Support to students with problems with their institutions – on-going case work on college closures, fee refunds and other issues
<p>4 To strengthen ICOS' own capacity to deliver</p>	<ul style="list-style-type: none"> • 1 new institutional member was welcomed: IES Abroad, Dublin • Continued strengthening and renewal of ICOS Board • On-going up grading of ICOS' data management and communications system • All staff avail of training and development opportunities • Membership of national and international networks to keep up to date on best practice



ICOS has signed the Dóchas Code of
Conduct on Images and Messages

See www.dochas.ie/code for more information

Please send your feedback to code@icosirl.ie

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