



ISA Group  
immigration, recruitment and human resources

# Capability Statement

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# OVERVIEW

ISA Group is the local specialist with a global presence in immigration, recruitment, human resources and organisational development solutions.

A complementary, multi-disciplinary visa, recruitment, human resources (HR) and organisational development (OD) business, ISA Group is a licensed employment agent with a team of experienced and registered migration agents with multi-lingual capabilities.

Our major point of differentiation in the marketplace is that we offer a genuine integrated service for our clients.

We do this by underpinning our core services of immigration and recruitment with a complete range of human resources and organisational development capabilities. The broad mix of skills and experience demonstrates that we have the flexibility to tailor solutions to meet the needs of a diverse range of industries, organisations and individuals.

ISA Group, with offices in China, Philippines and the United Kingdom, employs 30 staff, the majority of whom are based at our headquarters in Perth, Western Australia.

The team includes qualified migration agents, legal, recruitment and human resources professionals, training specialists and professional coaches.

Few, if any companies in Australia offer such a **comprehensive** - and **complementary** - mix of services.



Depth of experience  
More than sixty years of migration knowledge, twenty five years of human resources experience and fifteen years recruitment experience.



Diversity of product  
We are market leaders in immigration, recruitment and human resources



Dedicated Case Managers  
Our multilingual Case Managers offer a personalised, professional service



Delivery of Solution  
On time and on budget



# OUR PEOPLE

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ISA Group has a team of professional staff who are amongst Australia's most experienced migration agents, solicitors, recruitment practitioners and human resources consultants. Our migration agents are registered with the Migration Agents Registration Authority and are members of the Migration Institute of Australia.

The key to our success is having staff who understand and can respond to the needs of different cultures where majority of them have personally been through the immigration process, and are committed to make the immigration process as smooth as possible.

ISA Group staff possesses multi-lingual capabilities and are able to speak and interpret English, Bahasa (Malay), French, Filipino (Tagalog & Cebuano), Chinese (Cantonese, Mandarin, Hakka, and Hokkien), Hindi and Korean.

# OUR VISION

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**To be the local specialist in Australia with a global presence in immigration, recruitment, human resources and organisation development solutions.**

# OUR VALUES

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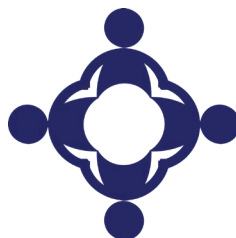
**Accountability**



**Integrity**



**Diversity**



**Excellence**



**Honesty**



# IMMIGRATION

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ISA Group has a strong and proven track record in providing visa and immigration solutions to businesses that need to recruit skilled overseas workers to fulfil work commitments.

We assist companies in the following areas:

- Establish and manage business sponsorship agreements
- Assist with compilation of Skill Assessments and competency demonstrated reports
- Prepare, lodge and monitor employer nominated applications
- Help overseas-based personnel and their families gain temporary and/or permanent residency in Australia
- Negotiate Labour agreements with the Department of Immigration and Border Protection
- Provide advice and assistance to ensure businesses meet sponsorship and compliance obligations
- Prepare and lodge short stay Business Visas
- Monitoring and Compliance

ISA Group supports businesses from a wide range of industries including oil and gas, subsea construction, mining, engineering and resources, manufacturing, recruitment, finance, hospitality and property services. Our clients range from small to medium enterprises to large public-listed companies.

We provide visa solutions to overseas businesses relocating to or establishing a business in Australia, and to people looking to acquire a business in Australia.

**“I was introduced to ISA by a business associate when I was having problems locating staff to manage my McDonald’s restaurant in Broome. A very efficient Noelene Merrey took the time to source out the best staff for the job, as well as develop the corresponding Labour Agreements, and I am very proud to be the first employer to be granted a 457 Visa to hire multicultural McDonald’s managers. This has now opened the opportunity for other McDonalds’ restaurants in Australia to follow suit.”**

Shanti Sivaraj, Director, Tamrath Pty Ltd trading as McDonald’s Australia



# RECRUITMENT

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ISA Group is a licensed employment agent, specialising in overseas recruitment. With offices in the United Kingdom, Philippines and alliances with recruitment partners around the world including South Korea and ISA Group has access to a global workforce.

Our services:

- Employer Sponsored International Skilled workers (457 Visa)
- Skilled Working Holiday Maker Programme (417 Visa)
- Local Applicants (Citizens, Permanent Residents – those here and currently in the immigration system – and 457 visas holders between assignments)

Our in-house visa and immigration expertise ensures there are no surprises with the visa process for overseas candidates. We have the capability to manage your entire recruitment process as we provide modular services and clients may select the following services:

- Position descriptions
- Overseas and local advertising
- Short-listing candidates
- Initial briefings and interviews
- Verifying work experience/references
- Selecting candidates/job offers
- Obtaining the requested visa
- Coordinating travel and other arrangements/mobilisation
- Skills and language testing

We cater for one-off placements or multiple appointments and have managed overseas recruitment drives for a number of large resource projects.

By skills testing and training candidates offshore in accordance with Australian standards, clients can be **confident** recruits are **work-ready** when they arrive at their workplace in Australia.

**“Bullivants engaged ISA after our work with an initial recruitment consultant ran into difficulty. ISA’s personal service, timeliness and clarity of communication was a stand out factor in us working with them, and to date we have had excellent results with our candidates from the Philippines.”**

Andrew Taylor, Technical and Services Manager, Bullivants



# HR & ORGANISATIONAL DEVELOPMENT

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ISA Group has an established human resources and organisational development consultancy which combines many years of national and international human resources management and migration agent experience.

Our wealth of expertise comes from working within the oil and gas, subsea construction industry, mining, resources, public sector, transport industries and many others.

Services include:

- Strategic advice on setting up your HR function
- HR strategy and policy development designed for organisations
- Employment contracts detailing terms and conditions
- Employee negotiation and counselling
- Performance management and organisation development
- Remuneration – salary packaging and payroll procedures
- Conflict management, performance improvement processes and facilitation
- Position descriptions and specific selection techniques
- Cultural training
- Cultural integration

Whether you are setting up in Australia or have an established organisation, we ensure human resources practices are designed to meet your business needs, while complying with legislation and industry norms.

**“ISA Group was recommended to me through a business associate, and I found them to be practical and easy to approach, without being false. It’s an ongoing project, but it’s achieving the right results for us, and we’re very happy with the partnership.”**

Simon Osenten, Project Manager, Allseas Construction Contractors

# EDUCATION

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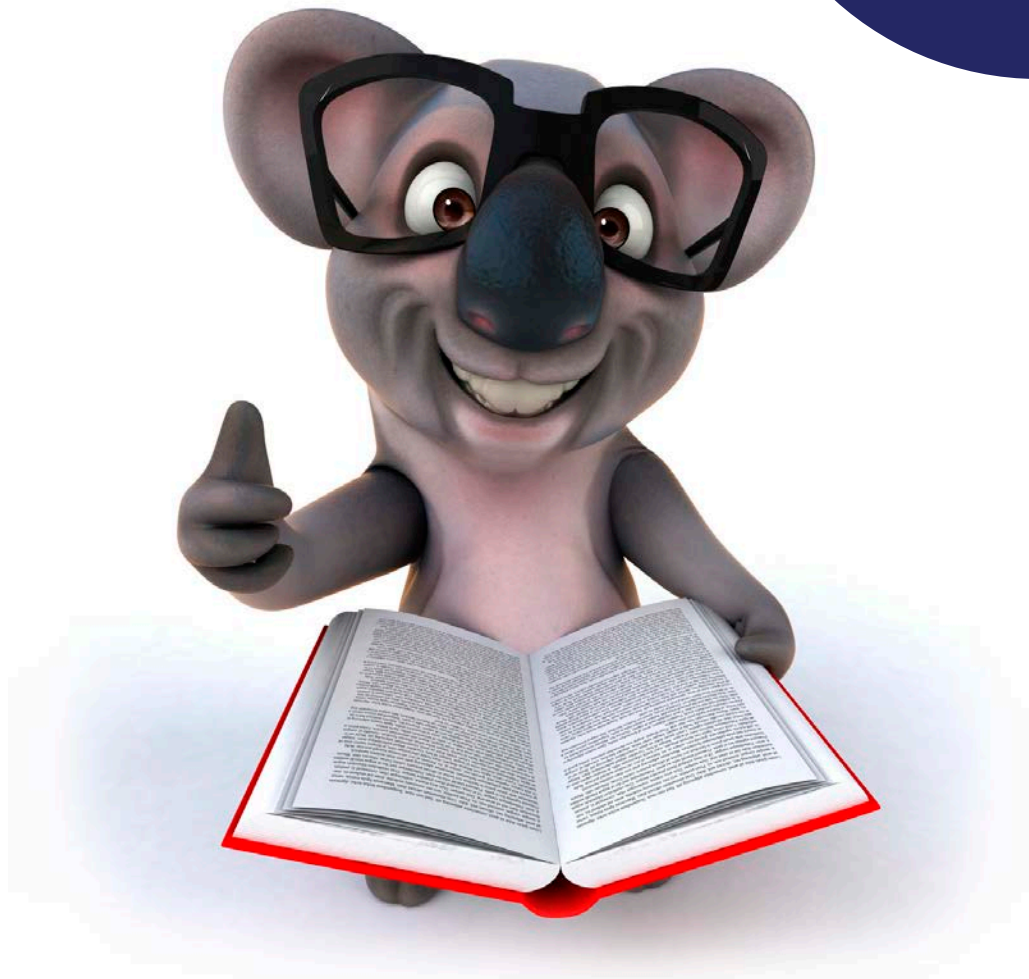
At ISA Group we believe that Education is the passport to your future. We are providing tours to showcase education and investments in Australia for International students around the world.

ISA also provide tours for parents, corporates and teachers, so all individuals can reap the benefits from education abroad. During our study tours students are given the opportunity to explore their interests in subjects such as English, Sports, Arts & Australian culture and Music. They will be integrated into the local community where they will experience first-hand Australian education system and way-of-life. Students will be showcased some of the most spectacular sites in the world including Kings Park, Wave rock, and the opportunity to see some of Australia's finest wildlife including Koalas and Kangaroos.

We run simultaneous tours to meet the potential investment interests of the parents. Whilst classes are in session, parents are offered the chance to view real estate products, business opportunities and investment packages which may lead to a platform for business migration.

ISA Group have established relationships with various education providers including Navitas, Curtin University, UWA.

We provide **excellent services** through **knowledgeable** staff and **diversity** of product





# PROJECT MANAGEMENT

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ISA Group assists companies working on large projects to meet their labour requirements by creating skilled labour pools of international candidates. We bring our combined immigration, recruitment, HR expertise and strategic partners together to create a proven cost effective solution for large scale recruitment campaigns.

We work with project operators to obtain necessary labour agreement approval by the Commonwealth Government to cover the international recruitment needs of a project from design stages, construction, operation and employment cessation.

The key to creating a skilled and proven labour pool is a thorough approach ISA Group uses in all stages of the process. This includes:

- Advertise and search existing database through our global network or recruitment agents
- Screen and short-listing applicants
- Conduct English language testing and skills to Australian standards
- Facilitate and conduct training in accordance with Australian licensing standards for specialised trade areas, safety and other inductions at overseas locations
- Conduct pre-employment medicals
- Arrange cultural, safety and workplace orientation and inductions offshore (for selected candidates only)
- Assistance to mobilise and relocate new recruits to settle in Australia

**“I was referred to ISA Group by a consultancy group who we had worked with in the past and they recommended the quality of service. They displayed a professional, friendly and ‘can do approach’, and they had proven expertise in the International locations we were looking to recruit from. With the help of ISA, our project delivered the numbers we were looking for, at a critical time of skill shortages.”**

Spencer Snell, Recruitment Manager, Downer EDI Mining Pty Ltd



# LOCATION & FACILITIES

## Perth, Western Australia

ISA Group headquarters is located in The Alluvion Building and is in the centre of Perth's CBD. The majority of our employees, migration agents, recruitment consultants, human resources professionals and administrative staff are based here.

## Manila, Philippines

ISA Group uses the facilities of IIM Skills Testing and Training Centre in Manila to assist in the recruitment process, including interviews and skills testing. The IIM centre is equipped to test candidates in heavy and light engineering trades, such as scaffolding, formwork, carpentry and mechanical fitting.

## Hull Office, United Kingdom

ISA Group UK aims to seek out the best of British for Australia's skills shortage in the tourism and hospitality industry through sponsored employment and also individuals seeking to immigrate permanently to Australia.

## Beijing, China

ISA Group China is located in Beijing, We assist investors and business owners to pursue business opportunities in Australia. We work closely with strategic partners and tax advisory consultants to manage the entire visa application process from start to completion.

Increasingly, businesses are seeking a mix of cultural talent and are requiring skilled workers from a number of overseas markets. Through our alliances and partnerships, ISA Group gives businesses access to a **global workforce**.



# OUR CORPORATE SOCIAL RESPONSIBILITY

ISA Group remains committed to manage and run the business in a sustainable and responsible manner that has a positive impact within the communities that we operate, locally and overseas, in the field of education and training.

ISA Group is the Co founder of the Mila Foundation, an Australian Foundation run by professional mentors to develop future leaders in Aboriginal Youth (from years 7 to 12). The Mila Foundation was founded in early 2014, and it's key aim is to build capability in young Aboriginal students.

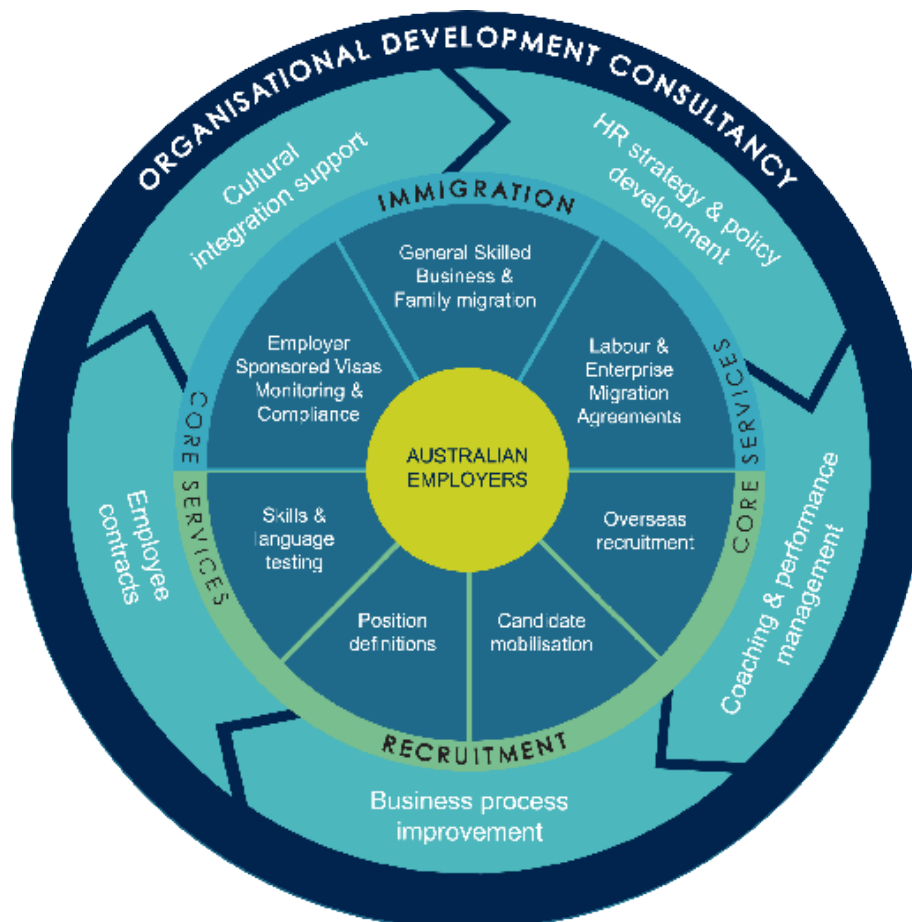
The principal mentors help the students to explore their passions and beliefs in the context of making positive choices and most importantly, lay a strong foundation for them to transition into a career or tertiary education, whilst embracing their Aboriginal heritage.

ISA Group also have a key international program, The Kuya Project is designed to provide opportunities for young men from disadvantaged families in the Philippines to learn practical trade skills along with personal development in order for them to become more productive members of Filipino society and gain a full time position in a skilled area. We believe in going beyond philanthropic pursuits through focusing on activities which promote self-sufficiency and



# OUR COMPLEMENTARY SERVICE MIX

Leveraging a diverse set of products, ISA Group is able to provide a solution for any employer



# CLIENTELE & CORPORATE AFFILIATIONS

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- DOF Management
- Western Power
- Downer EDI Australia
- Subsea 7 Australia Contracting Pty Ltd
- Austal Ships Pty Ltd
- BHP Billiton Iron Ore
- Programmed Pty Ltd
- Maersk Drilling and Maersk Crewing
- Morris Corporation Pty Ltd
- Bullivants
- McMahons Holding Limited
- MCC Mining (WA) Pty Ltd
- Piacentini and Son Pty Ltd
- McDonald's Licensee
- Alpha Flight Services Pty Ltd
- Pindan Contracting Pty Ltd
- Co-Operative Bulk Handling
- Score Perth Pty Ltd
- Decmil Australia Pty Ltd
- Australian Institute of Management (AIM)
- Australian China Business Council (ACBC)
- Australian Hotels Association (WA)
- Bunbury Chamber of Commerce & Industries
- Office of the Migration Agents Registration Authority (MARA)
- Migration Institute of Australia (MIA)
- Western Australian Chamber of Commerce and Industry (CCIWA)
- VETASSESS





# ISA Group

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