

human connections

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A recipe for success in the hospitality industry

What happens when you combine ISA Group's selection, interview and formal skills testing processes, the joint venture facility we have at IIM Skills and Training in Manila, and our alliance with TRA-accredited RTO, Victoria University?

The answer is a program of sourcing overseas labour that will be able to meet skills shortages into the future in the hospitality industry – a sure-fire recipe for success.

In recent months, accredited recruitment agents in the Philippines who are established providers to ISA Group, submitted a number of CVs to us for cook and chef positions we were seeking on behalf of clients in Australia. The CVs were reviewed and experienced chefs were shortlisted to attend a pre-English assessment at the IIM Centre.

Face-to-face interviews revealed a high calibre of candidates and, as we were able to assess their English levels during these interviews, it provided a great opportunity to try to match them with hospitality clients back in Australia.

Three chefs for WA

Two companies operating regionally in Western Australia were contacted and provided with the CVs of three of the candidates. One candidate had gained considerable experience in the USA, while another had international



Successful Chefs, Trisha Co and Jon-Jon Santos, look forward to working in Australia.

cruise ship and resort experience. The third candidate's background included working with some of Manila's top restaurants.

Within a matter of days, interviews were arranged with the WA companies via Skype and by the end of the week all three had been offered positions in Western Australia.

As chefs are one of the occupations that require Philippine nationals to have an Australian equivalent AQF Certificate III to secure a subclass 457 visa, they must undergo a Skills Assessment. These were held via Skype with a

Victoria University Skills Assessor in mid-September 2010.

The formal skills tests have been successfully completed and the subclass 457 visa process is well underway - once the Skills Assessor has granted an Australian qualification the visa process

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ISA Group

Your complete immigration and overseas recruitment service

To meet the demand for skilled labour in some industries, Australian businesses need to find and recruit people from overseas to service existing contracts and secure new projects.

ISA Group helps businesses engage new staff for short to long-term work assignments by providing cost-effective and tailored visa and immigration solutions.

For more information, go to www.isa.com.au, or call us on +61 8 9346 8888.



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can then be finalised.

We anticipate that on this occasion, the process from week of selection through to granting of the subclass 457 visas could be as short as 8 – 10 weeks.

The IIM Centre

The use of the IIM Centre in Manila is fundamental to our ability to service clients as it provides the ideal location for all steps of the process - interviews, English assessments and skills testing.

Candidates are able to be interviewed at the Centre via Skype, both by clients during the selection process, as well as for the formal skills testing.



Pre English Assessments at the IIM Centre in Manila.

Staff are also able to carry out integrity checking of the required documentation and work closely with the Skills Assessors to ensure the process is followed according to the requirements of the Victoria University. Other activity, such as pre-English assessments and pre-skills testing ensures that candidates put forward for consideration are of high quality.

Overseas recruitment: a client's view

I have been working with the team at ISA Group since October 2007. In this time ISA have been instrumental in sourcing excellent workers for HSE Mining for our operations in Western Australia, Northern Territory and Queensland. ISA have recruited top quality candidates in the Philippines for the positions that have been impossible to fill by Australians. I was particularly grateful for ISA's ability to provide an alternate labour source in 2008, when recruitment of experienced mining personnel was extremely difficult due to acute skills shortages.

ISA Group have identified and successfully placed many candidates into key roles at several HSE Mining operations over the past three years.

What makes ISA an invaluable company to work with is not only their ability to find top quality candidates; they also have a professional team of Registered Migration Agents who work with the applicants to obtain their Australian visas. In the past three years ISA Group has obtained many 457 visas for HSE Mining personnel. We are so very happy with our Filipino employees that we are now assisting them with their Permanent

Residency applications – also in the professional care of the ISA Group.

Last September, ISA advised us of the many changes to the 457 program, with 457 visa holders now required to have equivalent Australian Qualifications (AQF Certificate III). This means that all candidates have to be skills tested to ensure they meet Australian standards. What has really impressed me is that ISA immediately stepped up their services and now offer an onsite skills testing centre. They fly an Australian registered training organisation to the Philippines and make sure that all applicants have their skills testing completed before they are offered as viable candidates.

I was invited by ISA to be personally involved in the interviewing of applicants in the Philippines. I thoroughly recommend this aspect of the selection process – it is invaluable! I was accompanied by an ISA Group Director and was impressed by the level of service from start to finish. Because the ISA Group strongly encourage input from their clients, I was instrumental in the selection of our people and I have not been let down by the quality and loyalty of the persons I selected. I've continued to be involved in the hands-on selection process, and am approaching my sixth visit to the Philippines in November this year.

I continue to use the services of the ISA Group; they are by far the most professional, friendly, efficient and customer-focused recruitment/visa agency that I have dealt with.

Mike Brown
Rental Manager, HSE Mining



Migration Agents, Ian Tallentire and Kaushal Jhaveri, with members of the International Students Service committee.

ISA goes back to University

Significant changes have been introduced to Australia's skilled migration program by the Federal Government and many of these affect overseas students who are currently studying in Australia.

Consequently, challenging times lay ahead for those students wishing to remain in Australia following completion of their studies. To explain the impact of the changes, the ISA Group recently gave a presentation to overseas students at the University of Western Australia. This is an annual event, initiated by ISA in 2009.

The presentation provided an invaluable opportunity for students to raise issues of concern and to have their migration questions answered. Whilst the focus was on General Skilled Migration, alternative pathways to

permanent residence were also explored, including options under the Employer Sponsored Migration categories.

As discussed on the day, further announcements such as the introduction of the State Migration Plans will be announced over the next few months. Those plans are expected to provide further options for students whose nominated occupations are in demand in a particular State of Australia.

The presentation was extremely well received by the many students who attended, and the ISA Group wish to thank them all for coming along. Thank you also to the International Students Service (ISS) for their efforts in organising and publicising the event, ensuring the presentation was a resounding success!

Agreement signed with International Education Coordinator

On 13 April 2010, ISA Group Pty Ltd signed a Head Agreement with Education and Training International of Perth, Western Australia (ETI). The agreement sets out terms and conditions of consultancy and services offered by both parties.

ETI is a wholly government-owned organisation responsible for coordinating the international activities of government schools, senior education colleges and vocational and technical education colleges within Western Australia. ETI has been active in the field of international vocational training for over 20 years and has well-established international project management skills.

In 2009, the Australian Government announced a package of reforms to the 457 visa program to ensure that it continued to provide industry with required skills, without undermining local training and employment opportunities.

As part of the reforms announced, the Commonwealth Department of Education, Employment and Workplace Relations (DEEWR), through Trades Recognition Australia (TRA), was tasked with progressively introducing formal skills assessments in trade occupations and for chefs for class 457 visa applicants from high risk immigration countries.

As a result, ETI, in consortia with Victoria University, the lead RTO, have been endorsed by TRA to deliver this service in China, India, Fiji and the Philippines. The service will cover the following occupations: Welder (First Class), Cook/Chef, Motor Mechanic, Fitter and Metal Fabricator.

Because the process requires in-country partners, ISA will assist with the provision of a technical interview. We are contracted to schedule the interview, verify the applicant's identity, facilitate video conferencing and supervise the assessment event.

ISA look forward to developing a professional working relationship with ETI as Australia's skilled labour tightens to meet the project demands.



Migration Agents enhance their skills

The Migration Agent's Code of Conduct requires all registered agents to maintain and enhance their knowledge, skills, values and attitudes through completion of Continuing Professional Development.

ISA Group recently conducted a 10-point CPD Seminar for all Registered Migration Agents (RMAs) employed and associated with the group.

The CPD seminar was held in-house at our premises in Osborne Park as this offered several advantages:

- Developed migration seminar to specifically cover topics relevant to ISA Group
- Better learning outcomes for everyone as only queries relevant to ISA Group clients were answered at the seminar
- All RMAs employed and associated with ISA Group completed their 10 CPD points required to successfully re-register as migration agents
- Excellent seminar notes for future reference

These timely discussions have already benefited clients as our migration agents with their greater understanding of the migration regulations have already applied this knowledge in processing visas for temporary, permanent and ministerial intervention.

Review of Migration Schemes underway

The Department of Immigration & Citizenship (DIAC) is currently considering an integrated series of reforms to improve migrant selection and labour market outcomes.

The review, which includes both the Employer Nomination and Regional Skilled Migration Schemes, was initiated by the Minister as a flow-on effect from changes implemented to the temporary residency subclass 457 visa in

September 2009, in response to the GFC.

DIAC is aiming to develop a skilled migration program that is responsive to economic conditions and labour market trends. A migration program that is demand-driven rather than supply-driven.

DIAC has advised that the following issues may be considered in the review:

- English language standards

- Exceptional circumstances
- Introduction of market rates
- Introduction of a regional occupation list
- Skills assessments
- Worker protection framework
- Registration, licensing or professional membership requirements

ISA will update you as the review progresses.

We've reached another milestone...

ISA Group recently celebrated the 3rd anniversary of the company's launch on 1 September 2007. Directors Noelene Merrey, Brett Merrey and Jackie Hill have seen their fledgling company ride out the global economic crisis and are looking forward to growing the business as the markets improve.

We attribute our success to the ongoing support of valued clients, and would like to mark the occasion by saying a sincere thank you to everyone who has placed their business with us. We look forward to celebrating many more birthdays with you.

Reflecting on the past year, we believe the strength of ISA can be credited to our invaluable staff, coupled with the flexibility of services we offer. The visa and immigration service has been in full demand, particularly from the resources sector and

maritime operators working in the hydrocarbons industry. Clients seeking to apply for permanent residency have also kept us busy.

In contrast, the overseas recruitment of skilled workers has dramatically fallen away. This lull has provided ISA with the opportunity to streamline visa processes through dedicated team training and some fine-tuning at our skills and training centre in the Philippines. This means we are poised and ready to go when the orders start to flow.

As with all businesses in Australia, we await with interest the directions of our new Federal Government, particularly its ruling on 457 workers – an area vitally important to Western Australian projects. Whatever the outcome, we look forward to helping our valued clients continue to grow their business. And to reaching our next milestone!

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