

# UKCISA Conference 2016 University of Sheffield Conference Planner



# Conference overview

## Wednesday 29 June

08:00-11:00	<b>Registration opens for newcomers</b> , <i>Student Union Building, Level 4 Uni Central</i>
11:00-13:00	<b>Newcomers welcome and introduction to UKCISA Conference</b> , <i>Student Union Building, Discovery Room 3</i>
12:00-18:00	<b>Main conference registration</b> , <i>Student Union Building, Level 4 Uni Central</i>
13:00-14:00	<b>Refreshments. Exhibition open</b> , <i>Student Union Building, Level 4 Uni Central</i>
14:00-15:00	<b>Welcome: Sir Keith Burnett, Vice-Chancellor, University of Sheffield</b> <b>Opening plenary: international students and the UK: perspectives on value and future policy, Lord Bilimoria, UKCISA President</b> <i>Student Union Auditorium, Level 2</i>
15:15-16:15	<b>PARALLEL SESSIONS A</b> (1 hour) <i>Student Union Building</i>
16:30-17:10	<b>PARALLEL SESSIONS B</b> (40 mins) <i>Student Union Building</i>
17:10-18:00	<b>Coaches to accommodation, Check-in to accommodation</b> <i>Depart outside Student Union Building, Glossop Road (see map pp.24-25)</i>
18:30-19:00	<b>Drinks reception</b> (sponsored by Cobra) <i>The Edge Bar, Endcliffe Village</i>
19:00-20:00	<b>Dinner</b> , <i>The Edge Dining Room, Endcliffe Village</i>
19:30-21:30	<b>Optional social events:</b>
19:30-20:30	<b>Guided walks</b> , <i>assemble at The Edge Reception, Endcliffe Village</i>
20:00-21:30	<b>Pub quiz</b> (sponsored by Cobra), <i>The Edge Bar, Endcliffe Village</i>
20:00-21:00	<b>Swing dance class</b> , <i>High Tor (next to The Edge Bar)</i>

## Thursday 30 June

07:30-09:00	<b>Breakfast</b> , <i>The Edge Dining Room, Endcliffe Village</i>
07:00-07:45	<b>Yoga session</b> (optional), <i>Stephenson, Endcliffe Village (across Oakholme Road)</i>
08:00-17:00	<b>Registration desk open</b> , <i>Student Union Building, Level 4 Uni Central</i>
08:00-08:45	<b>Coaches to university</b> , <i>pick up point at Oakholme Road, (see map pp. 24-25) or walk via Botanic Gardens, (optional – no guide)</i>
09:00-12:00	<b>PARALLEL SESSIONS CD</b> (3 hour sessions) <i>Student Union Building</i>
09:00-10:15	<b>PARALLEL SESSIONS C</b> (1hour 15 min sessions) <i>Student Union Building</i>
10:15-10:45	<b>Refreshment break and exhibition</b> , <i>location</i>
10:45-12:00	<b>PARALLEL SESSIONS D</b> (1hour 15 min sessions) <i>Student Union Building</i>



# Conference overview

12:00-13:30	<b>Lunch, location</b>
13:30-16:30	<b>PARALLEL SESSIONS EF</b> (3 hour sessions) <i>Student Union Building</i>
13:30-14:45	<b>PARALLEL SESSIONS E</b> (1hour 15 min sessions) <i>Student Union Building</i>
14:45-15:15	<b>Refreshment break and exhibition, Student Union Building, Level 4 Uni Central</b>
15:15-16:30	<b>PARALLEL SESSIONS F</b> (1hour 15 min sessions) <i>Student Union Building</i>
16:30-17:00	<b>Coaches to accommodation</b> <i>Depart outside Student Union Building, Glossop Road (see map pp.24-25)</i>
18:30-18:45	<b>Coaches to Sheffield City Hall</b> <i>Depart from outside Rutland Hotel and Endcliffe Village (see map pp. 24-25)</i>
19:00-19:30	<b>Drinks reception, Sheffield City Hall</b>
19:30	<b>Gala Conference dinner, Sheffield City Hall</b>
21:00	<b>Music (live Swing band) and disco dancing</b>
22:00-24:00	<b>Coaches return to accommodation</b>
19:00-20:00	<b>Dinner on campus for delegates not attending Sheffield City Hall</b> <i>The Edge Dining Room, Endcliffe Village</i>
<b>Friday 1 July</b>	
07:30-09:00	<b>Breakfast, The Edge Dining Room, Endcliffe Village</b>
08:00-15:00	<b>Registration, Student Union Building, Level 4 Uni Central</b>
08:00-08:45	<b>Coaches to university, pick up point at Oakholme Road (map pp. 24-25) or, walk via Botanic Gardens, assemble at The Edge Reception, Endcliffe Village</b>
08:00-09:00	<b>Delegates leave belongings in left luggage</b>
09:30-10:30	<b>PARALLEL SESSIONS G</b> (1 hour), <i>Student Union Building</i>
10:30-11:00	<b>Refreshment break and exhibition, Student Union Building, Level 4 Uni Central</b>
11:00-12:00	<b>UK Visas and Immigration plenary: open house Q&amp;A panel session: challenges and future plans</b>
12:00-13:00	<b>Closing plenary: international students and the UK: perspectives on value and future policy, Paul Blomfield, MP for Sheffield Central</b> <i>Student Union Auditorium, Level 2</i> <b>NUS/UKCISA Internationalisation Awards</b>
13:15-14:15	<b>Lunch, Student Union Building, Level 4 Uni Central</b>
14:15	<b>Close of conference</b>

# Opening plenary

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Wednesday 29 June, 14:00-15:00, Auditorium, Level 2

## Conference opening and welcome:

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### **Sir Keith Burnett, Vice-Chancellor, University of Sheffield**

Professor Sir Keith Burnett became Vice-Chancellor of the University of Sheffield on 1 October 2007. He is an eminent scientist with an outstanding leadership track record.

He was awarded a knighthood in the 2013 New Year's honours list for services to science and higher education. He received a CBE for contributions to the scientific community in 2004 and was elected a Fellow of the Royal Society in 2001.

## International students and the UK: perspectives on value and future policy

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### **Lord Bilimoria, President of UKCISA**

Lord Bilimoria will reflect on the current political narrative surrounding visas, net migration targets, access to work, skills and talent and how any of these policies might develop in the future. From economic benefit to soft power, international competitiveness to responding to the refugee crisis – not to mention of course the EU Referendum which will have taken place only a few days before. Where next for the UK's international student strategy?

Lord Bilimoria became the President of UKCISA in 2015. He is the founder of Cobra Beer, Chairman of the Cobra Beer Partnership Limited and of Molson Coors Cobra India. He is the Founding Chairman of the UK India Business Council. In 2014, he was appointed as the 7th Chancellor of the University of Birmingham and was the first Indian born Chancellor of a Russell Group University in Great Britain. In 2006, Karan Bilimoria was appointed the Lord Bilimoria of Chelsea, making him the first ever Zoroastrian Parsi to sit in the House of Lords.

# UKVI plenary

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Friday 1 July, 11:00-12:00, Auditorium, Level 2

## UK Visas and Immigration plenary: Open House Q&A panel session: challenges and future plans

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### Chair: Dominic Scott, UKCISA Chief Executive

Taking advantage of our location in Sheffield in 2016, which is home to many UKVI staff, we took the opportunity to invite a wide range of senior colleagues to join us at the conference. At this plenary session UKVI staff will give brief updates on all aspects of their work – from Account Management to the HEAT team, sponsorship, compliance and casework.

Confirmed speakers are:

- Paul Regan, Head of Migration Policy
- Oliver Carlisle, Head of PBS Study Operations
- Bharat Pamnani, Head of Tier 4 Sponsorship
- Anna Lacey, Head of Student Policy
- Oliver Rae, Head of Tier 4 Casework and Premium Customer Service
- John Verney, Operations Manager, Sheffield Visa Section

This will be followed by a Q&A session and you will be invited to submit questions in advance after you have registered, shortly before conference. This will ensure we can cover a broad range of themes. The annual conference is a key opportunity during the year for UKCISA members to talk direct to and hear from UKVI staff and is an important forum for raising issues of concern and influencing future developments.

## Closing plenary

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Friday 1 July, 12:00-13:00, Auditorium, Level 2

## International students and the UK: perspectives on value and future policy

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### Paul Blomfield, MP for Sheffield Central

Paul Blomfield will reflect on the current political narrative surrounding visas, net migration targets, access to work, skills and talent and how any of these policies might develop in the future. From economic benefit to soft power, international competitiveness to responding to the refugee crisis – not to mention of course the EU Referendum which will have taken place only a few days before. Where next for the UK's international student strategy

Paul Blomfield was elected as the Member of Parliament for Sheffield Central in May 2010. He is Secretary of the All-Party Parliamentary Universities Group and a member of the Business Innovation and Skills Select Committee. Paul also set up and chairs the All-Party Parliamentary Group on Students. He was voted Most Inspiring Leader in Higher Education in the Guardian's 2015 University Awards.

Paul worked at the University of Sheffield for over 25 years and prior to his election was General Manager of the Students Union. He has also served as a Governor at Sheffield Hallam University. Since being elected he has been very active on higher education issues - leading against restrictions on international students, opposing the growth of 'for profit' providers and arguing for a better student funding system. Paul has the largest number of students in his constituency of any MP in the country (over 36,000).

Paul is also the Private Personal Secretary (PPS) to Hilary Benn, Shadow Foreign Secretary, and Chair of the All-Party Parliamentary Group on Migration.

## **NUS/UKCISA Internationalisation Awards**

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The awards aim to recognise the great work institutions and Students' Unions do to support and improve the international student experience. Winners of the following six categories will be presented with their awards:

- Internationalised Students' Union of the Year (Students' Union)
- International Student Adviser of the Year (Open to All)
- Best Careers Support for International Students (Open to All)
- Innovation in Internationalising the Student Experience (Open to All)
- Excellence in International Student Support (HE)
- Excellence in International Student Support (FE)



## **Newcomers welcome**

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Wednesday 29 June, 11:00-13:00, Student Union Building,  
Discovery Room 3

### **Newcomers welcome and introduction to UKCISA conference**

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If this is your first UKCISA conference, you are invited to join us for this special networking event with sandwich lunch. This is an opportunity for you to meet UKCISA staff, find out more about the work of UKCISA and how we can support you, get tips on how to make the most of the conference and meet other delegates who are also new to the event. Come along and meet us, ask questions and get ready for an exciting UKCISA Conference 2016!



# Social programme

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Wednesday 29 June

## 19:00-19:30 Drinks reception

**The Edge Bar, Endcliffe Village. Sponsored by Cobra Beer.**

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Following the first workshops of the conference, first-time delegates are invited to join us for an informal networking event. If you haven't already booked, please speak to In Conference.

## 19:30-20:30 Guided walks

**Assemble at The Edge Reception, Endcliffe Village.**

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### University of Sheffield guided walk:

A walk around the historic suburb of Broomhall, built in the 1840s for Sheffield's steel barons and centred on the Botanical Gardens and the old manor house from which the area takes its name. The walk will be led by **Dr Tim Cooper**, a former member of Sheffield's History and Archaeology Departments, and now an International Student Support Office at the University of Sheffield. Weekly Local History walks are now a popular component of Sheffield's Global Campus events aimed at ongoing orientation and integration of students. This is an opportunity, therefore, to get a taste of the international student welcome at the University. You may want to look out for Tim's book *The Story of Sheffield* which is due out next Spring. Places are limited.

### Other walks led by Sheffield guides:

- A highly attractive summer walk to visit the Porter Valley birthplace of our industrial heritage is an excellent showcase of the city's unique green credentials.
- A walk incorporating Sharrowvale Road and Botanical Gardens incorporating beautiful gardens, fine architecture and showcasing Sheffield's premier student area and thriving independent retail sector.

## 20:00-21:30 Cobra Pub quiz

**The Edge Bar, Endcliffe Village. Sponsored by Cobra Beer.**

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Hosted by the University of Sheffield.

## 20:00-21:30 Swing dance class

**High Tor (next to The Edge Bar), Endcliffe Village.**

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This is an opportunity to learn a few moves in preparation for the Conference dinner on Thursday evening which will feature a live Swing band. Swing music is a form of American music that developed in the early 1920s-1940s and includes dance styles such as the Lindy Hop and the Charleston. The class is for beginners and will be led by experienced swing dance instructors. (You don't have to attend to be able to join in the dancing on Thursday evening as there will also be instruction on the night).

# Social programme

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Thursday 30 June

**07:00-07:45 Early morning yoga**

**Stephenson, Endcliffe Village** (across Oakholme Road).

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Early morning yoga with Alison Barty at Endcliffe Village.

**19:00-19:30 Drinks reception** **Sheffield City Hall**

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**19:00-midnight Gala Conference dinner and disco**

**Sheffield City Hall**

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Gala conference dinner at Sheffield City Hall followed by music and dancing with live Swing band, dance instruction and disco.

Friday 1 July

**08:00-08:45 Early morning walk**

**Assemble at The Edge Reception, Endcliffe Village**

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Another chance to join a University of Sheffield led walk. Early morning walk around Endcliffe Park, part of the historic Porter Valley, the site of many of the water-powered grinding wheels that powered Sheffield's traditional industries of cutlery and steel, and now a nature reserve. The walk will be led by **Dr Tim Cooper**, a former member of Sheffield's History and Archaeology Departments, and now an International Student Support Office at the University of Sheffield. Weekly Local History walks are now a popular component of Sheffield's Global Campus events aimed at ongoing orientation and integration of students. This is an opportunity, therefore, to get a taste of the international student welcome at the University. You may want to look out for Tim's book *The Story of Sheffield* which is due out next Spring.

# Parallel sessions A

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Wednesday 29 June, 15:15-16:15

**A1.**

## **Team-based learning: Improving results, engagement and experience for international students**

### **Inox Conference Suite 3**

How do we know that what is being “taught” is being “learned”? This session examines insights from a postgraduate programme where Team-Based and “Traditional” learning methodologies were evaluated.

The session aims to stimulate discussion about the value of Team-based learning for International students and how it enhances results, engagement and satisfaction.

The session will be suitable for anyone involved with the design and delivery of teaching material for an international audience.

Presenter: **James Blackmore-Wright**, Senior Lecturer, University of Northampton

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**A2.**

## **AISA members’ survey - your feedback**

### **Inox Conference Suite 2**

The Association of International Student Advisers exists as a professional network within UKCISA to support staff working with international students in advisory/support roles. We have recently carried out a survey of its membership to get feedback on how we can better support you in your role as well as improve our regional networks.

This session will look at the results and discuss themes and recommendations put forward by the members.

Presenters: **Jo Holliday**, International Student Adviser, University of Sheffield Students Union; **Alan Edwards**, Head of International Student Services, Bangor University; **Emma Gwynnett-Davies**, Manager, Immigration & International Student Advice, University of South Wales

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**A3.**

## **#WeAreInternational - a campaign to celebrate culturally diverse communities**

### **Discovery Room 2**

This session will provide an overview of the University of Sheffield’s #weareinternational campaign. It will describe the circumstances that led to its development in 2012 and the steps taken to develop sector-wide and cross party support for it. Details of the various activities and initiatives that Sheffield has undertaken will be provided as well as an outline of plans for the future. The session will also include opportunity for discussion on how the sector can work together to promote the importance of our international staff and students and of being part of inclusive and culturally diverse communities.

Presenters: **Mark Collier**, Head of International Student Support, University of Sheffield; **Tom Rhodes**, Head of International Relations, University of Sheffield

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**A4.****International Student (Sexual) Health Project IS(S)H  
Inox Conference Suite 1**

This presentation will focus on the approach and outcomes of the International Student (Sexual) Health project run by the International Experience Team in Sheffield Hallam University. After receiving data from the University Health Centre showing an increase in the number of unplanned pregnancies in the Chinese student population, we designed a project to address the problem. We sought input from students and employed a team of Student Health Facilitators to help design and deliver the project. The session will outline the approach we took, the impact we achieved and the lessons we learned.

**Presenters:** **Krassimira Teneva**, Head of International Experience, Sheffield Hallam University; **Helen Paskins**, Internatoinal Experience Adviser, Sheffield Hallam University

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**A5.****Gradlink UK: an introduction to UWE Bristol's award-winning careers site  
for international students across the UK  
Discovery Room 1**

GradLink ([www.gradlinkUK.com](http://www.gradlinkUK.com)) was winner of the Times Higher Award 2015 for 'Outstanding international Student Strategy'. In just over two years, the website has received 200,000 visitors, and students from over 100 UK universities have used it to build and submit their CVs. GradLink has a global network of 350 employers. This presentation will explain how international students across the UK can benefit from the site, and how institutional staff can use it in their work. It will also look at how GradLink has helped UWE Bristol to successfully engage with employers overseas, and how it is enhancing our global reputation.

**Presenter:** **David Gee**, Head of Global Employability, University of the West of England

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**A6.****Tier 4 Compliance: a practical guide for staff  
Discovery Room 3**

UKCISA's most recent publication (out in June 2016) is aimed at providing a practical guide for all staff who work in UK institutions which recruit and enrol international students. Rather than focusing on the latest version of the Immigration Rules and associated guidance, the guide looks at how institutions can implement processes in order to comply with the Tier 4 regulations, and discusses some very basic but important realities. This session cover the main aspects highlighted in the guide and give delegates the opportunity to discuss the practical aspects of compliance.

**Presenter:** **Ros Martin**, International Education Consultant

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**A7.**

### **UCAS and the international applicant journey: 2017 and beyond** **Gallery Room 4**

An introduction to how UCAS works, the role and responsibilities of UCAS and HE providers, and what we know about the international learners' experience during the application process.

In addition, this session will provide an overview of changes being made to the UCAS application process and the benefits this will provide for international learners, advisors and the Higher Education providers seeking to recruit them. This session will benefit those new to an admissions role, or will be of interest to those who work in parallel roles including international student support or immigration compliance.

**Presenter: James Durant**, International Professional Development Executive, UCAS

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**A8.**

### **International student survey 2016: Building an sustainable international recruitment strategy using predictive student profiling** **Viewing Room 4**

The ISS 2016 is the fourth edition of Hobsons' annual survey of prospective international students, delivering insights into student decision making and information seeking habits.

This year, the report focuses on the opportunities for universities to develop an agile and sustainable international student recruitment strategy by taking a data-driven approach.

The session will look at some of the ways predictive student analytics can help connect the right student with the right university, and how universities can use data to deliver a high quality experience to every prospective international student.

**Presenter: Jamie Laird**, Head of Market Intelligence (EMEA), Hobsons

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**A9.**

### **The long and winding road: developing our international students' IT skills** **Viewing Room 5**

The use of technology is becoming central to teaching practice in Higher Education. At LSTM we are aware of a demographic of students who often lack the IT experience to fully embrace modern technology enhanced learning approaches, with many joining us from low resource settings where access to online learning is minimal. This presentation explores ways in which we ensure our students arrive equipped with the skills needed to be a 21st century student. We will look at how they can assess their learning needs and access learning opportunities before they arrive on campus enabling a more positive student experience.

**Presenters: Dan Robinson**, Technology Enhanced Learning Manager, Liverpool School of Tropical Medicine; **Will Moindrot**, Educational Technologist, Liverpool School of Tropical Medicine

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**A10.****First year international undergraduates' experiences in 4 disciplines: influences of university and international partner college pedagogy and support practices****Viewing Room 6**

Transition can be challenging for international students when starting University, affected by language, culture and Higher Education experiences; and may vary according to students' national background, university and discipline. Many universities and international partner colleges now work jointly aiming to help international students to experience a smooth transition. We will present recent research findings comparing first year experiences of international students who did and did not complete an International Foundation Year, across varied disciplines and HE contexts. We will present key themes, allowing time for delegates to discuss good practice, challenges and solutions in working with international students.

**Presenters:** **Jennifer Jones**, Research Fellow, University of Brighton; **Rachel Masika**, Research Fellow, University of Brighton; **Alistair McNair**, Programme Leader for BHTSS, University of Brighton International College

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## Parallel sessions B

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**Wednesday 29 June, 16.30-17.10pm**

**B1.****International foundation programmes - tensions and considerations in their design**

This session has been cancelled as the presenter is no longer able to attend.

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**B2.****Short-term study visa route, pros and cons  
Inox Conference Suite 2**

The ELTC (English Language Teaching Centre) has large number of international students who wish to enter the UK, applying for Short-Term study visas (STS) instead of Tier 4 (general). This is mainly their choice or preference. We had to prepare relevant guidelines and documents for staff who are dealing with incoming queries from applicants on the pros and cons of STS. From an institution's point of view, STS is easier as it is not under the PBS so no reporting is required. Azadeh presented this at the recent English UK Management Conference about University of Sheffield's approach to STS.

**Presenter:** **Azadeh Madanian Mohammadi**, Student Support & Visa Information Officer ELTC, University of Sheffield

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**B3.**

### **Improving internationalisation in UK colleges through partnership with overseas institutions**

#### **Discovery Room 2**

Whilst Universities in the UK have been widely involved in international matters for decades, UK colleges haven't focused significant resources into internationalisation. Newcastle College has been focusing efforts on partnerships with HE institutions abroad and they have contributed significantly to internationalisation of the institution; not only in terms of international student recruitment. Lessons can be learned by other colleges or universities. A study case with a Brazilian institution will be the focus of the session in order to provide the partnership positive outcomes including student experience and staff engagement.

**Presenters:** **Clarisse Almeida**, International Development Officer, Newcastle College; **Lin Gatiss**, International Development Officer Newcastle College

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**B4.**

### **Initiatives to develop international students' employability skills**

#### **Inox Conference Suite 1**

This session describes how lecturers and the Careers and Employability service at Plymouth University are working together to support the development of international students' employability skills through both specific curriculum support, and campus wide events for all international students. We will describe the activities and events that we co-ordinate, the services we offer and present particular examples of how various aspects of employability skills have been embedded in final stage English Language modules for international students. We will report on feedback from the students involved and on an on-going research project on multicultural team-work.

**Presenter:** **Ricky Lowes**, Lecturer, Plymouth University

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**B5.**

### **'Diverse Voices' initiative: ICOS' intercultural and student support training resource for staff working with international students**

#### **Discovery Room 1**

This session will showcase the 'Diverse Voices: Listening to International Students' initiative, an intercultural training resource and DVD. This initiative was driven by a need to improve the experiences of international students, empower the staff who interact with them by fostering their intercultural competence, and ultimately help realise the potential that student diversity can bring to our education institutions, including internationalisation at home (IaH).

Target Audience: Academic, administrative and support staff working with international students and those with an interest in new resources to develop intercultural competencies.

**Presenter:** **Louise Staunton**, Programme and Training Manager, Irish Council for International Students

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**B6.****Emergency steps to reduce our refusal rate: can it better the student experience?****Discovery Room 3**

In response to pressure from our Executive to reduce our overall visa refusal rate and to ensure we passed the Basic Compliance Assessment, the Immigration and International Student Advice team took action to implement a new process prior to issuing a CAS. With a team that is responsible for both compliance and student advice, we were conscious of how such a process would affect the student experience. This session aims to examine what we did and how, the impact it had on both our students and staff members, and the viability of continuing the process in the future.

**Presenters:** Neil Gillett, Immigration and International Student Advice Manager, London South Bank University; Heather Knight, Immigration and International Student Adviser, London South Bank University

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**B7.****Right first time: embedding the visa application process into the academic curriculum for pre-sessional students****Gallery Room 4**

The aim of the session is to showcase how Northumbria University have successfully embedded visa renewal advice within the academic curriculum for pre-sessional students, through close collaboration between academic and support services. We will showcase the 6-week programme of immigration session, how a documents checking service works and how the visa appointments are set up. This may enable the audience to see if they could implement similar processes within their existing visa renewal process for pre-sessional students. This showcase could benefit anyone who plays an active part in renewing large numbers of Tier 4 visa applications from pre-sessional students.

**Presenter:** Siska Benoit, Welfare and International Adviser, Northumbria University

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**B8.****Early warning signals: a university's approach to identifying and supporting vulnerable international students who are 'at risk'****Viewing Room 4**

A case study based session which will seek to address the following areas:

- How international students 'at risk' are defined and identified
- Case management of such students across different service areas both internal and external to the University
- Duty of care - how far do the University's responsibilities go?
- Providing flexible support within a framework of legal and legislative constraints imposed by external bodies
- How to help when a student doesn't want to be helped - cultural attitudes to illness and mental health

Audience: anyone currently working in the area of international student welfare.

**Presenter:** Rebecca Rutherford, Head of International Student Support, Queen's University Belfast

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**B9.**

### **A compliant approach to accepting non-SELT English language qualifications for university entry at degree-level and above** **Inox Conference Suite 3**

In response to the reduced availability of Secure English Language Tests (SELTs), universities increasingly need to justify their rationales for accepting alternative qualifications for applicants for study at degree level or above.

This session will provide information from two institutions about their approaches to reviewing their use of HEI discretion to assess English language competence. The sharing of institutional responses to Tier 4 policy changes is at the heart of the Immigration Compliance Network (ICN) for institutional staff working in Tier 4 compliance. Natalie and Claire are co-chairs.

**Presenters:** **Claire O'Leary**, University of Warwick; **Natalie Stevenson**, University of Leeds

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**B10.**

### **Helping international students or corroding learning? A critique of internationalisation at home** **View Room 6**

The aim of this session is to debate the purpose and benefits of internationalisation at home (IAH). The leading questions of the session include: 'Who is IAH for?', 'Who benefits from it?' and 'whether IAH can corrode learning?' (could it actually lead to international student disengagement?) The discussion will draw on the presenter's research into the extent to which backgrounds of international students and profiles of their universities create individualised or common experiences in higher education. The session will present suggestions and practical implications for staff working to support international students.

**Presenter:** **Aneta Hayes**, Lecturer in Education, Keele University

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## **Parallel sessions CD&C**

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**Thursday 30 June, 9am-12noon**

**CD1.**

### **Stop Press (repeated at EF1)** **Students Union Building, Auditorium Level 2**

Based on our Stop Press course, this session is designed to provide participants with updated information on international student issues and changes in legislation over the last 12 months. As in previous years, the breadth and depth of immigration changes are no doubt going to provide the whole agenda for this session! The course is intended for experienced advisers who already have a good understanding of existing provisions affecting international students. Participants who attended a UKCISA Stop Press training events earlier in the year are advised not to attend this session as it will cover the same material.

**Presenters:** **Chris Benjamin**, Advice and Training Officer, UKCISA; **Laurence Keir-Thomas**, Advice and Training Officer, UKCISA

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**CD2.****Bafa-Bafa: a cross cultural simulation experience****Inox Conference Suite 3**

Bafa-Bafa was originally designed as a training exercise to enhance people's sensitivity whilst visiting 'overseas' locations. The session comprises: introduction, formation of two cultures, the experience of visiting another culture and debriefing opportunity to reflect upon the implications. The simulation offers an experiential opportunity to:

- Learn more about the nature of culture, and how it determines our behaviours, thoughts, relationships, and so on
- Experience the transitional process into another culture
- Consider and reflect upon the nature of the transitions international students face annually, and thus
- Consider what support they may require in their early months of transition.

**Presenters:** **Colin Lago**, Independent Trainer; **Alison Barty**, Head of Student services, SOAS

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**CD3.****Preventing refusals of Tier 4 applications****Inox Conference Suite 2**

This session is aimed at experienced advisers and provides an opportunity to consider how best to advise students who present situations which may lead to a Tier 4 application being refused. Please note that we will not be discussing refusals which might occur on the basis of credibility. This session is an extract from the full-day 'Advising on Tier 4 applications part II' course from the UKCISA 2015-16 training programme, therefore it is not suitable for those who have already attended the full-day course.

**Presenter:** **Deepa Chadha**, Advice and Training Officer, UKCISA

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**CD4.****Dealing with the love stuff: an overview of the immigration routes to stay in the UK on the basis of a relationship****Discovery Room 3**

Students do fall in love while they are studying in the UK! This session will explore the options available to students to remain in the UK on the basis of their relationship whether this is with a British, EEA or non EEA national. This workshop is suitable for experienced advisers.

**Presenters:** **Jo Holliday**, International Student Adviser, University of Sheffield Students' Union; **Chris Cole**, Partner, Head of Immigration, Parker Rhodes Hickmotts Solicitor

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# Parallel sessions C

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Thursday 30 June, 9-10.15am

**C1.**

## **Demystifying the staff Erasmus exchange for advisers and administrators** **Discovery Room 3**

Staff from City University, Imperial College London and University of West London will share their experience of participating in a staff Erasmus exchange. This session will cover applying to an organised staff week, organising a visit directly with an EU institution and the process involved to secure funding. The session would be useful for any administrative staff who have not previously participated in the Erasmus exchange and are interested in applying at their institution.

**Presenters:** **Christian Adams**, International Student Adviser, Imperial College London; **Ina Wang**, International Student Adviser, City University; **Alan Smith**, Student Adviser (International & Funding), University of West London

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**C2.**

## **Running a reciprocal Tier 4 compliance audit** **Inox Conference Suite 1**

We will present our experiences of running reciprocal Tier 4 compliance audits between the University of Warwick and the University of Exeter. We'll outline the reasons behind implementing such a process; the practicalities of doing so, including the different approaches taken to audits at each institution; pros and cons of the process and; some of the learning points to come out of such an exercise. This session is aimed at Tier 4 compliance staff who may be thinking of running a reciprocal Tier 4 mock audit with another institution, or who are looking to review their current mock audit processes.

**Presenters:** **Rachel Millichap**, Senior Compliance Officer (Student Immigration), University of Warwick; **Jim Price**, Immigration Compliance Manager, University of Exeter

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**C3.**

## **"Have you read our guidance?" - small team working and empowering students in a time of constant change** **Discovery Room 1**

With immigration in a constant state of change, it can be hard for a team of two advisers with over 5,000 international students to manage the expectations of students who increasingly see themselves as customers. This session is aimed at those who want to provide an effective student-focussed service, but don't have access to a large team. It will explore how we try to empower students to take ownership of their immigration status and how we work with colleagues to advise. Attendees will work together to find out what tools others use when students increasingly want complex but compliant advice.

**Presenters:** **Bethan Ovens**, International Student Visa Advice Manager, LSE; **Laura Dyson**, Senior International Student Visa Adviser, LSE

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**C4.**

### **“Staff training in the support of Chinese students: the University of Sheffield experience”** **Gallery Room 4**

One outcome of Sheffield’s Chinese Students Project of 2012 was the development of in-house staff training in the support needs of Chinese students and the pronunciation of Chinese names. These sessions are now among the most heavily-subscribed on the University’s training roster.

This session will outline how the training was devised, delivery methods, and what has been learned from the process. It includes an opportunity for participants to take part in a sample of the training in Chinese pronunciation. The session will be of interest to all who work with students from China.

**Presenter: Tim Cooper**, International Student Support Officer, University of Sheffield

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**C5.**

### **The online adviser - using web based tools to deliver immigration advice** **View Room 4**

As student numbers grow and advising becomes more complex, advisers’ time is a precious resource. This session will demonstrate a range of online tools developed at the University of Sheffield to deal with straightforward immigration related queries. These include a calculator for maintenance requirements; assessing suitability of financial evidence; and providing advice in standard change of status queries.

These tools are designed to reduce the need for 1:1 advising thus increasing student independence and allowing advisers time for more complex matters. If you have a laptop or ipad, bring it along and try them for yourself.

**Presenters: Tamara Francis**, International Student Adviser, The University of Sheffield; **David Barrott**, International Student Adviser, University of Sheffield

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**C6.**

### **Not just a recruitment tool? What do international education agents actually do?** **View Room 5**

At least 36% of international students are recruited to UK Higher Education Institutions through agents but what do they actually do? Come along to this session and meet staff from UKEC to find out. We will present an overview of agents’ roles and explain the different ways we support students who are based in China or already in the UK. We will present case studies of helping students through the immigration process and we will also offer our insights into Chinese culture and how this impacts on students expectations and behaviour when studying in the UK.

(Please note this session has changed and will be delivered by UKEC only.)

**Presenters: Jane He**, Operations Manager and **Kelly Kuang**, Assistant Business Development Manager, both at UKEC, Xinlung Group Ltd, Manchester, UK

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**C7.****Update on the UKCISA code of ethics****View Room 6**

The workshop is aimed at advisers working with international students who would like an opportunity to explore the meaning of ethical practice. The workshop will be highly interactive and will help you to examine possible conflicts of interest between the OISC Code of Standards and compliance requirements under Tier 4 on sponsoring institutions. We will explore how the UKCISA Code of Ethics can help you to develop your own framework for dealing with ethical dilemmas.

**Presenters:** **Natalie Stevenson**, PBS Policy and Support Manager, University of Leeds; **Naheeda Kauser**, Visa Support Manager, University of Bradford;

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## Parallel sessions D

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Thursday 30 June, 10.45am-12noon

**D1.****None of your business? Are your systems compliant and thorough – or nosey?****Discovery Room 2**

You aim to sponsor and enrol students compliantly, to give them accurate immigration and welfare advice, and to correctly assess their fee status. To do this, you may need to ask for information and evidence about their personal history, their or their parents' finances, their family background, their personal relationships, and other ostensibly private matters. But are you possibly asking for information that is not relevant, or even that is none of your business? Are you being thorough, or are you being intrusive, even nosey? This session helps you decide.

Advisers, fee assessors, enrolment and compliance staff all welcome.

**Presenters:** **Andrew Humphrey**, Freelance Adviser and Trainer; **Paul Rossi**, Head of Student Advice and Funding, UAL

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**D2.****Careers support for international students****Inox Conference Suite 1**

In the most recent International Student Barometer (ISB) survey, Newcastle University Careers Service ranked 3rd in the World and 1st out of the Russell Group universities. This session will focus on the range of innovative services and support offered through the Careers Service and Visa Support service, to all international students. Examples include work shadowing schemes; placement schemes; web based information for return to work in specific countries; Tier 1 Graduate Entrepreneur endorsement process; and visa information workshops.

**Presenters:** **Hena Mookerji**, Visa Support Team Leader, Newcastle University; **Darren Johnson**, Careers Adviser, Newcastle University

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**D3.****Immigration/PBS module for staff  
Discovery Room 1**

Through working as International Student Adviser and Student Support & Visa Information Officer, we struggled to justify and instruct immigration regulations with departments and educators. It is important they all are aware of the impact that immigration and compliance has on all of us when recruiting, supporting and teaching international students. This on-line module is simple but explains the internal procedures based on immigration regulations. Module was piloted and the feedback was that it is very helpful and explains everything clearly. This on-line module is accessible from the University of Sheffield's Blackboard is available to every member of staff via authorisation.

**Presenters:** Azadeh Madanian Mohammadi, Student Support & Visa Information Officer, ELTC, University of Sheffield; **Matthew Wong**, Clerical Officer, ELTC, University of Sheffield

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**D4.****Friendship Groups  
Gallery Room 4**

The aim of this workshop is to share with colleagues the ups and downs of our Friendship Group pilot project and to encourage an open discussion about this and similar schemes. We will discuss the barriers to integration faced by international students who belong to large monocultural groups (such as Chinese students on a pre-sessional language course) and explain how teaming them up in small groups with an English speaking facilitator empowered them. We will also share feedback which indicates that the Student Ambassadors facilitating the group also benefited socially and academically from the experience.

**Presenter:** Catherine Hyde, Head of International Experience, University of Worcester; **Deborah Graddon**, International Student Advisor, University of Worcester

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**D5.****Climbing the ladders (and avoiding the snakes!): enhancing your careers  
in higher education  
View Room 4**

This session is aimed at colleagues starting out on their careers, stuck in a rut or looking for inspiration about what their next step might be. It will get participants thinking about their own careers and how they can build on success to open up new opportunities within Higher Education. Lizzie will give an overview of her career journey and how she has managed the ups and downs of working in an ever-changing and pressurised sector. The session will also provide advice on how participants might be able to enhance their careers and broaden their horizons.

**Presenter:** Lizzie Huckle, Head of International Student Support, Imperial College London

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**D6.**

**FE Network**  
**View Room 5**

Members of the international team at AoC will hold a FE network session which will include market updates, visas and immigration, current opportunities and a case study from Newcastle College.

International education marketing has been developed to gain a competitive advantage and generate income. Having international students is an expensive exercise, in terms of both investment and, especially time and commitment to execute effective marketing strategies in international markets. A recent survey with current and alumni international students from Newcastle College has brought some light in effective marketing strategies in the recruitment of international students. Other education institutions may benefit from Newcastle College's findings and strategies.

**Presenters:** **Lin Gatiss**, International Development Officer, Newcastle College; **Clarisse Almeida**, International Development Officer, Newcastle College; **Marguerite Hogg**, Association of Colleges; **John Mountford**, Director, Association of Colleges

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**D7.**

**Academic Technology Approval Scheme (ATAS)**  
**View Room 6**

ATAS is designed to ensure that those applying for postgraduate study in certain sensitive subjects do not acquire knowledge that could potentially be used in the proliferation of weapons of mass destruction (WMDs). Students applying for certain postgraduate courses need to obtain an ATAS certificate before applying for a visa. This session will provide an opportunity to hear about the scheme from staff who administer the ATAS scheme. Delegates can bring queries they have based on their own students' experiences. It will be suitable for both new and experienced staff.

**Presenter:** **Kevin Curran**, Team Leader, Academic Technology Approval Scheme (ATAS, Arms Export Policy Department, Foreign and Commonwealth Office

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# Parallel sessions EF&E

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Thursday 30 June, 1.30-4.30pm

**EF1.**

## **Stop Press (repeat of CD1)**

**Students Union Building, Auditorium Level 2**

Based on our Stop Press course, this session is designed to provide participants with updated information on international student issues and changes in legislation over the last 12 months. As in previous years, the breadth and depth of immigration changes are no doubt going to provide the whole agenda for this session! The course is intended for experienced advisers who already have a good understanding of existing provisions affecting international students. Participants who attended a UKCISA Stop Press training events earlier in the year are advised not to attend this session as it will cover the same material.

**Presenters:** **Chris Benjamin**, Advice and Training Officer, UKCISA; **Laurence Keir-Thomas**, Advice and Training Officer, UKCISA

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**EF2.**

## **Administrative Review**

**Inox Conference Suite 3**

During this session we will consider when administrative review of an immigration decision is possible, and how to help students make such an application. We will also discuss the potential consequences of each possible outcome of an administrative review application. Please note that this session is an extract from the full-day 'Tier 4 refusals' course from the UKCISA 2015-16 training programme, therefore it is not appropriate for those who have already attended the full-day course. Participants are expected to have a good knowledge of the student Immigration Rules and guidance.

**Presenter:** **Victoria Everett**, Advice and Training Officer, UKCISA

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**EF3.**

## **Back to the source: the immigration rules for dependants of students**

**Inox Conference Suite 2**

Learn to navigate your way around the Immigration Rules for the partners and children of students. Who can come? What requirements do they need to meet? What are they allowed to do? An interactive session that aims to help you find your own way around the Immigration Rules on all these points.

**Presenter:** **Kate Handforth**, Advice and Training Officer, UKCISA

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**EF4.**

### **From Malaysia to the UK: a student journey** **Discovery Room 2**

The workshop is for anyone interested to learn more about Malaysia and Malaysian culture.

Aim: to help participants learn more about Malaysia/Malaysian culture and to hear about two students journeys to the UK.

Objectives: by the end of the session participants will have:

- learned some basics and had an opportunity to ask questions about Malaysia and Malaysian culture
- heard from two Malaysian students about their student journey

**Presenter: Jo Bloxham**, Partner, thinkingpeople

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**EF5.**

### **From Malaysia to the UK: a student journey** **Discovery Room 2**

This course aims to give experienced immigration advisers the practical skills they need in order to help Tier 4 students at their institution challenge credibility refusals with confidence. This is an interactive course and participants are encouraged to share their experience of refusals on the 'genuine student' ground in a confidential setting.

The session aims to provide:

- The tools required to analyse credibility refusals and identify points that can be challenged
- Realistic views of the chances of success and the extent to which advisers can help students
- Awareness of possible mitigations, taking into account competing priorities within institutions.

**Presenters: Lynsey Berrecloth**, Immigration and International Student Advice Manager, London Metropolitan University; **John Kayan**, International Students Adviser, University of East London

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See detail of Endcliffe Village and The Edge on pages 26-27



# Endcliffe Village detail



## Coach shuttle service

**Wednesday 29 June**

5.10pm – 6.00pm

University of Sheffield Main Campus Student Union – Rutland Hotel & Endcliffe Village (Oakholme Road)

**Thursday 30 June**

8.00am – 8.45am

Endcliffe Village, Rutland Hotel – University of Sheffield Main Campus Student Union

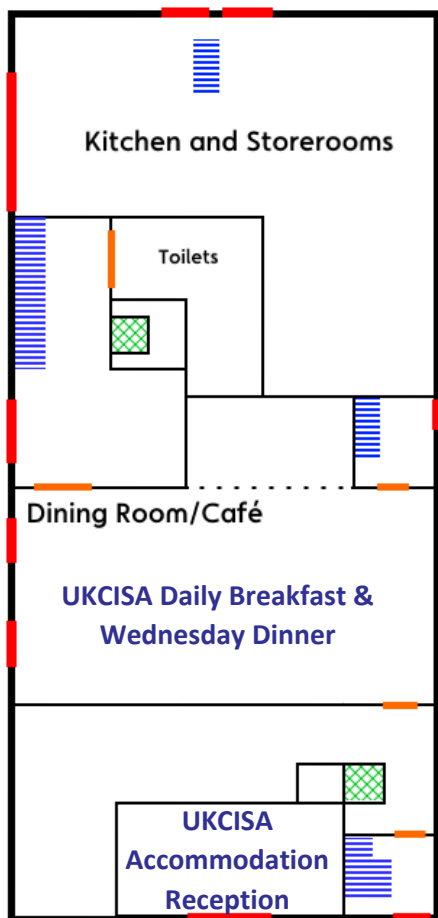
4.30pm – 5.15pm

University of Sheffield Main Campus Student Union – Rutland Hotel & Endcliffe Village

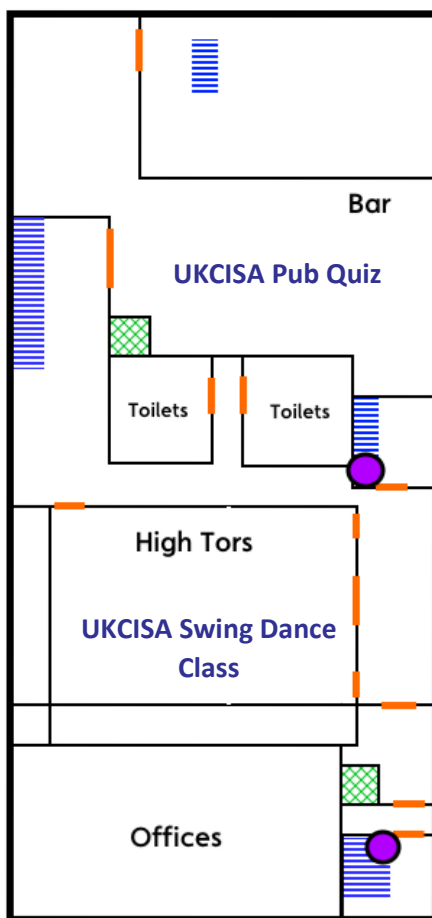
# The Edge detail

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## Ground Floor



## First Floor



## **Coach shuttle service** (continued)

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### **Thursday 30 June**

Conference Dinner

6.30pm – 6.45pm

Rutland Hotel & Endcliffe Village – Sheffield City Hall

10.00pm - midnight

Sheffield City Hall – Rutland Hotel & Endcliffe Village

### **Friday 1 July**

8.00am – 8.45am

Rutland Hotel & Endcliffe Village - University of Sheffield Main Campus Student Union

# Parallel sessions E

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Thursday 30 June, 1.30-4.45pm

**E1.**

## **Undocumented migrants and higher education**

### **View Room 6**

Some people spend part of their life in the UK without valid immigration permission. One common scenario is where someone came to the UK as a child, their whole family overstayed for many years, and only recently have steps been taken to regularise their status.

This session will look at the issues that current and former 'undocumented migrants' face when they want to access Higher Education.

We will look at how the 2015 Supreme Court ruling on the Tigere case has resulted in wider access to home fees and student support for people who are not settled in the UK.

**Presenter: Andrew Humphrey**, Freelance Adviser and Trainer

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**E2.**

## **Pre arrival communication: an open conversation and worked examples**

### **Discovery Room 2**

Come and hear our review of the pre arrival communication the ISAT team have with applicants to Brookes; what works well, what not so well, what we have improved and what we are still working on. We will use examples from our email campaign, website and the first face to face contact with applicants at the airport. After this, we'd like to hear about what you do and what works well in your institution. This session is aimed at anyone who communicates with international applicants.

**Presenters: Caroline Simpson**, International Student Adviser, Oxford Brookes University; **Nahid Tonge**, International Student Adviser, Oxford Brookes University

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**E3.**

## **Communicating and working successfully with Chinese students**

### **Gallery Room 4**

This practical, hands on session is designed for anyone who wants to learn more about regional Chinese cultures, use Chinese social media to engage with students prior to their arrival, and get a taste of Mandarin Chinese language. It will cover a few basics about the Chinese education system, and highlight the differences between university life in China and the UK. It will also touch on regional economic disparity, the issue of culture shock in transitioning to UK university life and communication issues that can arise when working with Chinese students and colleagues. Finally, a short, fun Mandarin lesson will help you to greet your Chinese students in Mandarin, introduce yourself, and pronounce their names more easily.

**Presenter: Vicky Li**, International Student Advisor, University of Hertfordshire

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**E4.****Fancy a cuppa? What can tea drinking tell you about your organisation?**  
**View Room 4**

Are you in or out of the tea round? Is there someone you suspect always steals the milk? Or never washes up? Has anyone ever used your mug!? Simple activities like tea drinking at work can provoke a mixture of emotions: pleasure; irritation; envy. If we observe our surroundings more closely what might we discover about what is actually going on in our organisations? This session will look at how we might raise our awareness of the emotional impact we have on each other in order to understand each other better and work more effectively together.

**Presenter: Julie Allen**, Director of Policy and Services, UKCISA

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**E5.****International students in crisis: how to help international and EU students avoid or deal with crisis situations**  
**View Room 5**

The 2002 UKCISA publication 'International students in crisis' has been revised using case studies, personal experiences and examples of good practice to illustrate approaches aimed at helping international students avoid, or deal with, crisis situations. The session will be of value to anyone who comes into contact with international students - you can't predict when a crisis will occur or what your involvement might be.

**Presenter: Adrienne Clarke**, UKCISA

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**E6.****The journey from resistance to resilience; delivering compliance with compassion. Honest reflections and practical interventions**  
**Inox Conference Suite 1**

*Please note this is a shorter session of 1 hour.*

Building on previous presentations at conference, we reflect on early resistance to the Points Based System, a nervous transition to a new world in which advice and compliance co-exist.

In this context, we explore how acceptance rather than resistance of the ever-changing - and often harsh - compliance agenda has increased our resilience and opened up more creative thinking.

This session identifies practical interventions that are making life easier for international students at Bath, while we maintain compliance, compassion and satisfaction. There will be opportunities to share ideas which will benefit both new and experienced advisers.

**Presenters: Jessica Scott**, Team Leader (International Student Advice), University of Bath; **Rebecca Bruce**, International Student Adviser, University of Bath; **Natasha Tiley**, International Student Advice Assistant, University of Bath

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# Parallel sessions F

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Thursday 30 June, 3.15-4.30pm

**F1.**

## **Nottingham PG Certificate in international student advice and support Inox Conference Suite 1**

Join Max Biddulph from the University of Nottingham and current and past students of the PG Certificate for a taster and information session. Find out more about the programme: How is it organised? What topics are covered? What will you gain from the qualification? This is an opportunity to ask questions directly to the programme leader and students who have already embarked on the course.

**Presenter: Max Biddulph**, Associate Professor in Education and Counselling, University of Nottingham

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**F2.**

## **Risk-based decisions in the context of sponsor licence compliance Discovery Room 3**

Managing risk is an inherent part of being a sponsor. Making the wrong decision - from discretionary leave of absences to whether or not to report a sponsored student who has worked just 1 hour in excess - can place the institution's licence(s) at risk and the 3000 or so pages of constantly changing law and guidance makes the task even more daunting. In this session we will analyse the main areas of risk and look at options for navigating them.

**Presenter: Nichola Carter**, Solicitor, Carter Thomas Solicitors

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**F3.**

## **UKCISA grants scheme 2015-16 feedback from our project 'Creating a rolling induction programme for international students' Gallery Room 4**

This session will explain how we created a welcome programme for international students arriving throughout the year. It will look at initial problems, set backs and issues encountered along the way. It will describe where and how it has been successful. The session will provide suggestions of how a successful programme could be adopted by institutions looking to ensure that all international students are effectively welcomed to their university, regardless of when they arrive. By the end of the session participants will have created a plan of how implementation could be carried out in their institution.

**Presenter: Fay Harris**, Student Experience Manager, Keele University, Staffordshire

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**F4.****The OIA: our approach to reviewing complaints and cases involving international students****Viewing Room 4**

This session is aimed at staff who want to know more about the Office of the Independent Adjudicator (OIA) and our procedures. Delegates will have the opportunity to develop their understanding of the role and remit of the OIA, to discover how the OIA looks at complaints and through the use of case studies, discuss common themes in complaints and appeals, particularly those relating to international students. There will be lots of opportunity to ask questions.

**Presenters:** **Sarah Redford**, Assistant Adjudicator, and **Alison Walker**, Assistant Adjudicator, both at Office of the Independent Adjudicator

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**F5.****Office of the Immigration Services Commissioner (OISC)****Viewing Room 5**

Unlike external immigration advisers, the education sector has always been exempt from registration, and any OISC CPD requirements, thanks to a Ministerial Order negotiated by UKCISA. However, you are not exempt from OISC regulation. If you're giving immigration advice you must comply with the OISC Code of Standards. Headache?

This session will look at key elements of the OISC Code and its basis on good practice for immigration advice. The new edition Code was implemented on 1 April 2016 but changes do not appear to have impacted on those covered by any Ministerial Order within the education sector.

**Presenter:** **Duncan Lane**, Director of Advice and Training, UKCISA

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**F6.****Skills4Keele: online learning resources and interactive learning opportunities to develop better, happier students****Viewing Room 6**

To explore and address the reported attainment gap between UK/EU and non-EU students and to improve the transitional and academic experiences of International Students at Keele University, this project developed online resources and interactive learning opportunities focussing on key academic skills and supporting the process of adjusting to life on campus and in the UK.

This session will explore how the subject matter of the developed resources was selected and the strategies used to deliver the content.

This session is aimed at colleagues from institutions that have identified similar trends and would like to discuss and share experiences.

**Presenters:** **Dr Chris Little**, Learning Developer, and **Chris Hargreaves**, International Student Support Officer, both at Keele University

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# Parallel sessions G

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Friday 1 July, 9.30-10.30am

**G1.**

## **Techniques to accurately deal with immigration and visas during the September rush**

### **Inox Conference Suite 3**

During the Pre-session Summer School, ELTC (English Language Teaching Centre) has around 800 students which progress to the University of Sheffield. In the summer of 2015, we managed to individually advise and support every one of them within a week. This enabled them to apply for a visa themselves. We started our plans in the April and implemented them over the summer when students must attend visa lectures. Out of almost 800 students, we only had 4 refusals. We would like to share our experience, techniques and tools we used to help other institutions.

**Presenters:** **Azadeh Madanian Mohammadi**, Student Support & Visa Information Officer, and **Flora Dyson**, Clerical Officer, both at ELTC, University of Sheffield

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**G2.**

## **The mindful adviser**

### **Inox Conference Suite 2**

With tightening immigration regulations and an increasingly hostile environment being created for already anxious international students, it is important that advisers are able to develop skills to help us understand our emotions in order to remain calm and clearheaded in an advice setting, as well as to enhance our general wellbeing. This session aims to examine what mindfulness is and to share Alan's personal experience. You will gain an overview of how you can fit mindfulness practice into your working life and develop some simple techniques that you can use to combat the stressful daily situations that you may experience.

**Presenter:** **Alan Gelfer**, International Student Adviser, City University, London

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**G3.**

## **One step beyond ... UKVI compliance: an evidence-based approach to English language assessment and learning**

### **Discovery Room 2**

A unique pilot partnership project between Salford University and Trinity College London demonstrates the positive impact an initial, standardised English language assessment can have on student attainment, retention and overall non-EU student experience. Trinity's ISE II exam was used to re-assess a cohort of non-EU students from a variety of former English language qualifications (excluding UKVI SELTs) at the start of their degree programme. The resultant analytics were used to accurately inform in-session English language support (EAP). This innovative approach will demonstrate one means to secure added value to the international student experience.

**Presenters:** **Jonathan Frank**, University Recognition Manager, Trinity College, London, and **Tam Milner**, Interim Director of Salford Languages, University of Salford

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**G4.**

#### **Supporting artists: creating international student support in Manchester School of Art, working responsively with action research informing short projects and changing the way we communicate and deliver support** **Inox Conference Suite 1**

Janine, MMU Art & Design Masters Graduate has developed a peer mentoring project to support conversion and integration of international students. Initially focussed on Art students the model is being rolled out in other subject areas. Delegates will learn about the practicalities of running a peer mentoring scheme for international students, the timeframes, benefits and what to avoid. We will consider the value of having subject specialist peer mentors, what should be included in the training and what role the International Office and advisers should have. Delegates will be invited to join in the discussion and share best practice.

**Presenters: Janine Goldsworthy**, International Student Experience Tutor, and **Nicola Ross**, Immigration & Welfare Manager, both at Manchester Metropolitan University

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**G5.**

#### **Gone International - the latest research on the impact of mobility** **Discovery Room 1**

The presenters will discuss the findings from the Go International programme's recent Gone International research. Gone International: the value of mobility, is the second in a series of cohort studies which outline the academic and employment outcomes of mobile and non-mobile students. With a focus on widening participation and BME students, this research aims to provide institutions with data to support them in discussions about increasing participation of underrepresented groups in outward mobility opportunities.

**Presenters: Anne Marie Graham**, Head of Programme, Outward Student Mobility, and **Catriona Hanks**, Policy Researcher, Outward Student Mobility, both at the UK HE International Unit

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**G6.**

#### **Developing a video guide to help applicants complete the Tier 4 entry clearance application form outside the UK** **Gallery Room 4**

We have seen many examples of video-guides for student applying for visas within the UK. But what about those overseas? After all...this is where the refusals come from! Middlesex University has recently developed a suite of videos which will help the students to understand the questions on the application form and to help them make a valid Tier 4 Visa application. This includes; The Immigration Health Surcharge (IHS) , Registering for an account and logging in, Passport and Travel Information, Tier 4 information, BRP Collection. Additionally the tutorial will help the students understand what supporting documents they require.

**Presenter: Manesh Hanj**, Student Visa Compliance Officer, Middlesex University

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**G7.**

## **Understanding international student recruitment in diversification markets**

### **Viewing Room 4**

Sharing real time data from over 23 million searches across the Hotcourses international websites in 2015 to inform trends in student searches and recruitment, with a particular focus on what and where students from diversification markets are looking.

The session will provide a high level overview of patterns in recruitment, but also how the UK is faring against international competitors. It will also help to bring context to high level policy decisions such as on language and wider visa requirements and demonstrate the impacts of these decisions. Relevant to those interested in recruitment, policy and student support.

**Presenter: Aaron Porter**, Hotcourses, London

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**G8.**

## **Working in partnership: institution and students' union achieving for international students**

### **Viewing Room 5**

This session will explore the opportunities and challenges for partnerships between institutions and Students' Unions in improving the student experience for international students. It will reflect on the discussions from the Nation Union of Students' International Activists' Networks and provide case studies of innovation in this area.

**Presenters: Alaa Elaydi**, Policy Officer (Immigration), National Union of Students, London; **Mostafa Rajaii**, International Students Officer, National Union of Students

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**G9.**

## **Global Society at Newcastle College – enhancing the international student experience**

### **Viewing Room 6**

The Global Society was a project into the “Internationalisation” of Newcastle College which provided integration of international students into the student body. Newcastle College International Society became an independent organisation that ensured a wonderful experience through social activities and events. The project has improved international student experience in the college and made home students more involved with current international students. This society model could be replicated by other Colleges that are looking to build on their international student support provision as societies are not often part of UK colleges.

**Presenters: Filipa Conceicao, Clarisse Almeida, Andressa Accioly**, Newcastle College, Newcastle Upon Tyne, Tyne and Wear

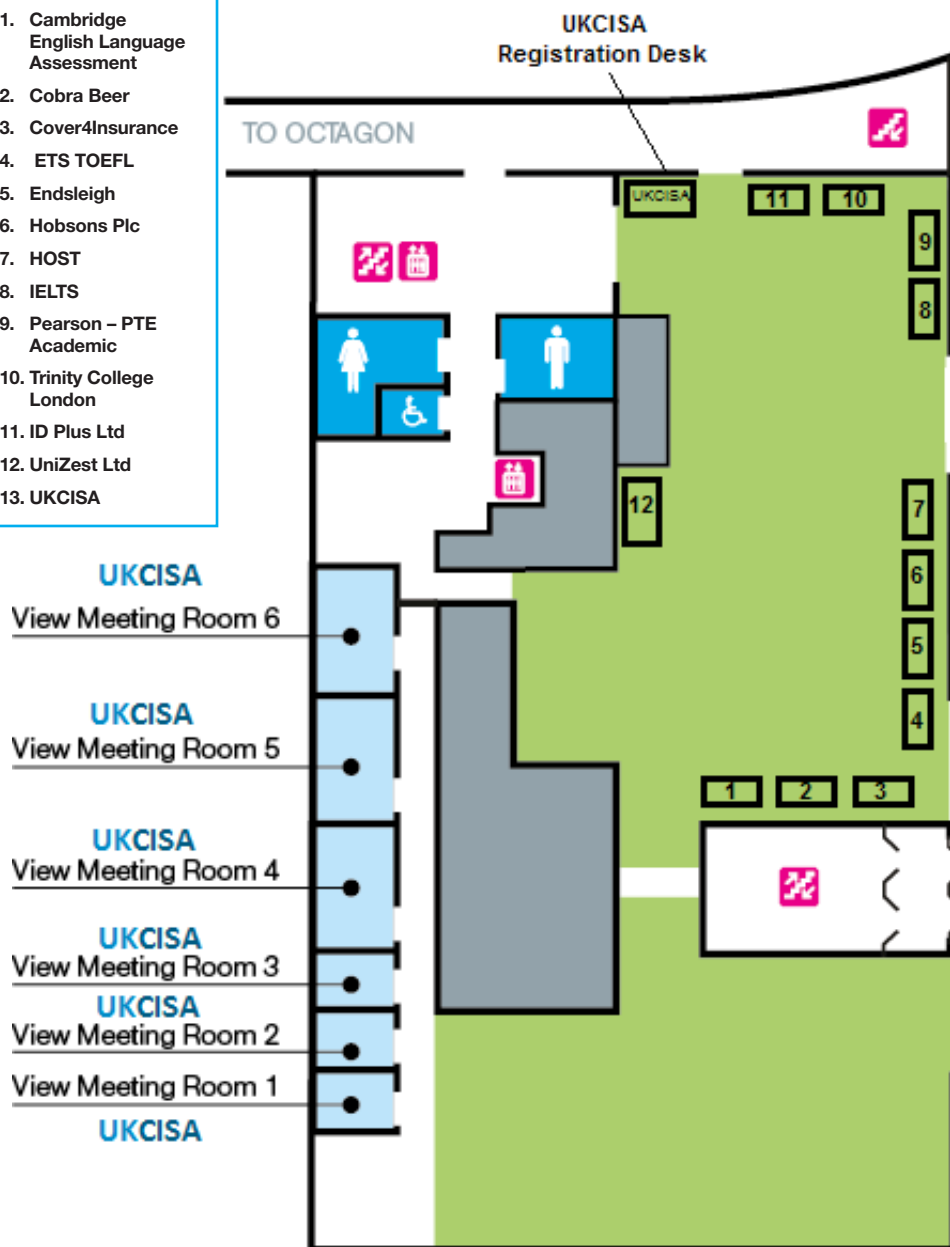
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# Exhibitor floor plan

Student Union Building, Level 4, Uni Central

## Exhibitors

1. Cambridge English Language Assessment
2. Cobra Beer
3. Cover4Insurance
4. ETS TOEFL
5. Endsleigh
6. Hobsons Plc
7. HOST
8. IELTS
9. Pearson – PTE Academic
10. Trinity College London
11. ID Plus Ltd
12. UniZest Ltd
13. UKCISA



# Sponsors and exhibitors

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Student Union Building, Level 4, Uni Central

## Premiere sponsor and Exhibitor

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### Endsleigh Insurance

Endsleigh are the leading insurance provider within the student and youth travel markets, having in excess of 50 years industry specific experience. We have worked closely with insurers to develop a range of products to suit various organisations and trips, for both their travel and commercial insurance needs. Because of our experience and range of products and services we are the only insurance provider specifically endorsed by the National Union of Students.

We will work with you to identify the most appropriate way to offer insurance to your students and then provide you with a suitable business model to integrate into your operation. Endsleigh's innovative and flexible travel insurance portfolio offers competitive premiums whilst ensuring a high level of service to your students.

[www.endsleigh.co.uk](http://www.endsleigh.co.uk)

## Exhibitors

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### Cambridge English

### Cambridge English Language Assessment

Cambridge English Language Assessment is part of the University of Cambridge. We develop and produce the most valuable range of qualifications for learners and teachers of English in the world. Over 5 million Cambridge English exams are taken each year in more than 130 countries. Around the world over 20,000 universities, employers, government ministries and other organisations rely on our exams and qualifications as proof of English language ability. Cambridge English exams are backed by the work of the largest dedicated research team of any English language test provider. Cambridge English Language Assessment – a not-for-profit organisation.

[www.cambridgenglish.org](http://www.cambridgenglish.org)

# Exhibitors

Student Union Building, Level 4, Uni Central



## Cobra Beer

Lord Karan Bilimoria (who is also Chancellor of the University of Birmingham) founded Cobra Beer in 1989. Originally imported from Bangalore, Cobra is brewed to a traditional Indian recipe with a modern twist for an extra smooth taste. Only the finest natural ingredients are used including barley malt, rice, maize, wheat, hops and yeast. Cobra Beer is now the No. 1 selling beer in Indian restaurants in UK, and is also one of the strongest and best known brands in the world beer category. Cobra also formed the Cobra Foundation which is dedicated to crisis relief in India.



## Cover4Insurance

UK & Ireland Insurance under the trading styles of Cover4Students and Cover4Insurance, provide personal possessions insurance to individual International students whilst they are living in the UK and also offer schemes for groups of International Students organised through their Universities/Colleges and private sector accommodation providers.

[www.cover4insurance.com](http://www.cover4insurance.com)



## ETS TOEFL

The TOEFL® tests for student success! Provide your students with more opportunities worldwide. From admissions to placement and progress monitoring, you get the accurate and comprehensive information you need to confidently guide your students in English language learning. The TOEFL tests – TOEFL iBT®, TOEFL® ITP, TOEFL Junior® and TOEFL® Primary™.

[www.ets.org/toefl](http://www.ets.org/toefl)



## Hobsons Plc

Hobsons Solutions helps you to improve your marketing, recruitment, enrolment and engagement efforts. At Hobsons, we recognise the need for a well-rounded solution that streamlines your business workflows and allows you to source quality leads, manage relationships with your prospects and upgrade your student service. We believe that every stakeholder should aim to evolve alongside the ever-growing industry. Hobsons Solutions can work with you to achieve that goal.

[www.hobsons.com](http://www.hobsons.com)

# Exhibitors

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Student Union Building, Level 4, Uni Central



## **HOST (Hosting for Overseas Students)**

HOST promotes international friendship and cultural understanding by arranging for adult international students studying in the UK to spend a day or weekend in the homes of British volunteers.

[www.hostuk.org](http://www.hostuk.org)



## **IELTS c/o Cambridge English Language Assessment**

IELTS is the world's leading English language test for higher education and global migration; delivered at over 1,100 locations in over 140 countries and accepted by over 9,000 organisations globally. Last year, over 2.5 million IELTS tests were taken by people seeking to demonstrate English language proficiency for education, migration or employment. The British Council, IDP: IELTS Australia and the Cambridge English Language Assessment jointly own IELTS.

[www.ielts.org](http://www.ielts.org)



## **Pearson – PTE Academic**

Pearson is the world's leading education company, with 40,000 employees in more than 80 countries. We help people of all ages to make measurable progress in their lives through education. PTE Academic is the leading computer-based test of English for study abroad and immigration. It delivers fast, flexible English testing with results typically available in five days, from test centres at over 200 locations worldwide.

<http://pearsonpte.com/>



## **Trinity College London**

Trinity is UKVI-approved to provide English language tests for Tier 4 purposes. The Integrated Skills in English (ISE), a four-skill contemporary language exam, is used by university applicants to evidence their language proficiency level. The exam has been constructed to help students prepare for life at university.

[www.trinitycollege.com](http://www.trinitycollege.com)

# Exhibitors

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Student Union Building, Level 4, Uni Central



## ID Plus Ltd

ID Plus Ltd has a heritage in Document Forensics & Biometric Access Control Systems dating back to 1985. Our ID+ suite of applications assist organisations authenticate a wide range of MRTD - Machine Readable Travel Documents including: Passports, Visa's, National ID Cards, Biometric Residence Permits & Driving Licenses to comply with government legislation. As the exclusive UK & Ireland distributor for Regula Forensics - we provide sales and support to their solutions which are typically used by law enforcement agencies and experts from across the globe. We also provide customised software engineering of concept to production solutions incorporating such technologies as: Finger & Facial Biometrics, RFID, NFC, Document Authentication & Document Forensics.

[www.validate-id.co.uk](http://www.validate-id.co.uk)



## UniZest Ltd

UniZest Ltd is launching the Aspire Account in 2016 which is a UK Bank Account for International Students that they can open quickly and easily before they leave home. The Aspire Account comes with a Visa Debit Card, an integrated Foreign Exchange (FX) service, and many other account benefits.

The Visa card and Account details are couriered to the student in their home country so that they arrive in the UK with all of their finance and banking needs sorted.

[www.unizest.co.uk](http://www.unizest.co.uk)

UK Council  
for International  
Student Affairs



## UKCISA

Come and say hello! Catch a sneak preview of our new responsive website design which will be launched later in the year, and ask us any questions you have about being members of UKCISA.

[www.ukcisa.org.uk](http://www.ukcisa.org.uk)

# Practical information

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## Registration and Information Desk

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All delegates will receive their badge holder with lanyard, ordered tickets and all relevant conference information upon arrival at conference.

Registration desk will be in the Student Union, Building, Level 4 Uni Central and will be open at the following times:

Wednesday 29 June	12.00 – 18.00
Thursday 30 June	08.00 – 17.00
Friday 1 July	08.00 – 15.00

**Contact telephone:** 07501 222 495. This number can be used for the entire duration at all hours.

## Messages and updates

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Messages can be left at the Registration desk during the conference.

## Room locations

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The opening and closing plenary, lunch and refreshment breaks, the exhibition and all sessions take place in the Student Union, Building, Level 4 Uni Central.

Breakfast is in the Edge, Dining Room from 07:00 - 09:00. Delegates who remain on campus on Wednesday or Thursday evening will have dinner in the same place.

## Parallel sessions

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Your allocated sessions will be confirmed in your registration pack for ease of reference. If you are using the conference app, you will need to add your sessions to your agenda.

Numbers for each session are limited by room size and format of the workshop or presentation. If you wish to swap sessions, please enquire at the registration desk but this will only be possible if spaces are available. Out of courtesy to presenters and other delegates, please only attend the sessions you have booked.

## Internet Access

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Wi-Fi is available throughout the University including bedroom accommodation. Collect a password from the Conference Registration Desk.

## UKCISA Conference app

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Search for “**UKCISA 2016**” to download the conference app. The app lists the full programme information, you can take notes, search for delegates, presenters and exhibitors, send messages and link to Twitter.

# Practical information

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## Twitter

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Please tweet during conference! **#UKCISA2016**

## Handouts

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To save paper, handouts will not be provided at sessions unless they are needed as part of the session activities. Powerpoint presentations and any other handouts will be posted on the UKCISA website after the conference.

## Sponsors and Exhibition

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Please take time to visit the Exhibition where you will meet organisations offering services for your work in your institutions or which you may be interested in offering to students.

The exhibition will be open in the Student Union, Building, Level 4 Uni Central at the following times:

Wednesday 29th June	12.00 – 18.00
Thursday 30th June	08.00 – 17.00
Friday 1st July	08.00 – 14.00

## Insurance

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UKCISA, the University of Sheffield and In Conference cannot accept any liability for personal injuries or for loss or damage to property belonging to delegates, either during, or as a result of the conference. Please check the validity of your own personal insurance before travelling.

## Conference etiquette

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Please:

- wear your badge at all times
- ensure you arrive in good time for sessions
- observe Chatham House rules during sessions
- switch mobile phones to silent
- tweet (#UKCISA2016)
- welcome new attendees
- take the opportunity to talk to UKCISA staff but please don't ask for immigration advice. (The advice line will be closed during conference but the students' line will be open.)

## Prayer facilities and observing Ramadan

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Delegates are welcome to use the dedicated multi-faith prayer room which is located in the Student Union, Building, Level 2.

# Venue information

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## Sheffield campus

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It should take no more than twenty minutes, on foot, to reach the central campus from the accommodation on the Endcliffe campus. There will be coach pick-ups from Oakholme Rd, to the Central Campus.

## Meals and refreshment breaks

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See pages 2-3 for the conference overview, which lists all meal times and locations.

## Campus facilities

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Coffee Revolution:	08.00 – 17.30
Our Shop:	09.00 – 17.00
New Leaf:	11.30 – 14.30
Proper Pasty:	11.00 – 15.00

## Taxis

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A taxi from Sheffield train station to the Endcliffe Campus / Halifax Hall / Rutland Hotel will take approximately 20 minutes and cost £5.00

- City Taxis (0114 2393939)

## Accommodation

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- Rutland Hotel
- Endcliffe Campus
- Halifax Hall

Check-in: 14:00 for Halifax and the Rutland and 15:00hrs for the Endcliffe Campus. Delegates can collect their keys at the 24-Hour Reception Desk of either hotel or from the Edge Reception.

Check out: 10:00 on day of departure. Please return your key to your accommodation reception in the envelope provided in your welcome pack.

## Left luggage

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On Wednesday 29th June 2016 between 12:00 - 18:00, a staffed left luggage facility will be available in the Student Union, Building, Level 4 Uni Central.

On Friday 1st July bags can either be left at your hotel or stored at the Endcliffe Village, or there will be a staffed left luggage facility available in the Student Union, Building, Level 4 Uni Central.



UKCISA Conference 2017  
University of Exeter  
28 -30 June 2017

# Call for proposals

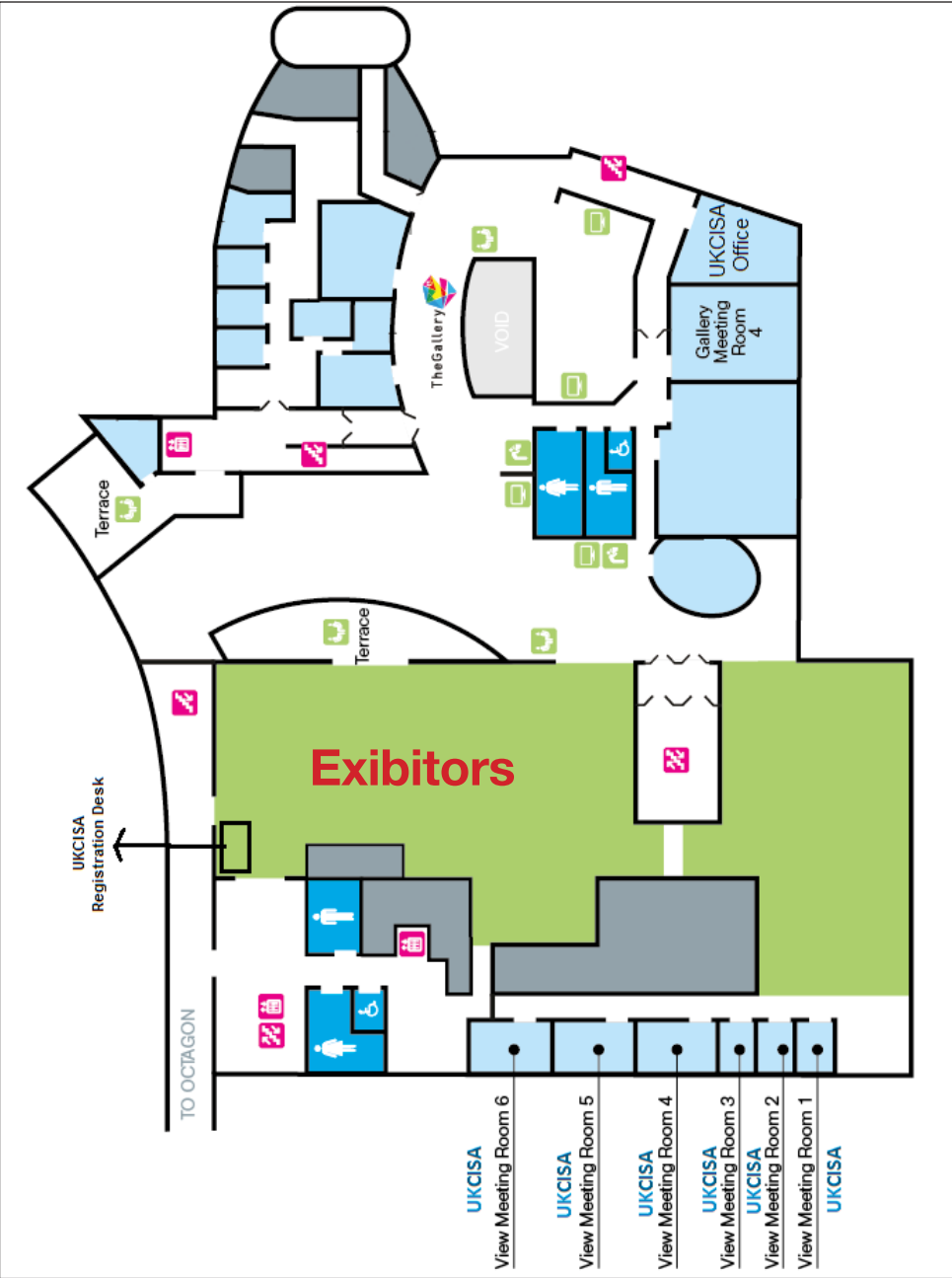
We are currently inviting session proposals for the 2017 conference.

Visit our website to find out more:  
[www.ukcisa.org.uk/conference/proposals](http://www.ukcisa.org.uk/conference/proposals)

Deadline for receipt of proposals:  
20 January 2017

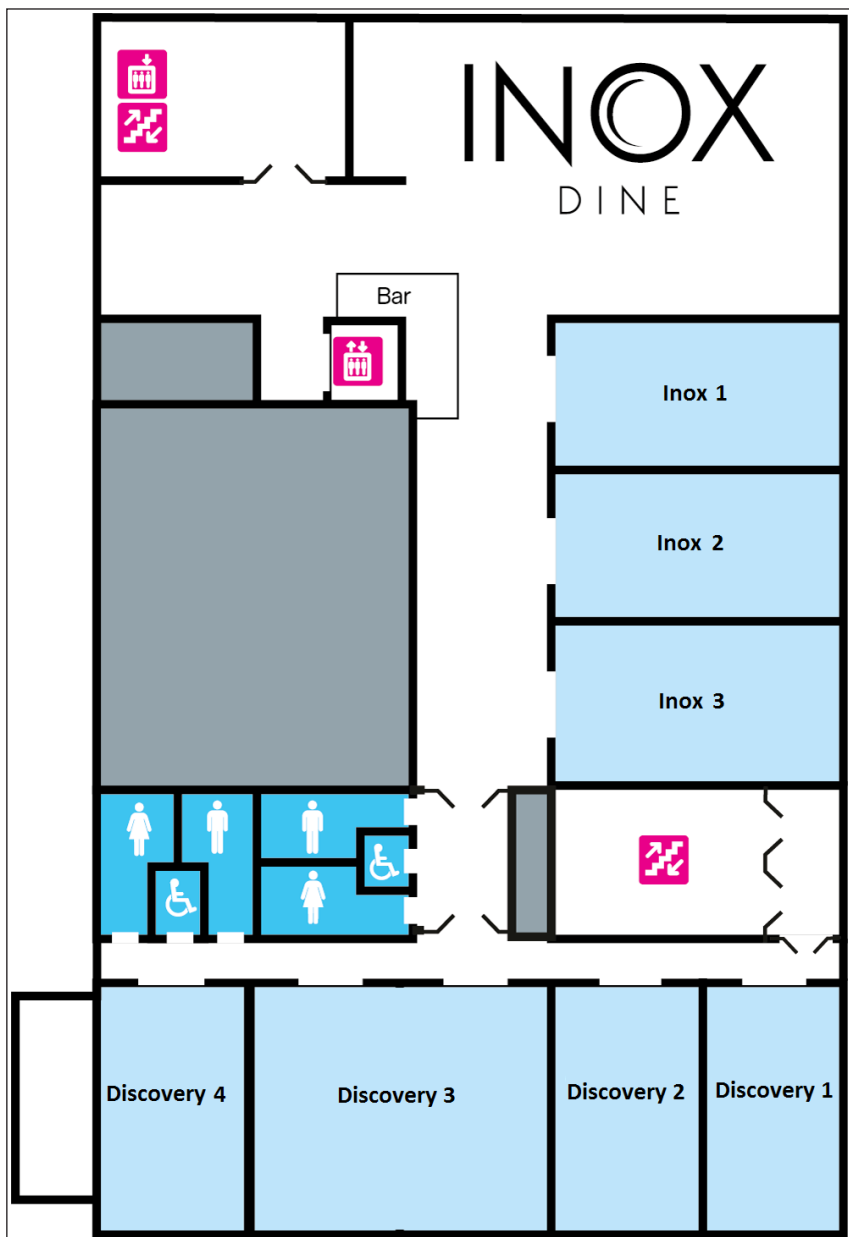
# Room location plans

Student Union Building, Level 4, Uni Central



# Room location plans

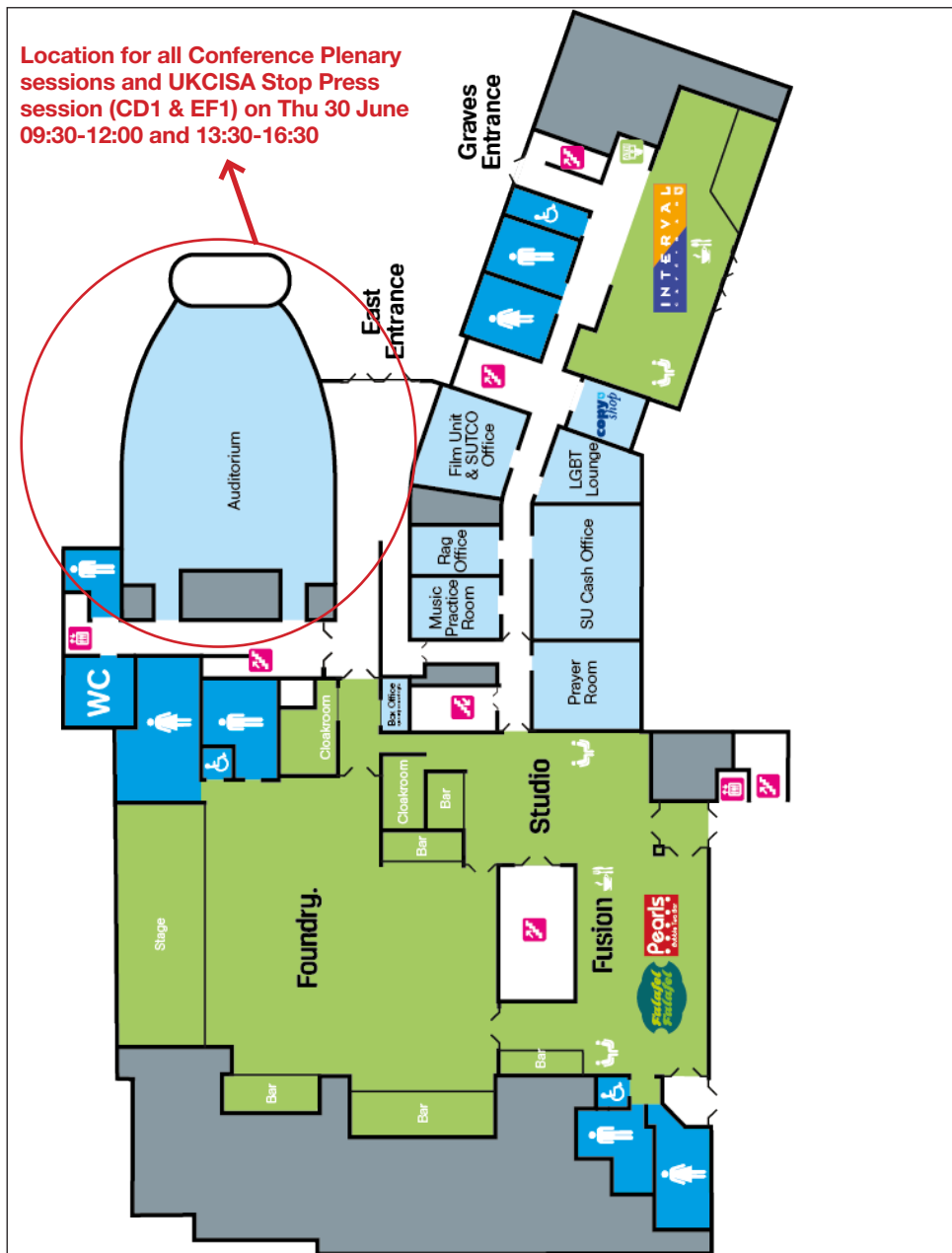
## Student Union Building, Level 5



# Room location plans

## Student Union Building, Level 2, Auditorium

Location for all Conference Plenary sessions and UKCISA Stop Press session (CD1 & EF1) on Thu 30 June 09:30-12:00 and 13:30-16:30



# International Education Insurance Specialists.

With over 30 years' experience, Endsleigh is the leading insurance provider within the student and youth travel market.

We work in partnership with you to develop innovative and flexible solutions, for both your travel and commercial insurance requirements, whilst offering competitive premiums and a high level of service for your students.

Call us on **01242 866616** or  
visit **[endsleigh.co.uk/UKCISA](https://endsleigh.co.uk/UKCISA)**



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