

**RAISE Conference 2014**

# Student engagement for all:

# Staff, Students and Community

**Manchester Met University, 11th-12th September**

# Proposal Form (Individual paper)

Please attach and submit by email to [grace.barker@newcastle.ac.uk](mailto:grace.barker@newcastle.ac.uk)

**By March 28th 2014**

*Please refer to the Guidance for proposals document.*

**Name of presenter: Zabin Visram (lead), assisted by Ingrid Kanuga (peer) and Rekesh Pendre (student)**

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**Title of paper:**

**Evaluating staff and student partnerships to provide opportunities for students to engage within the community and develop their confidence**

**Statement of link to conference theme: Students**

(including which conference theme you are submitting under).

This paper reviews partnerships between lecturers and students which aimed to develop the international students’ confidence skills. The partnership allowed for both parties to voice their concerns and articulate their ambitions which enabled strategies to be developed and for students to lead on the implementation project of these strategies.

**Abstract (400 words maximum, not including references if used. For conference Programme):**

The Graduate Diploma programme in Hospitality has actively fostered productive partnerships with students in order to strengthen participation and increase student engagement. Initiatives employed by the lecturing team provided opportunities for international students to integrate within the community and develop skills of team working, leadership, and management. An emphasis was placed on developing pluralistic skills aimed at developing an appreciation and understanding of the different cultures; such key skills better enable the students to be global citizens.

Whilst theoretical knowledge gained within the class room provided ample opportunity to understand the subject concepts of hospitality and event management, the international students needed an avenue where they could put this into practice within a real environment and learn skills that cannot always be taught with the teaching environment; skills such as integration within a community, lead a project, manage student teams, develop marketing campaigns and compete in an environment outside of a university context.

To achieve these ambitious goals, a strategy was drawn up in partnership with the students. This strategy involved a range of extra curriculum activities which are discussed within this paper and required a true alliance between staff and students.

All initiatives were evaluated through student led focus groups which involved both staff and students. During these sessions students assessed what worked well and allowed the students to integrate in their new community with confidence.

The first initiative was to successfully secure funding for a student led mentorship programme. This mentoring scheme was designed to help new international students settle within the country and adapt to the teaching delivery approaches and assessment strategies as well as becoming accustomed to the concept of independent learning.

Secondly, student and staff worked together when they joined an international competition for hotel business students. The competition required for the team to produce online “rumour around their brand” via social media platforms which encouraged all students and lecturers within the department to become an active online community

In addition, alliances were made with leading hotel conferences to develop opportunities for the students to volunteer in the designing, coordinating, management and deliver of the international conference. Such conferences gave the students an exposure to the discussion and debates undertaken at senior management and director level, concerned with emerging developments within these industries at European level.

Students were also taken on a variety of field trips. The trips gave an exposure to the operations undertaken within the industry and how the industry addresses customer relationship management issues.

Finally students were also encouraged to join the university VTeam which provides opportunities for students to volunteer within the local charity projects; providing an exposure to working with the local community.

**Summary (50 words maximum for the online Programme):**

**Biography (50 words total maximum for conference Programme):**

**Zabin Visram is senior lecturer and course leader at the University of West London whose doctoral pedagogic research focus is on international students. Ingrid Kanuga is senior lecturer and course leader at the University of West London. Her doctoral pedagogic research involves the impacts of professional coaching and mentoring on student careers.**

**IT or audio-visual requirements:**

Data projectors are standard, but if you require a flip chart then please indicate.

We need powerpoint and flip chart paper

# Criteria for acceptance of proposals

Each proposal will be reviewed for acceptance at the conference against the following criteria:

-Relevance to the conference title and themes

-Clarity and coherence of the proposal

-Contribution to scholarship and evaluation of student engagement in further and higher education

-Clear opportunities for participants to actively engage in the session, and particularly in workshops to reflect on transferability to their own practice

# Data Protection

All the information you supply on this form will be stored in paper and/or electronic format for the purposes of conference administration. Additionally, speaker biographies and summaries of sessions/posters will be published in delegate packs and on the RAISE website.