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Foreword

Dear Delegate,

I would like to welcome you to the International Student Experience in Higher Education Conference. The focus of discussion today will be on the experience of international students who currently make up around 15 percent of the total UK student population and 41 percent of all taught postgraduate participants.

International students have become increasingly important to universities, and the quality of their experience will be one of the main factors determining institutions' continued success. They face complex challenges such as integration, accommodation, academic support, post-university employment, along with basic questions such as how to open a bank account and find out about the student services that are available to them.

Today's conference brings together a wide range of representatives from the higher education sector concerned with international strategic developments, to set out strategies to improve that important international student experience; benchmark best practice examples for supporting international students; and hear how other countries have supported students from overseas.

We are delighted to welcome a high calibre line-up of speakers today including:

- Dominic Scott OBE, Chief Executive, UK Council for International Student Affairs (UKCISA)
- Will Archer, Director, i-graduate
- Professor Pamela Gillies, Principal and Vice-Chancellor, Glasgow Caledonian University
- Professor Paul Webley, Director and Principal, School of Oriental and African Studies, University of London
- Professor Malcolm Gillies, Vice – Chancellor, City University London

I hope you enjoy the conference. I am looking forward to hearing the discussion.

Katherine MacGregor
Account Manager – Education and Skills
Neil Stewart Associates

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General Information

Assistance
If you have any queries during the conference, please visit the registration desk, it will be staffed throughout the event and we shall be happy to help. A message board will be located near the registration desk; the telephone number is 020 7436 8976. The fax number is 020 7631 2055; please mark any faxes "FAO: Cleo Dunkley: International Student Experience in Higher Education – **URGENT**"

Downloading Speaker Papers / Podcasts
All speaker papers and podcasts will be available from 12 noon tomorrow to download free of charge at www.policyreview.tv. Please find your discount code on the back page of this guide. These will be available to download for up to two weeks after the event.

Refreshments / Lunch
All refreshments including a fork buffet lunch will be served in the Whittington Suite on the ground floor. If you have arranged a special dietary meal then please make yourself known to the catering staff.

Security
A staffed cloakroom is provided on the ground floor. In the interests of security we do advise you to keep items of value with you at all times. Neil Stewart Associates and The Cavendish Conference Centre accept no liability for delegates' personal belongings.

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Exhibitors
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Agenda

(Subject to change)

9:00 **Registration and refreshments**

Session One: Setting the scene

10:00 **Introduction and welcome**
John O'Leary, Former Editor, Times Higher Education Supplement

10:10 **Bringing the world to the UK**
the importance of PMI2 and how it will affect the international student experience
Dominic Scott OBE, Chief Executive, UK Council for International Student Affairs (UKCISA)

10:30 **What do international students get out of the UK student experience and how can institutions improve it?**
Will Archer, Director, i-graduate

10:50 **Providing the right environment for international students**
Professor Paul Webley, Director and Principal
School of Oriental and African Studies, University of London

11:10 **Ministerial Keynote Address**
Phil Woolas MP, Minister of State for Borders and Immigration, Home Office

11:30 Questions and discussion

11:40 **Refreshments, networking and exhibition**

Session Two: Improving the international student experience in a global market lessons, facts and figures

12:00 **Making international student experience a priority – lessons from overseas**
Professor Malcolm Gillies, Vice-Chancellor, City University London

12:20 Questions and discussion

12.30 **International Student Experience and the global education market**
Pat Killingley, Director, Higher Education & Education UK, British Council

12:45 **The figures in light of PMI2**
Veronica Lasanowski, Senior Research and Marketing Officer
The Observatory on Borderless Higher Education (OBHE)

13:00 Questions and discussion

13:10 **Buffet lunch, networking and exhibition**

Session Three: Panel Debate

14:10 Was it value for money and would they recommend it to their friends?
What should UK institutions be doing to improve the international student experience?

Professor Pamela Gillies, Principal and Vice-Chancellor, Glasgow Caledonian University
Dominic Scott OBE, Chief Executive, UK Council for International Student Affairs (UKCISA)
Veronica Lasanowski, Senior Research and Marketing Officer
The Observatory on Borderless Education (OBHE)

15:10 Refreshments, networking and exhibition

Session Four: Key Issue Seminars
15:40 – 16:40

Delegates should choose to attend one seminar from the list of four below. Seminars are designed to be interactive and participatory in nature. Places are allocated on a first- come, first- served basis and are subject to maximum capacities.

1. **Supporting the international student – integration and academic support**
   Gavin Douglas, Director of Student Recruitment, The Robert Gordon University
   WHITTINGTON SUITE

2. **Supporting the employability of international students – a UK challenge**
   Margaret Dane, Chief Executive, Association of Graduate Careers Advisory Services (AGCAS)
   PORTLAND SUITE

3. **Ensuring quality overseas delivery and education partnerships**
   Stephen Jackson, Director of Reviews, Quality Assurance Agency (QAA)
   HARLEY SUITE

4. **Latest changes to immigration laws and how they work for international students**
   David Ramsbotham, PBS Tier Four Phase, Implementation Manager, UK Border Agency (UKBA)
   AUDITORIUM

16:40 End of Conference

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Speaker Biographies

Biographies are shown in alphabetical order by surname

Will Archer
Director, International Graduate Insight Group
I-GRADUATE

i-graduate founder Will Archer directs the world's largest study of international students. Tracking student opinion and reporting in confidence to universities across the globe, his team benchmarks student and stakeholder perceptions using proprietary survey instruments.

Adopted by governments and universities across 5 continents, the International Student Barometer™ has taken feedback from more than 400,000 students of 190 nationalities. Related studies compare perceptions of prospective students, alumni, education agents, staff and employers.

Will worked previously for 15 years as an adviser to multinational corporations and governments on international recruitment, researching and recruiting talent across Asia, Africa, North America and Europe.

In 2005 he founded i-graduate, with the goal of improving the education experience for students and educators worldwide.

Publications include "*Working in the European Union*", comparing higher education and recruitment practices across the EU (European Commission, 2003), "*Attitudes to Recruitment and Retention – a study of senior managers"* (Financial Times, 2004), "*Mission Critical? Modernising HR in Higher Education*" (HEPI, 2005), "*The Market for International Research Students*" (UUK, 2008), "*Graduate Employability: what do employers think and want?"* (CIHE, 2008), "*Global Horizons and the Role of Employers*" (CIHE, 2008) and "*Asia's Learning Tribes*" (2008).

An alumnus of London Business School and Thames Valley University, Will is a trustee and board member of HECSU and a member of the Council for Industry and Higher Education. He is non-executive chairman of Tokyo-based strategy group GTF.

Margaret Dane
Chief Executive
ASSOCIATION OF GRADUATE CAREERS ADVISORY SERVICES (AGCAS)

Margaret Dane has been Chief Executive of AGCAS, the professional association for careers practitioners in higher education in the UK and Ireland since June 2002. In this capacity she represents AGCAS and its member services at national and international level, working closely with the AGCAS President and Board of Directors.

With over 30 years experience of higher education careers guidance and always an active AGCAS member, Margaret was AGCAS President from 1995 to 1998, and also President of FEDORA, the European Forum for Student Guidance from 2000 - 2003. In these roles, she has spoken at many national and international conferences, developing links with related professional bodies and colleagues in HE Careers Services across the world.

Margaret also serves on the Boards of the National Council for Graduate Entrepreneurship (NCGE) and CRAC, the Careers Development Organisation.

Established in 1967, AGCAS has around 130 institutional members and over 2,000 individual members concerned with the delivery of careers information, advice and guidance to HE students and graduates. AGCAS manages the production of high quality careers information, provides professional development and training, supports research and innovation and represents the profession to external organisations.

Margaret's qualifications include an: MA in French from the University of St Andrews, a postgraduate Diploma in Careers Guidance, an Advanced Diploma in Education Management and a BA in Education Management & Sociology. Her previous posts include: Director, Student & Academic Affairs, and Director of the Careers Advisory Service at Heriot-Watt University in Edinburgh.

Gavin Douglas
Director of Student Recruitment
THE ROBERT GORDON UNIVERSITY

As Director of Student Recruitment, Gavin is responsible for marketing the UK's number one modern University (The Times, 2008) and building its reputation locally, nationally and internationally as "Scotland's professional University".

Gavin's previous career encompasses periods of both management and lecturing in further education and English language training. His professional interests include internationalisation, corporate reputation management and "getting the balance right between marketing and education". Gavin holds degrees from Durham (German) and the Open University (MBA) and is a fellow of the Chartered Management Institute.

Professor Malcolm Gillies
Vice-Chancellor
CITY UNIVERSITY LONDON

Professor Malcolm Gillies became the Vice-Chancellor and President of City University London in 2007. He was previously deputy vice-chancellor (Education) and then vice-president (development) of the Australian National University, latterly based at Yale University.

He has strong interests in educational development and research policy. He was the president of the Australian Academy of the Humanities (1998 – 2001) and inaugural President of the Council for the Humanities, Arts and Social Sciences (2004-6).

He is an alternate director of the Office of the Independent Adjudicator, Vice-Chair of London Higher and a Trustee of the City of London Academy Islington. He is also on the Research Policy Committee of Universities UK. In July 2008 he was appointed the Schools-Higher Education "Champion" for London by the then Schools Minister, Lord Adonis.

He is a doctoral graduate both of the University of London and the University of Melbourne and was a Hungarian Government Scholar at the Academy of Sciences in Budapest between 1983-5.

Professor Pamela Gillies
Principal and Vice-Chancellor
GLASGOW CALEDONIAN UNIVERSITY

Professor Pamela Gillies is Principal and Vice-Chancellor of Glasgow Caledonian University. She is a governor of the Board of Trustees of the British Council, Chair of the Glasgow Health Commission, and was the first vice-chancellor to be elected to the Board of CBI Scotland. She is also a trustee of the Saltire Foundation promoting international business-related fellowships and internships for Scotland's brightest students. Pamela is a board member of West Regional Advisory Board for Scottish Enterprise and a trustee of the Carnegie Trust for the Universities of Scotland.

Pamela was a pro vice-chancellor at the University of Nottingham, before taking up the role of vice-chancellor of Glasgow Caledonian University in March 2006. Pamela graduated from Aberdeen University with a BSc in

Physiology, a PGCE and a Master's in Education and Philosophy. She trained in community health at the University of Nottingham, graduating with an MMedSci and a PhD in Epidemiology. As a Professor of Public Health, Pamela is an internationally recognised academic expert in HIV/AIDS related research focusing on health inequalities.

Pamela is an elected Fellow of the Faculty of Public Health, a Fellow of the Royal College of Physicians of London, an Academician of the Academy for Social Sciences and an Honorary Fellow of the Royal College of Physicians of Glasgow. She is a Harkness Fellow of the Commonwealth Fund of New York and has worked with the UN AIDS Programme in Geneva and is a Professor of Health and Human Rights at Harvard University.

Stephen Jackson
Director of Reviews
QUALITY ASSURANCE AGENCY (QAA)

Stephen's academic background is in human geography, particularly population geography, and for many years he taught and conducted research in this area at Liverpool John Moores University, UK. In 1994 he was appointed to the post of Assistant Provost with responsibility for teaching and learning across the university, and was involved in the development of the university's Learning Strategy. In 1999 he took on the post of Director of Partnership and Widening Participation – helping to extend the university's network of partner organisations and implement policies on access and student support.

He has worked for the Quality Assurance Agency as an auditor and review co-ordinator since 1993 and has been involved in a wide variety of academic reviews in the UK and overseas. In October 2002 he joined the agency full-time as Director of Reviews – a new post which brought together review activity at subject and institutional level. He currently has responsibility for the management of all the agency's review activity in England, Wales and Northern Ireland, including applications from institutions for degree awarding powers and university title and the Access Courses Recognition Scheme – providing opportunities for adult students to gain entry to higher education. He is also involved with development of a number of new methods and initiatives.

He has been involved in many projects relating to the development and innovation of new approaches in higher education. He has particular interests in the operation of modular degree programmes and credit structures, the development of work-based learning and the use of new technologies to support students' learning.

Pat Killingley
Director Higher Education & Education UK
British Council

Pat Killingley is Director of Higher Education & Education UK for the British Council. She has overall responsibility for higher education. British Council is one of the major funders of the Prime Minister's Initiative and Pat was involved in the development of the PMI2 strategy and is a member of the PMI Programme Board. She has worked on a range of international university link programmes and has been responsible for education policy and ministerial level round-tables across the world.

Pat has previously worked in the areas of employment, education and training and education management. Before joining the British Council in 2002, she was a member of staff at the University of Sheffield. While there, she ran a number of international university programmes and links, working with universities in Asia and Africa.

Veronica Lasanowski
Senior Research and Marketing Officer
THE OBSERVATORY ON BORDERLESS HIGHER EDUCATION (OBHE)

Veronica Lasanowski is Senior Research and Marketing Officer at The Observatory on Borderless Higher Education. Since completing an undergraduate degree in English and Hispanic Studies at Canada's McGill University and an MSc in International Relations and History at the London School of Economics and Political Science, she has held posts at the European Commission's Directorate-General for Education and Culture (Belgium), the Canadian Education Centre (Australia), and the Fairtrade Foundation (UK).

Since joining the Observatory, she has contributed to publications focused on international student mobility, international branch campuses and regulatory and quality assurance frameworks, among other transnational education issues. Most recently, she was part of the research team commissioned by Universities UK to produce a status report on the relationships between UK universities, Europe and overseas student recruitment (*UK Universities and Europe: Competition and Internationalisation*, April 2009).

Before joining the Observatory, she contributed to publications on the Spanish Civil War, ethical consumerism, e-learning within a European context and Australian-Canadian academic relations. Her principal interests include cultural politics, transnationalism, language and mobility.

John O'Leary
Former Editor
TIMES HIGHER EDUCATION SUPPLEMENT

John O'Leary is the Editor of Policy Review magazine and previously edited the Times Higher Education Supplement from 2002 until 2007. Before that, he was the Education Editor of the Times for nine years, having joined the paper in 1990 as Higher Education Correspondent. A graduate of Sheffield University, he began his career on the Evening Chronicle, in Newcastle upon Tyne, and worked on the THES throughout the 1980s, latterly as deputy editor.

He edits *The Times Good University Guide*, which has been published annually since 1993, and the *Guide to the World's Top Universities,* first published in 2006. He was a member of the Government inquiry into primary school tests in 1999 and has been a member of the board of British/Irish Encounter since 2005. He now advises a number of universities and national organisations in the education field, as well as writing regularly for the Times and a variety of magazines and journals. He can be contacted at john.oleary@policyreview.co.uk.

David Ramsbotham
Phase 3 and 4 Llead for Tier 4, PBS, Implementation Manager
UK BORDER AGENCY (UKBA)

David is the Phase 3 and 4 Lead for Tier 4 of the Points Based System. Prior to this, he was the Head of Accession Casework, dealing with applications from Bulgarian and Romanian citizens. He was previously the Head of Management Information for General Migration. He has been a civil servant for 9 years.

Dominic Scott OBE
Chief Executive
UK COUNCIL FOR INTERNATIONAL STUDENT AFFAIRS (UKCISA)

Dominic Scott OBE has been Chief Executive of the recently renamed UK Council for International Student Affairs (UKCISA, formerly UKCOSA), since 2004. Prior to that he held a number of senior positions with the British Council including postings to Norway, Egypt and India where he was Director of Education Promotion from 1995-2000. He is a member of the UK Border Agency's Joint Education Taskforce (JET), the UCAS International Board, the British Accreditation Council, is Chair of the UK NARIC Advisory Council and was, until recently re-configured, a member of the Prime Minister's Initiative (PMI) Strategy Group,.

UKCISA promotes the interests of international students and those who work with them. It has over 500 institutional members including every university in the UK and the majority of further education colleges that are active internationally. It liaises with government and advises on all aspects of the international student experience including legislation, regulations and policy which relate to fee status, visas, immigration, employment and other rights, restrictions and entitlements. It also now leads for the UK on the PMI 'Student Experience' strand.

Professor Paul Webley
Professor of Economic Psychology and Director and Principal
SCHOOL OF ORIENTAL AND AFRICAN STUDIES, UNIVERSITY OF LONDON

Professor Paul Webley has been Professor of Economic Psychology and Director and Principal of the School of Oriental and African Studies, London, since August 2006. Previously, he served as Senior Deputy Vice-Chancellor at the University of Exeter, UK. He obtained his BSc and PhD (in social psychology) at the London School of Economics.

As a scholar, Professor Webley's general aim has been to explore the contribution that psychology can make to our understanding of problems that have traditionally been seen as the concern solely of economics. He has co-authored 10 books (most recently *The Economic Psychology of Everyday Life*) contributed chapters to a further 75 and has written over 70 scholarly articles on a wide range of topics at the intersection of economics and psychology. His current research focuses on children's economic behaviour and tax compliance.

Phil Woolas MP
Minister of State for Borders and Immigration
HOME OFFICE

Phil Woolas was most recently the Minister of State for the Environment. Previously he was Minister for Local Government at the Department for Communities and Local Government.

Previously, Mr Woolas was Deputy Leader of the House of Commons, and has held roles including government Whip and Parliamentary Private Secretary at the Department of the Environment, Transport and the Regions.

He contested the 1995 Littleborough and Saddleworth by-election and has been a member of Parliament for Oldham East and Saddleworth since May 1 1997.

Before entering Parliament, he was Head of Communications at the GMB trade union (1991-1997) and previously a television producer for the BBC and ITN (1988-1990). He was president of the NUS from (1984-1986).

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