

## Student Experience Conference – Programme Overview

Thursday 21<sup>st</sup> October, EThames Canary Wharf

	09:30-10:30	Registration and Coffee/Tea <i>Breakout Area</i>		
	10:30-10:40	Welcome to the Conference		
PLENARY	10:40-11:40	<p>Opening Plenary</p> <p><b>Thrilling Your Customers Every Time:</b> <i>managing expectations to ensure delight in all aspects of the student experience</i></p> <p><b>Helen Mattacott</b></p>		
	11:40-12:10	Refreshment Break <i>Breakout Area</i>		
Elective A	12:10-13:00	<p><i>Elective A1</i></p> <p>Getting prepared for studying in the UK: free resources to make money management fun</p> <p><b>Jemma Samuels, BrightsideUNIAID</b></p>	<p><i>Elective A2</i></p> <p>Interpreting the British Council Accreditation UK Welfare Criteria</p> <p><b>Nigel Heritage</b></p>	<p><i>Elective A3</i></p> <p>Understanding the British Accreditation Council (BAC) Welfare Criteria</p> <p><b>Robin Laidlaw, BAC</b></p>
	13:00-14:00	Finger Buffet Lunch <i>Breakout Area</i>		
Elective B	14:00-14:50	<p><i>Elective B1</i></p> <p>Developing Counselling Skills</p> <p><b>Helen Mattacott</b></p>	<p><i>Elective B2</i></p> <p>Where Learning Meets Leisure</p> <p><b>Keith Harding</b></p>	<p><i>Elective B3</i></p> <p>Q&amp;A - Accreditation UK Welfare Criteria</p> <p><b>Liz McLaren, Accreditation UK</b></p>
Elective C	14:55-15:45	<p><i>Elective C1</i></p> <p>Managing Homestay Accommodation</p> <p><b>Diane Phillips</b></p>	<p><i>Elective C2</i></p> <p>Updates on Tier 4 of the Points Based System</p> <p><b>Rosalind Martin, UKCISA</b></p>	<p><i>Elective C3</i></p> <p>Exploring the Student Experience in UK ELT</p> <p><b>William Archer, i-graduate</b></p>
	15:45-16.10	Refreshment Break <i>Breakout Area</i>		
PLENARY	16:10-17:00	<p>Closing Plenary</p> <p><b>International Student Integration:</b> <i>from volunteering to internationalising students' unions</i></p> <p>Panel Discussion</p>		

To book please contact Beth Macchi, Professional Services Officer at English UK

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