



ASRA

1997 - 2018

Programme & Registration Form

2018 Annual Conference
& Exhibition

Sunday 25th March -
Wednesday 28th March

Hilton Birmingham
Metropole

The largest student accommodation
conference in the UK & Ireland

ASRA 2018 Gold Sponsors



Message from The Chair



ASRA
1997 - 2018



I can't believe it is almost a year since we were in Brighton for the 2017 conference, in the beautiful sunshine and dodging all the spectators watching the marathon, where does the time go!

I would like this opportunity to thank our existing and new exhibitors, sponsors and members for the support they give ASRA.

I would also like to say a big thanks to the people that work behind the scenes to bring all the pieces of the jigsaw together and ensure that everything is in place and goes smoothly.

So to Birmingham in the heart of England we travel and as the conference draws closer, it's time to cajole and convince your managers, owners and partners of the benefits of being at the largest student accommodation conference.

If you need any convincing, which I doubt, I am sure you will all agree that the benefits of attending are amazing, the training this year will include member led discussions, supplier showcases, areas specific to Wales and Scotland, cultural areas, legal issues and social media to name just a few. We will once again encourage attendance at the Sunday afternoon 'Hot Topics' which is always an enthusiastic and engaging event that starts the conference off. So there will be something for everyone!

We always hope to officially start the conference off with great keynote speaker and work hard to find someone that will be engaging and memorable. We encourage members to attend our Suppliers' Showcases which gives our exhibitors an opportunity to reveal what they have to offer to a wider audience and with a range of areas to suit all.

As always we have to thank our old faithful's and new exhibitors who provide us with a diverse range of stands and are always on hand to discuss and promote their wares in a great environment.

So why would you not attend..... there is something for everyone, with a great opportunity to network, catch up with colleagues and share experiences, especially after the training events!

So thanks to all of you for supporting **your** Student Accommodation Association, we are the student accommodation people!

Karen

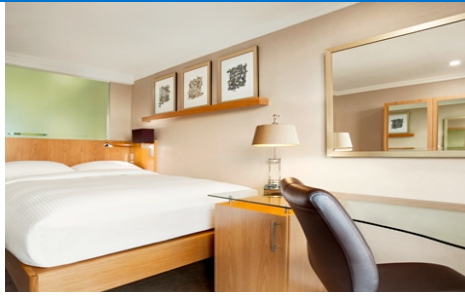
Karen J Burke

#asraforlife..... not just for conference!!



ASRA
1997 - 2018

Conference Location



Hilton Birmingham Metropole

The Hilton Birmingham Metropole is situated at the very heart of England and is easily accessible by road, rail and air just 200 yards from junction 6 of the M42 motorway and A45; Birmingham International Train Station - 10 minutes, Birmingham Airport - 10 minutes and London - 90 minutes.

Situated off the M42 and close to the M6, M1 and M5 motorways, the hotel offers ample car parking at a discounted rate of £6.00 per day. Alternatively, a complimentary shuttle services operates from Birmingham International Train Station and Birmingham Airport to the hotel.

All Hilton Guestrooms features LCD TV with in-room movie channel, air conditioning, safe, tea and coffee making facilities, desk with adjustable lamp and Wi-Fi (fees may apply). Take a dip in the 20 x 20 metre indoor heated swimming pool, work out in the LivingWell Health Club or simply indulge in specially developed beauty treatments at The Ocean Rooms Spa. Guest staying at our hotel enjoy complimentary access to the indoor swimming pool and the LivingWell Health Club, as well as discounted rates on spa treatments.



By road

The Hilton Birmingham Metropole is well placed for motorway networks for the North and South, and has 600 parking spaces on site, chargeable at a discounted rate of £6.00 per car per day, subject to availability.

The North: M6, then M42 exit at junction 6.

The South: M40, M42 exit at junction 6

By rail - Birmingham International Station

The hotel's complimentary shuttle bus is available to and from Birmingham International Train Station. Guests may use the free telephone (located next to Subway restaurant) to arrange

collection. There is a monorail that connects the train station to the Birmingham International Airport terminals. For pick up the shuttle bus stops at bus stop "C", adjacent to the taxi rank.

By air - Birmingham International Airport

The hotel's complimentary shuttle bus is available to and from Birmingham International Train Station only. There is a monorail that connects the train station to the Birmingham International Airport terminals. Guests may use the free telephone (located next to Spar in arrivals) to arrange collection. **Please note** the shuttle bus can only collect from the airport between the hours of 11.00pm and 6.30am.

It is advisable to book seats on the shuttle bus by contacting concierge on 0121 780 6265.

Conference Fees



ASRA
1997 - 2018

ASRA 2018 Conference Fees

Prices based are per person and applicable for all bookings received prior to Wednesday 31st January, 2018*

Conference Fees	ASRA Member **	Non Member
	Single occupancy	Single occupancy
Full Conference Package (Sunday - Wednesday)	£620.00	£770.00
Short Conference Package (Monday - Wednesday)	£480.00	£620.00
Day Delegate - 2 day package (Monday & Tuesday)	£400.00	£500.00
Day Delegate - 1 day package (Monday OR Tuesday)	£320.00	£420.00

* Bookings received after this day may be subject to a 5% late booking fee.

** The ASRA Members rate is available to any person working within the provision of student accommodation of a member institution or private company, whose annual subscription has been paid in full prior to 31st January, 2018.

Full Conference Package includes pre-conference seminar, full training and refreshments as stated, 3 nights' dinner, bed & breakfast accommodation (Sunday, Monday and Tuesday).

Short Conference Package includes full training and refreshments as stated, 2 nights' dinner, bed & breakfast accommodation (Sunday and Monday or Monday and Tuesday).

Day Delegate - 2 day package is based on attending **both** Monday **and** Tuesday and includes full training, tea/coffee during the breaks and lunch.

Day Delegate - 1 day package is based on attending **either** Monday **or** Tuesday and includes full training, tea/coffee during the breaks and lunch.

'Horses, Hogs & Hounds'

- A race night with a difference!



ASRA
1997 - 2018



Monday 26th March, 2018

A professionally presented evening featuring greyhound, pony trap and even piglet races with broadcast quality races on DVD! All the fun of the races and a sure fire winner, you will gamble away your fun money in an attempt to 'clean up' after the race!

At the end of dinner, the Clerk of the Course will explain the format of the evening and friendly Tote staff will provide you with Fun Money to be used for "betting". The Tote opens for the first race and you will be invited, by table to "place your bets". After the first race is show in colour on a giant screen, winnings are paid and betting then opens for the next race.

The objective is to accumulate as much money as possible in an attempt to be the most successful 'punter' ... Let the betting commence!

Keynote Address



Andy Whittaker is a trainer, best-selling author and frustrated comic. He is also an NLP (Neuro Linguistic Programming) trainer and master of time line therapy but, good news folks, he doesn't like to brag about it.

Andy is firmly rooted in the real world has been described as the best thing to come out of Morecambe since the M6 motorway.

Andy has spent a great deal of time observing behaviour in companies big and small. More importantly, he has spent his time learning about leadership, communication, human interaction

and positive psychology. Andy co-wrote 'The Art of Being Brilliant', 'Be Brilliant Everyday' and 'The Art of Being a Brilliant Teenager' (Capstone/Wiley) with Andy Cope and has claimed all the really good bits as his own. Their new book, 'Happiness Route Map' (Hodder) is due in the autumn and 'Diary of a Brilliant Teenager' is scheduled for Spring 18.

Andy has delivered to companies as diverse as DHL, University of Nottingham, Astrazeneca, Ginsters, IKEA, Pirelli and The National Trust. His keynotes are thought-provoking, inspiring and very funny!

'The Art of Being Brilliant'

The craziness

We live in a manic society where most people's lives are on permanent fast-forward. The modern workplace is typified by a never ending regime of restructures and budget cuts. Uncertainty prevails. Customer expectations are rising. Legislation is tightening. You are probably going to be audited or inspected one day soon. Outside of work there are family pressures. And society. And the traffic. Oh, and don't forget the weather!

The antidote

'The Art of Being Brilliant' provides an antidote to the crazy world that typifies modern Britain. This workshop uses cutting edge research to explore how you can be you, brilliantly. The aim is to share some of the 'secrets' of Positive Psychology, focusing on learning new habits of thinking and behaviour that will sustain personal 'brilliance'. It is about the 'whole you' and, as such, is applicable in and out of work.

The content is taken from the latest research into positive psychology, wellbeing, flourishing and emotional contagion. Our team calls it 'the science of the bleedin' obvious'... yet if it's so obvious, why are so few people doing it?

The point?

Too many people are counting down to the weekend, accidentally wishing their life away. 'The Art of Being Brilliant' is a big wake-up call. Life is a short and precious gift and you are in the perfect profession to make a difference at work and home. If you decide to go for it, your positivity ripples out into the community. The aim therefore is to challenge current habits and ways of thinking, to re-energise and enthuse staff for the challenges that lie ahead.

In plain simple English, we want this to be the best training you have ever had. Whisper it quietly, but it might even change your life?

Programme of Events








ASRA
1997 - 2018

Sunday 25th March, 2018

- 15:00 Registration & tea/coffee, pre-conference seminar
- 16:00 - 17:30 **ASRA Hot Topics Forum**
A chance to discuss topical issues with ASRA Management Committee and colleagues
- 17:30 - 18:00 **New Delegates Meet 'n' Greet**
- 17:00 **Registration & Exhibition**
including afternoon tea/coffee
- 18:30 - 20:30 **The ASRA Networking Event**
Informal buffet dinner within exhibition area
Free Time
Late Night Bar Facilities

Monday 26th March, 2018

- 07:00 - 10:00 Breakfast
- 09:00 - 17:30 **Registration & Exhibition**
- 10:00 - 10:30 AGM Registration
- 10:30 - 11:30 **Keynote Address - The Art of Being Brilliant**
Andy Whittaker
- 11:30 - 12:15 **ASRA FOR LIFE!**
- 12:15 - 14:00 **Lunch & Exhibition**
- 14:00 - 14:45 **Suppliers Showcase**

Red 1	Blue 1	Yellow 1	Pink 1	Orange 1
				
<p>Create an Engaging Student Accommodation Journey with StarRez</p> <p>Mike Green & John Gledhill StarRez</p>	<p>Organising your Student Accommodation Inspections and Building Inspections</p> <p>Marie-Catherine Loecx Chapps.</p>	<p>A Tailored Experience for Staff and Students</p> <p>Andrew Tanner RMS</p>	<p>Gen Z are here: Student life in 2018</p> <p>Tom White StudentCom & Simon Horniblow Campuslife</p>	<p>Student internet - Back to the Future.</p> <p>Jake Perks PCCW Global</p>

- 14:45 - 15:30 **Tea & Exhibition**
- 15:30 - 16:30 **Members led discussions**

Red 2	Blue 2	Yellow 2	Pink 2	Orange 2
<p>15:30 - 16:15</p> <p>Halls or Hotels? The changing face of student accommodation</p> <p>Darren Doughty & Tim Woodman-Clarke Nottingham Trent University</p>	<p>15:30 - 16:30</p> <p>The Road to Success: The Famous 5</p> <p>Cooper Healey & Poppy Humphrey Manchester Student Homes</p>	<p>15:30 - 16:30</p> <p>How UAL deliver the UK's leading student-led events and engagement programme</p> <p>James Greenwood University of the Arts London</p>	<p>15:30 - 16:15</p> <p>The boundaries and expectations of residential peer support system</p> <p>Neil Harrison University of Exeter</p>	<p>15:30 - 16:15</p> <p>Through the eyes of the students</p> <p>Georgina Newton Sheffield Hallam University</p>

- 19:30 Informal dinner
- 21:30 **Horses, Hogs and Hounds**

Programme of Events



ASRA

1997 - 2018

Tuesday 27th March, 2018

07:00 - 10:00 Breakfast

08:30 - 16:30 **Registration & Exhibition**

09:15 - 16:30 **Training and Development Programme**

Red 3 09:30 - 10:30	Blue 3 09:00 - 10:30	Yellow 3 09:15 - 10:15	Pink 3 09:15 - 10:15	Orange 3 09:30 - 12:30	Green 1 09:30 - 12:30
Scottish Property Issues Claire Thornber Pinsent Masons LLP	Student Mental Health and Accommodation 101 Rosie Tressler & Amelia Hartley Student Minds	Positive mental health & wellbeing in student accommodation: an evidence based approach Ela Walford & Susannah Doyle Unite Students	Engaging Estates - the art of communication for Harmonious Estates Nicola Lathbury Hexagon / BIFM Midlands / WIFM	Working with colleagues from different cultural backgrounds Jo Bloxham thinkingpeople	Understanding Unconscious Bias Laurence Harvey
Coffee & Exhibition	Coffee & Exhibition	Coffee & Exhibition	Coffee & Exhibition	Coffee & Exhibition will be scheduled into this session	Coffee & Exhibition will be scheduled into this session
Red 4 11:30 - 12:30	Blue 4 11:00 - 12:30	Yellow 4 11:15 - 12:15	Pink 4 11:30 - 12:30		
The Student Accommodation Contract and compliance with Consumer law Philippa Cobb Keystone Law	Of booze and (light) bulbs: using behaviour change theory to tackle accommodation challenges Lucy-Ann Henry & Dr Neil Jennings National Union of Students	Easy Arrivals: No Fobs, No Keys, No Queues Timothy Owen University of Birmingham	An introduction to Prevent: working together to safeguard students and staff Barrie Phillips HE/FE Prevent Coordinator (Wales) & Martyn Thomas WECTU	Limited to 25 places	Limited to 30 places
Lunch & Exhibition	Lunch & Exhibition	Lunch & Exhibition	Lunch & Exhibition	Lunch & Exhibition	Lunch & Exhibition
Red 5 13:30 - 15:00	Blue 5 13:15 - 14:45	Yellow 5 13:30 - 14:30	Pink 5 13:00 - 14:30	Orange 4 13:30 - 16:30	Green 2 13:30 - 16:30
I'll just bring you up on our system..... Hilary Crook Hatch Legal Solicitors	Significant Other Support Andi Maratos Chrysalis	From Australia to the USA, a global approach to student experience Rebecca O'Hare Campus Living Villages	(Repeat of Blue 3) Student Mental Health and Accommodation 101 Rosie Tressler & Amelia Hartley Student Minds	Rice cookers, fire drills and a whole lot more: understanding our Chinese students better Jo Bloxham & Nicola Lin thinkingpeople	(Repeat of Green 1) Understanding Unconscious Bias Laurence Harvey
Tea & Exhibition	Tea & Exhibition	Tea & Exhibition	Tea & Exhibition	Tea & Exhibition will be scheduled into this session	Tea & Exhibition will be scheduled into this session
Red 6 15:00 - 16:30	Blue 6 15:15 - 16:45	Yellow 6 15:15 - 16:15	Pink 6 15:00 - 16:00		
Practical techniques for handling complaints. Hilary Crook Hatch Legal Solicitors	Transgender 101 Andi Maratos Chrysalis	Release the Child Within and Unlock Your Full Potential Mel Loizou Fish Climb Trees	Introduction to Conflict Management Mike James Gomediate	Limited to 25 places	Limited to 30 places

19:30 - 02:00 **ASRA's 21st - Coming of age party!**

Wednesday 28th March, 2018

07:00 - 10:00 Breakfast

Delegates check-out and depart

Please note that all timings, session titles and speaker details are provisional at the time of printing and may be subject to change.

The final programme will be distributed at the time of Registration at the venue.

Training and Development Programme



ASRA
1997 - 2018

Please find below a summary of the Training and Development Programme for this year's conference. Due to the limited number of places on each we request that you pre-book your preferred choice on the Registration Form at the time of booking.

The conference organisers will endeavour to allocate your first choice training option/discussion group, but if this is not possible they will contact you in advance of the conference to discuss an alternative choice.

Red 1 - Suppliers Showcase

Create an Engaging Student Accommodation Journey with StarRez. Mike Green & John Gledhill, StarRez.

In an increasingly competitive market where students have extensive choices, the student accommodation experience is critical. StarRez provides the resources to help you improve student retention, engagement and welfare. Through a live demonstration we will show you how the combination of student and staff tools provide a powerful and dynamic experience for all users.

This session is aimed at: Accommodation Executives, Directors and Managers.

Red 2 - Members led discussion

Halls or Hotels? The changing face of student accommodation. Darren Doughty & Tim Woodman-Clarke, Nottingham Trent University.

Hall or Hotel? With many universities offering an increasing amount of non-standard courses the demand for shorter term and non-standard accommodation is increasing, how are we as a sector able to offer this increasing demand? This session gives a brief history and overview of the business model produced at NTU and how this was implemented proving both successful commercially, with higher revenue generated than the existing 44-week contract, and from a customer satisfaction viewpoint for students and key stakeholders across the University alike.

This session is aimed at: student accommodation providers who would like to explore our successful model of moving from providing standard 44 week contracts to non-standard short stay accommodation contracts.

Red 3 -

Scottish Property Issues. Claire Thornber, Pinsent Masons LLP.

This session aims to provide a round-up of current legal issues for those who have an interest in Scottish property law. The session is aimed at all those who have any specific legal issues arising in Scotland in relation to tenancy arrangements or may wish to know more about the difference between Scottish, English and Northern Irish property law.

Questions will be invited before the conference from delegates who would like to attend the session and the content and progression of the session will be tailored to the issues raised before and during the session.

The opportunity will also be provided to the delegates to contribute and share their own experiences with those attending the session.

This session is aimed at: anyone who has dealings with Scottish properties who wishes to understand current legal issues.



Red 4 -

The Student Accommodation Contract and compliance with Consumer law. Philippa Cobb, Keystone Law.

An examination of the accommodation contract between university and student, and the impact of the Consumer Rights Act 2015 (“CRA”) and Competition and Markets Authority (“CMA”) on the contract itself, as well as the processes that sit alongside it. Philippa will refer to common pitfalls and give general guidance as to what University accommodation teams need to do in order to comply with the Consumer legislation and generally to have good practice.

The main topics covered in the session will be:-

- 1) The online application process and contract formation. This will highlight the need for easy to navigate, unambiguous and clear information, as well as clarity around when the parties become bound by the contract. This will tie in well with Hillary Crook’s session on Data Protection given the advent of the GDPR and the impact this will have on University accommodation offices.
- 2) The terms and conditions of the contract itself, including a brief examination of whether a licence or tenancy should be used. The key requirements of the CRA will be covered, including terms being fair, unambiguous and consistent, and in plain English. I will highlight that the terms and conditions forming the contract should not be spread out in several documents, with a view to “pulling them together” but should be set out clearly in one accessible document. Information only should go on the webpages.
- 3) Disciplinary matters in relation to accommodation, including a look at the interconnection of the accommodation contract with the tuition contract, and how this works in practice.

This session is aimed at: Accommodation directors and officers and anyone involved with student accommodation contracts. Those involved in student discipline and support and wellbeing services.

Red 5 -

I’ll just bring you up on our system..... Hilary Crook, Hatch Legal.

From May 2018, organisations will need a legal basis for processing personal data - and must be able to demonstrate that they have this.

Individuals’ rights concerning their personal data will be enhanced, restricting use, retention and transfer of data. Organisations will also need to ensure they have adequate systems in place to ensure the security of personal data. There is a requirement to report data breaches to the Information Commissioner - and fines of up to € 10 million or 2% of turnover for organisations that fail to do so.

This session will highlight key features of the GDPR that are most likely to be relevant to processing students’ personal data, with some examples of how things will need to be done differently.

This session is aimed at: People who keep records or who deal with students and parents and organisations working in partnership with others.



Red 6 -

Practical techniques for handling complaints. Hilary Crook, Hatch Legal.

This session will use examples to help you to identify what a complaint is really about, when you should apologise and how you can make amends if you're in the wrong.

Complaints can be submitted individually by students or their parents, but some take the form of campaigns, involving social and traditional media, and there are techniques for dealing with these effectively.

There's also the "C" word - compensation. How do you calculate compensation, and what are "goodwill payments" and "without prejudice offers"?

ASRA members will be invited to send in examples of complaints before the event to use as case studies in this session.

This session is aimed at: Customer services and front-line staff.

Blue 1 - Supplier Showcase

Organising your Student Accommodation Inspections and Building Inspections. Marie-Catherine Loeckx, Chapps.

During this session, we will explore the importance of automating the inspection process for student accommodation. In terms of; keeping a record of the current state of the rooms/dorms, collecting accurate maintenance data, charging students for damage incurred, and of course keeping up with health safety, security rules and regulations and much more. We will look at our multiple App solutions how to best use these, along with an extensive Q&A section and best practices.

This session is aimed at: Housing/Accommodation Officers, Directors, Accommodation services staff, Student staff, Operations Managers, Director of Residences and Facilities, Facility Managers.

Blue 2 - Members led discussion

The Road to Success: The Famous 5. Cooper Healey & Poppy Humphrey, Manchester Student Homes.

Through case studies and exchanges of best practice advice and readings, participants will be provided with the tools to develop their own flagship campaign and establish meaningful structures for effective delivery.

The session will discuss how to successfully:

- Support the student transition from on-campus to off-campus accommodation,
- Educate students on the responsibilities of living as part of a community and how to become good neighbours,
- Engage and facilitate student involvement in local community groups,
- Promote and facilitate the positive impact of students amongst community members, and respond to challenges or issues surrounding students in the community

At the conclusion of this session, participants will have a sound understanding of how to respond holistically to the management of off campus issues. This session won't tell you how to reinvent the wheel, but rather build on your existing foundations to enhance the student experience, and develop community cohesion.



This session is aimed at: all professionals working in student accommodation as well as those involved in off campus issues or with a health/wellbeing or pastoral care role or those involved in or looking to adopt the Residential Life model.

Blue 3 -

Student Mental Health and Accommodation 101. Rosie Tressler & Amelia Hartley, Student Minds.

Supporting and promoting student mental health has become a sector wide priority in recent years. In 2016 Student Minds began working with UPP and Nottingham Trent University (NTU) on 'Student Living', a cross-organisational project to support student mental health. Recognising that it can often be accommodation staff: a cleaner, the night porter or security staff that pick up on students in distress or experiencing mental health difficulties, the project involved the development of a training scheme for front-line staff, informed by a focused research project, along with peer support initiatives. This session will reflect on learning from the programme, increasing the knowledge of delegates around the difficulties and symptoms experienced by students, the current support landscape and the skills needed for supportive conversations with students. Finally, we'll support delegates to start mapping an organisational mental health strategy.

This session is aimed at: frontline staff for student support, private and university accommodation managers and those with a strategic role in the student experience and welfare.

Blue 4 -

Of booze and (light) bulbs: using behaviour change theory to tackle accommodation challenges. Lucy-Ann Henry & Dr Neil Jennings, National Union of Students.

Changing behaviours is a complex and challenging task requiring carefully planned and targeted interventions. This collaborative workshop will be an opportunity to explore the ISM (Individual - Social - Material) behaviour change tool, developed by the Scottish Government in the context of their Climate Change Plan. It has since been used in many scenarios including in designing effective behaviour change interventions as part of the NUS Alcohol Impact and Student Switch Off programme.

ISM is a practical tool, which allows us to think beyond the individual to consider all of the contexts that shape people's behaviour. By understanding the Individual, Social and Material context, different aspects that influence the way people act every day can be identified and more impactful policies and interventions can be developed.

Participants will be introduced to the ISM model and have the opportunity to work together in small groups to map out accommodation challenges. They will use the model to identify key themes and potential causal factors.

Potential themes we may discuss will include:

- Alcohol-related issues e.g. pre-drinking, binge drinking, inclusivity for non-drinkers, welfare and well-being
- Encouraging pro-environmental behaviours e.g. energy-saving, recycling, reducing food waste
- Plus any other themes that participants want to discuss



Participants should come away from the session with a better grasp of how to identify the factors that contribute to accommodation-related issues, alongside greater knowledge and confidence to tackle these issues on their own campus.

This session is aimed at: anyone working in student accommodation.

Blue 5 -

Significant Other Support. Andi Maratos, Chrysalis.

When someone transitions or expresses themselves in a way which is gender non-conforming this often challenges everyone around them. As a protected characteristic Gender Reassignment is covered by the Equality Act 2010 and staff have legal obligations towards the Trans individual however they also have a duty of care towards flatmates, peers and colleagues and a need to ensure the best possible living experience for all residents.

This short session looks at supporting the Significant Others affected by someone's transition. Providing delegates with a toolkit to help in working with parents of the trans person, coming out and conflict within the flat whilst ensuring that staff comply with their legal responsibilities.

This session is aimed at: accommodation and residence staff.

Blue 6 -

Transgender 101. Andi Maratos, Chrysalis.

People often make life changing decisions during their time at University or use the opportunity of a move away from home to radically alter something about them. There has been an exponential rise in those presenting with Gender Identity Issues (GII) and thus many more are beginning the process of transition in halls.

This short session will provide a brief introduction into Transgender issues. We will cover gender identity (TIGNC), gender reassignment and the transition pathway through the NHS. The process of transition, both physical and emotional, will be explored and Andi will touch on some of the issues likely to affect a Trans person living in shared accommodation and studying at University.

Since Gender Reassignment is a protected characteristic under the Equality Act 2010 Andi will advise you of your legal responsibilities and some recommendations as to how you can make your systems and organisation trans friendly.

This session is aimed at: employers, accommodation staff and residence staff.



Yellow 1- Supplier Showcase

A Tailored Experience for Staff and Students. Andrew Tanner, RMS.

During this session we will showcase the extreme flexibility and level of customization that Mercury offers, without the need for IT staff. We will share various client sites and the unique user experience they are delivering to staff and students, including custom screens, menus, processes and more.

This session will show you how easy it is to completely customize Mercury without the need for IT involvement. You will also learn about new trends and efficient processes that our clients have created to save time and money.

This session is aimed at: all accommodation officers.

Yellow 2 - Members led discussion

How UAL deliver the UK's leading student-led events and engagement programme. James Greenwood University of the Arts London.

With around 1,500 events and over 30,000+ attendees each year, the 'Social Programme' at University of the Arts London (UAL) is the UK's leading student-led events and engagement programme.

The innovative events/campaigns and community projects range from simple film nights to adventurous tours of Europe towards a stronger, more cohesive student community. From recruitment and training of student ambassadors to on-trend communications and major event logistics, this session will give you an insight into the work that goes on behind the scenes.

Most importantly, part of this session will be delivered by UAL student ambassadors as there our most important asset!

This session is aimed at: universities, private providers and anyone else interested!

Yellow 3 -

Positive mental health & wellbeing in student accommodation: an evidence based approach. Ela Walford & Susannah Doyle, Unite Students.

Student welfare continues to dominate the Higher Education sector agenda given the rapid growth year on year in student demand for support services. This workshop will describe Unite Students' approach to embedding Resilience and Independence as core values underpinning student support offer at accommodation setting. Facilitators will share practical examples of proactive and reactive initiatives explored by Unite Students to actively intervene without reverting to a deficit support model, before facilitating a discussion allowing delegates to consider their own approach and learn from each other to ensure an inclusive approach to the student experience.

This session is aimed at: all staff involved in the design and delivery of wellbeing offer at student accommodation setting.



Yellow 4 -

Easy Arrivals: No Fobs, No Keys, No Queues. Timothy Owen, University of Birmingham.

With thousands of students arriving over one weekend, queues for car parks and keys collection adds stress for staff, students and parents at an exciting but often overwhelming time. This session explores how the University of Birmingham has used the integration of various technologies to give students their room access before they leave home, eliminating almost all queues at the busiest time of the year, freeing up staff to focus on a proper welcome.

This session is aimed at: anyone working in accommodation, especially those with responsibilities for arrivals experiences, front of house services and systems.

Yellow 5 -

From Australia to the USA, a global approach to student experience. Rebecca O'Hare, Campus Living Villages.

The session will take delegates through the unique approaches employed by Campus Living Villages in the countries of Australia, New Zealand, UK and USA to deliver an engaging and memorable student experience.

We will explore the award winning first year experience V1, currently in operation in Australia and New Zealand, share snippets of their O-Week program and highlight the differences between their Resident Life program and that which is in operation in the UK and USA.

From there, we will cross to the UK and discuss the Village Life model in operation. Currently in its second year, it evolved from the membership program 'vplus' and with the launch of the new model, the UK team has delivered some unexpected, positive results.

Finally, we will place a lens on the Resident Life program in operation in the USA, focusing on the program delivered in collaboration with partner universities, sharing best practice and lessons learnt.

This session is aimed at: Accommodation Managers, Resident Life Managers / Coordinators and those wishing to improve their Resident Life experience in private / university halls of residence.

Yellow 6 -

Release the Child Within and Unlock Your Full Potential. Mel Loizou, Fish Climb Trees.

Nowadays we are expected to perform at our best at all times, whether at work or at home. Our busy lives mean that we often have little down time to have some fun. So I wonder what would happen if you were to be brave and release the child within you?

This session will enable you to do just that.... it will provide you with a safe space to return to your childhood and experience just how this activity can help unlock your full potential.

So who fancies some childlike fun?

This session is aimed at: any delegate looking for personal development and improved performance.



Pink 1 - Supplier Showcase

Gen Z are here: Student life in 2018. Tom White, StudentCom & Simon Horniblow, Campuslife.

2018 will be the first year that Generation Z are welcomed onto campus. The generation raised in the era of smartphones and social media, where technology and connectivity are essential to daily life. How much does student accommodation impact their overall experience at university? How can accommodation providers cater to the high expectations of today's students? What does it mean to be a student in 2018?

Join Tom White from StudentCom and Simon from Campuslife as we seek to answer these questions looking at 3 key factors that impact student experience:

1. Affordability- What is the true cost of university in 2018?
2. Mental Wellbeing- Why is mental health a key consideration for the students of today?
3. Connectivity- How much do students really rely on modern technology to both live and study?

This session is aimed at: anyone working within Student accommodation.

Pink 2 - Members led discussion

The boundaries and expectations of residential peer support system. Neil Harrison, University of Exeter.

This session will explore the delicate balance which must be struck by a peer support system within a residential setting. What boundaries should team members maintain and how can we train and support them to recognise these? What expectations do students, parents, University staff and other agencies have of the team and the service and are these accurate? How best can we communicate the nature and scope of this provision to team members and service users?

This session is aimed at: Residence Life Team - Support Staff Managers.

Pink 3 -

Engaging Estates - the art of communication for Harmonious Estates. Nicola Lathbury, Hexagon / BIFM Midlands / WIFM.

Talk and workshop on building effective communication between Estates Teams and their customers - internal and external.

Discussing the challenges, the impact and strategies and methods on how to change behaviours and outcomes to deliver harmonious relationships and satisfied internal and external customers.

Changing the face of estates.

This session is aimed at: all staff within estates, facilities, accommodation and support services



Pink 4 -

An introduction to Prevent: working together to safeguard students and staff. Barrie Phillips, HE/FE Prevent Coordinator (Wales) & Martyn Thomas, Wales Extremism and Counter-Terrorism Unit (WECTU).

The workshop will provide a refreshed opportunity to consider the Prevent agenda and duty from the perspective of students and staff within the HEI sector:

- Why Prevent?
- What does the 2015 Act require of the HEI sector?
- What are we protecting against?
- Does freedom of speech have limits?
- The importance of safe spaces, challenge, debate and critical thinking?
- Some examples of best practice/case studies.
- Current threat, risk and harm update.

This session is aimed at: managers and practitioners with oversight of safeguarding.

Pink 5 - (repeat of session Blue 3)

Student Mental Health and Accommodation 101. Rosie Tressler & Amelia Hartley, Student Minds.

Supporting and promoting student mental health has become a sector wide priority in recent years. In 2016 Student Minds began working with UPP and Nottingham Trent University (NTU) on 'Student Living', a cross-organisational project to support student mental health. Recognising that it can often be accommodation staff: a cleaner, the night porter or security staff that pick up on students in distress or experiencing mental health difficulties, the project involved the development of a training scheme for front-line staff, informed by a focused research project, along with peer support initiatives. This session will reflect on learning from the programme, increasing the knowledge of delegates around the difficulties and symptoms experienced by students, the current support landscape and the skills needed for supportive conversations with students. Finally, we'll support delegates to start mapping an organisational mental health strategy.

This session is aimed at: frontline staff for student support, private and university accommodation managers and those with a strategic role in the student experience and welfare.

Pink 6 -

Introduction to Conflict Management. Mike James, Gomediate.

Introduction to conflict, how it might escalate, how it can be contained and resolved. This workshop will look at individual participants' conflict management styles and discuss different questioning techniques. The trainer will draw on a breadth of experience of mediating conflicts within communities, families and workplaces.

This session is aimed at: anyone who may need to manage conflict or deal with disputes.



Orange 1 - Supplier Showcase

Student internet - Back to the Future. Jake Perks, PCCW Global.

A look back over the last 25 years of technology in student accommodation; what we can learn from this in order to plan technology for tomorrow's accommodation; defining and meeting student expectations; a "DNA" approach to smart buildings and smart technology. This session will identify the online expectations of today's students and how to cater for smart technology in student accommodation, highlighting why outsourcing could work for you.

This session is aimed at: directors and managers working in student accommodation.

Orange 2 - Members led discussion

Through the eyes of the students. Georgina Newton, Sheffield Hallam University.

Case study on the student led marketing approach at Sheffield Hallam University. Find out how we have worked with our students to deliver authentic student led content across a range of channels including film, social media and print.

This session is aimed at: individuals interested in student led marketing approach.

Orange 3 - Limited to 25 places

Working with colleagues from different cultural backgrounds. Jo Bloxham, thinkingpeople.

In this session we will:

1. reflect on the positives of working with colleagues from different cultural backgrounds, for us and our workplace
2. explore some of the issues that can cause misunderstandings when we work with colleagues from different cultural backgrounds
3. discuss a set of good practice principles that will help us work effectively with our colleague from different cultural backgrounds

This session is aimed at: anyone who would like to be more culturally aware and inter-culturally competent when working with colleagues from diverse cultural backgrounds.

Orange 4 - Limited to 25 places

Rice cookers, fire drills and a whole lot more: understanding our Chinese students better. Jo Bloxham & Nicola Lin, thinkingpeople.

In this session we will explore

1. the differences between life at UK & Chinese university campuses
2. the expectations Chinese students may have in terms of housing & accommodation in the UK
3. Chinese behaviours that we may not understand

This session is aimed at: anyone interested in understanding their Chinese students and their behaviours better.



Green 1 - Limited to 30 places

Understanding Unconscious Bias. Laurence Harvey.

This natural phenomenon is examined by conducting a quiz. Delegates answer 3 questions about the facilitator and identify why we make assumptions and what goes into them. Delegates experience the fact that initial assumptions can be so powerful that we can sometimes question the truth if it does not fit with what we expect. Delegates demonstrate the 'halo and horns' effect and prove to each other that it is our natural survival instincts that trigger the phenomenon of 'fight or flight' that can affect how our thoughts (attitudes) can affect our behaviour.

This thought provoking, enlightening, interesting and challenging workshop provides delegates with the opportunity for honest self-reflection in a safe environment. Delegates take time to reflect on what has and still does influence their thoughts, values and opinions.

This session is aimed at: all staff.

Green 2 (repeat of session Green 1) - Limited to 30 places

Understanding Unconscious Bias. Laurence Harvey.

This natural phenomenon is examined by conducting a quiz. Delegates answer 3 questions about the facilitator and identify why we make assumptions and what goes into them. Delegates experience the fact that initial assumptions can be so powerful that we can sometimes question the truth if it does not fit with what we expect. Delegates demonstrate the 'halo and horns' effect and prove to each other that it is our natural survival instincts that trigger the phenomenon of 'fight or flight' that can affect how our thoughts (attitudes) can affect our behaviour.

This thought provoking, enlightening, interesting and challenging workshop provides delegates with the opportunity for honest self-reflection in a safe environment. Delegates take time to reflect on what has and still does influence their thoughts, values and opinions.

This session is aimed at: all staff.

FOR OFFICE USE ONLY:

AL CV NB



ASRA

1997 - 2018

2018 Annual Conference

Registration Form

A Registration Form **must** be completed by **each delegate** in **BLOCK CAPITALS** and forwarded to the conference organisers. **Please note:** total numbers are limited, and registrations will be dealt with on a first come, first served basis.

Full name:

Job Title:

Institution/Company:

E mail:

Telephone No: Daytime: Mobile:

Invoice Name and Address:

Postcode:

Purchase Order Number, if applicable:

If a PO number is required on your invoice please ensure that this is completed prior to submitting your form

ASRA Region, if applicable:

Is your institution or private company an ASRA member

Please tick the boxes to confirm your requirements and insert the amount you are expecting to be invoiced
£

Full Conference Package Please tick to confirm your attendance at 'ASRA Hot Topics Forum'

Short Conference Package

Day Delegate – 2 day package

Day Delegate – 1 day package (please tick day required)

Monday 26th March 2018

Tuesday 27th March 2018

TOTAL AMOUNT TO BE INVOICED £

CREDIT/DEBIT CARDS, CHEQUE AND BACS PAYMENTS ARE ACCEPTED

– Please refer to point no. 2 of the Booking Conditions

On receipt of the Registration Form an invoice will be issued which will also act as a confirmation of booking.

All invoices **must** be paid within 30 days of the invoice issue date or prior to the Conference commencement date, whichever is less.

Accommodation – Please tick the box(es) to confirm your requirements

Sunday 25th March 2018 Monday 26th March 2018 Tuesday 27th March 2018
 Additional nights please specify

Payment for additional night's accommodation are to be settled directly with the conference hotel on departure, unless alternative arrangements have been made with the Conference Organisers.

Monday 26th March, 2018

Red 1	Blue 1	Yellow 1	Pink 1	Orange 1
Red 2	Blue 2	Yellow 2	Pink 2	Orange 2

Tuesday 27th March, 2018

Red 3	Blue 3	Yellow 3	Pink 3	Orange 3	Green 1
Red 4	Blue 4	Yellow 4	Pink 4		
Red 5	Blue 5	Yellow 5	Pink 5	Orange 4	Green 2
Red 6	Blue 6	Yellow 6	Pink 6		

Special Dietary requirements (i.e. gluten-free, vegetarian etc.)

Special requirements (i.e. mobility impaired, visually impaired, etc.)

Tick to confirm if you are a **New / First Time** Delegate

Please read and note the Booking Conditions prior to completing this form. ALL completed forms should be sent to the Conference Organisers, Sovereign Conference.

Please tick to confirm you have read and agree with the Booking Conditions.

Booking Conditions



ASRA
1997 - 2018

1. Each delegate must complete a Registration Form (it is **not** possible to accept institution bookings for more than one delegate on one Registration Form). Photocopied Registration Forms will be accepted.
2. On receipt of your Registration Form an invoice will be raised. Payment may be made by:

Credit/Debit Card: Please telephone Sovereign Conference (Tel: 01527 893675) to provide your card details.

Cheque: Cheques to be made payable to **ASRA** and crossed a/c payee and must be drawn on a United Kingdom Bank in pound sterling.

BACS: Account Name: ASRA

Bank Address: Barclays Bank Plc, Percy Street Branch,
Newcastle Group, Newcastle-upon-Tyne, NE1 4QL

Account No: 70860859 **Sort Code:** 20-59-59

Swift Code: BARCGB22

IBAN Code: GB30 BARC 2059 4270 8608 59

Please submit a copy of the Remittance Advice to the Conference Organisers

3. The Conference Package Rates are **strictly** for one person only and cannot be shared within an institution. This is in accordance with the venues terms & conditions, i.e. fire regulations, health and safety, and from a conference security point of view. Any institution found to be sharing a conference package will automatically be invoiced the additional fees plus an administrative charge of £ 25.00 per delegate.
4. The following cancellation charges will apply, subject to ASRA's contractual obligations with the conference providers, which will take effect **immediately** on receipt of the completed Registration Form:

On receipt of Registration Form but before **23rd February 2018** £25.00 per Registration Form

After **23rd February 2018** but before **9th March 2018** 50% of the total invoice cost

After **9th March 2018** or 'non'-attendance at the conference 100% of the total invoice cost

Substitution is possible up to 9th March 2018. Substitutions after this date **must** be approved by the ASRA Conference Committee.

Notification of any amendment, cancellation or substitution to the original Registration must be made in writing to the Conference Organisers.

5. The Conference Organiser (Sovereign) and ASRA will not be held responsible for any reason outside of their control should the conference not be able to commence or be curtailed early.
6. The Conference Organisers (Sovereign) and ASRA will not be held responsible for any loss or damage of personal items of the delegates or injury caused to a conference delegates or exhibitor at the conference venue(s).
7. The Conference Organisers (Sovereign) and ASRA will not be held responsible for anyone not being able to participate in this meeting due to it being over subscribed.
8. Should you have any special dietary requirements e.g. vegetarian, vegan, gluten-free, or medical requirements, these should be advised to the Conference Organisers (Sovereign) at the time of booking.
9. Each delegate will be emailed an invoice which will act as a confirmation of attendance, delegate letter and Accommodation Confirmation on receipt of the completed Registration Form. Delegates must register at the Conference Registration Desk on arrival, details will be confirmed in the delegate letter.
10. Personal and Travel Insurance to and from the event is the responsibility of the attendee and / or their named institution.

Should you have any queries or require any additional information please contact the Conference Organisers:

Sovereign Conference, Exhibitions & Travel Incentives
Seven Elms, Dark Lane, Astwood Bank, Redditch, Worcestershire, B96 6HB
Email: association@sovereignconference.co.uk