



‘Global Housing Training Institute (GHTI)’
Delivered by ACUHO-I & CUBO
Wednesday 13 – Monday 18 November 2019
The University of Edinburgh
CUBO Rate £1350 + VAT and General Rate £1687.50 + VAT
(these rates are fully inclusive of course fees, all accommodation and meals)

Why should you attend?

The Global Housing Training Institute (GHTI) is the only intense professional development opportunity specifically for student accommodation professionals to be offered in the UK.

This institute provides a unique opportunity for Universities and PBSAs around the globe to participate in an intensive event to build meaningful skills, discuss critical issues, and form strong bonds with colleagues.

The GHTI is designed to engage in cross border conversations to share best and next practice concepts to assist different regions of the world where specific professional development and growth is desired to continually improve student accommodation and residential communities.

The GHTI provides an exceptional professional development experience for advancing professionals working in student accommodation.

Participants will meet and interact with other colleagues in and out of classroom settings. Mentoring provided by the International Faculty, experts in their fields, is an integral part of the Institute allowing participants to gain new skills and the competencies needed to help in your career development and so meet the current and future demands of the profession.

Who should attend?

This opportunity is suitable for those currently working in a number of roles within student accommodation. You might typically have been working in this field for 3 to 5 years or perhaps longer but in specific areas. If you are looking to widen your skills base and knowledge especially with a view to progression then, whatever your current role, this is for you.

The mentoring groups (typically 4 participants with a Faculty member), will be tailored to each group and mentoring forms a substantial part of the Institute. This is an immersive experience over the 4 days and attendees will be expected to participate, not just during the more structured day time sessions but outside of those as well.

Similar Institutes run in Australia, Italy and especially those in the US are seen as **essential for anyone wishing to pursue their careers within student housing – within the University or PBSA sectors**

Next Steps

If you would like to discuss the Institute before making a decision then please email information@universityhospitality.co.uk a conference call will then be organised.

If you realise already that this is for you then please send an email with an outline CV to and we will let you quickly know if you have been successful in securing a place.

Space on the Institute is limited and you are strongly encouraged to act quickly!

Learning outcomes for participants

Participants will benefit from industry specific professional development and growth, based on [ACUHO-I's Core Competencies](#).

The format is based on learning and working together in core groups with an assigned faculty member who will be their Industry mentor and coach during GHTI. On completion of GHTI participants have the opportunity to maintain this professional mentoring relationship.

Modules covered during the GHTI include:

Student Development Foundations & Values

As a result of this module, participants will be able to:

- Identify the key events in the evolution of modern higher education and influences from across the globe.
- Understand the principles of student development theory and how they apply to everyday work on college and university campuses.
- Connect historical higher education foundations to housing and residence life work in a contemporary context.
- Understand current research related to factors influencing student success and wellbeing and how these might relate to residential operations.

Management & Human Resources

As a result of this module, participants will be able to:

- Compare and contrast the concepts of management, leadership, supervision, and human resource management.
- Demonstrate the use of director-manager tools (i.e. one-on-one meetings, feedback models, etc.)
- Define the foundational principles of human resources management.
- Identify how culture may influence management and human resources.
- Articulate critical competencies that impact a manager's efficacy.
- Implement concrete strategies for effective human resources management of staff in multiple settings.
- Construct an individualized management action plan that can be implemented beyond the close of the Institute.
- Connect ACUHO-I Core Competencies and other industry standards to organisational staffing models.

- Develop action plans for dealing with the top 10% and bottom 10% of organisational performers.

Crisis Management

As a result of this module, participants will be able to:

- Identify potential issues of risk connected to the management of people and property in student accommodation operations.
- Articulate principles that contribute to making timely, wise decisions during times of crisis that consider the well-being of students and staff.
- Develop policies and procedures that proactively protect students, staff, and the broader college and university community.
- Build a crisis management plan that will allow managers to effectively recognize, prepare for, and respond to critical situations.
- Consider approaches to business continuity planning to identify and maintain essential provisions following a crisis.
- Facilitate an effective assessment and review in the aftermath of a crisis.

Budget and Finance

As a result of this module, participants will be able to:

- Summarize different financial frameworks that exist in housing/accommodation systems.
- Identify a budget lifecycle, including projecting, spending, tracking, reconciliation, reporting, and auditing
- Articulate varying budget models and the differences in roles and responsibilities from a managerial perspective.
- Define commonly used budget terms.
- Understand basic components of a budget: revenue, expenses, financial statements, and capitalisation.
- Explain forecasting and monitoring performance metrics.
- Implement effective financial management skills and competencies.
- Know what comprises an enterprise/department-level budget, including staffing, construction/refurbishment, and facilities.
- Build a business case for expending enterprise/department funds.
- Evaluate the financial health of their enterprise/department and how its needs, priorities, and outside influences impact it.

Occupancy Management

As a result of this module, participants will be able to:

- Understand the philosophical, political, and procedural foundations of occupancy management.
- Integrate the concepts of recruitment, marketing, forecasting, and trend identification in their departmental practices.
- Develop an understanding of how accommodation styles, locality and student profile influence occupancy and community cohesion
- Identify various options available to manage occupancy.
- Understand how factors of supply and demand influence occupancy
- Interpret legal compliance issues such as UK codes in housing and residence life settings.

Accommodation Industry Overview

As a result of this module, participants will be able to:

- Articulate the trends, principles, and considerations that make the accommodations industry in the UK unique.
- Evaluate how community and environmental design impact the efficacy of housing and residence life programmes at UK colleges and universities.
- Identify various configurations of accommodation, including budget and community impact.
- Understand the development of accommodation facilities from traditional halls to cluster flats, incorporating 21st-century context from UK and global influences.
- Know how university cooperation and public-private partnerships relate to financial foundation of student accommodation programs.
- Examine the issue of student accommodation affordability and associated options and costs, etc.
- Assess the community/public benefit connected to student accommodation, including civic relationships and political pressures.
- Know industry associations (CUBO and ACUHO-I) and their roles in providing advocacy and professional development across the industry.

Current Issues Landscape in UK Accommodations & Partnership Opportunities

As a result of this module, participants will be able to:

- Identify the impact of and promising practices related to prevalent issues that affect accommodation at UK colleges and universities:
 - Concerns around the increase in mental ill health amongst students, and approaches to supporting students and staff in promoting good mental health and wellbeing.
 - The increased reporting of sexual violence, assault, and harassment within University and residential settings.
 - Student finances and their costs and impacts, as well as they systems and supports in place to help fund students' education.
 - The rise of affordability, politicisation of the student body and the Rent Strike.
 - Government policy influence, the potential impacts of current policy and future thinking: Brexit, Augur, post-16 education and immigration/internationalisation.
 - News, media, and social media influence and impact on work, reputation, and best practice.

Short-Form Concept Sessions

The Residence Life Framework

As a result of this module, participants will be able to:

- Track the history, origins, and models of residence life that have evolved from within higher education around the globe.
- Understand how various student issues and institutional responses are built into residence life educational goals.

Internationalisation of Student Accommodation

As a result of this module, participants will be able to:

Articulate how internationalising student populations are shaping the present and future of accommodation programmes.

The programme provides an intensive learning community. Participants benefit from the formal training, group activities and the many informal networking opportunities. Participants build a unique industry professional network with other participants and Faculty members from around the world.

Participants have the opportunity to plan their professional development through guided self-assessment. Participants receive industry recognition on completion of GHTI.

The GHTI is based on the National Housing Training Institute (NHTI), which is coordinated by ACUHO-I and held annually in the United States. In [this article](#), published in ACUHO-I's *Talking Stick* magazine, members share how their experience at the NHTI informed their work both inside and outside their offices.

About the Presenters

A stellar faculty are currently being chosen and their bios will be released shortly.

The Venue

The event will take place at Salisbury Green Hotel and Bistro at Pollock Halls, The University of Edinburgh, where the Institute sessions will also be run. Please click on link below for further information:-

<https://www.edinburghfirst.co.uk/accommodation/salisbury-green-hotel-and-bistro/>

Accommodation pre (and post) subject to availability will be £89 including breakfast and VAT.

How do we book on this course?

Visit:-

[Global Housing Training Institute](#)

Or alternatively, please contact Lynn Kenny at information@universityhospitality.co.uk or call 0114 222 8983/28907

The Indicative Programme for Global Housing Training Institute

DATE/TIME	SESSION	SESSION TITLE
Wednesday 13 November		
5.00 pm Arrive at leisure	Institute Orientation	Community Building exercise and development of learning groups
7.00 pm	Opening Dinner	With Learning Groups
Thursday 14 November		
7.00 am – 8.15 am	Breakfast	
8.30 am	Daily Announcements	
8.30 am – 10.30 am	Developing as a Professional	Using the ACUHO-I Core Competencies as a model, identify areas in which additional competency development is needed to be the most effective as an individual housing and residence life professional. Cultivate an identity as a housing and residence life professional and expand an industry-specific professional network.
12:00pm - 1:15pm	Lunch	With learning group and preliminary discussion about the competency model, questions and assessment
1.15 pm – 2.45 pm	Foundations	Articulate the philosophical and ethical underpinnings of student affairs, and how those broader underpinnings are currently reflected in the state-of practice in housing and residence life at their home institutions. Adapt and transfer concepts about how students develop to best impact the growth of residents through policy, programme, and practice decisions at their place of work.
2.45 pm – 3.15 pm	Break	
3.15 pm – 4.30 pm	Foundations Presentation	
6.30 pm	Dinner	
7:30 pm – 8:30 pm	Individual work on Competency Model	
Friday 15 November		
7:00am – 8:15 am	Breakfast	
8:15 am – 8:30 am	Daily Announcements	

8:30 am – 10:15 am	Crisis/Risk Management	Manage risk and respond to crisis situations that may occur in the residential setting in housing operations
10.15 am – 10.45 am	Break	
10.45 am -12.00 pm	Crisis/Risk Management	
12.00 pm – 1.00 pm	Lunch	
1.00 pm – 3.45 pm	Students: Programming	Academic Initiatives and Student Leaders Identify how housing and residence life can offer educational programming and support student leaders and groups to facilitate the development of the whole student through the residential setting.
3.45 pm – 4.00 pm	Break	
4.00 pm – 5.00 pm	Policy Development and student involvement	Enhance their understanding of policy development in a broader university setting, the impact on student housing, and the important role students can play in policy development.
5.00 pm – 5.45 pm	Discussion	
7.00 pm	Dinner	
Saturday 16 November		
7.00 am – 8.15 am	Breakfast	
8.15 am – 8.30 am	Daily Announcements	
8.30 am – 10.00 am	Budget and Finance	Develop their understanding of budget and finance skills as used as a planning and goal-setting document that reflects the mission of the housing operation within the broader institutional framework.
10.00 am – 10.15 am	Break	
10.30 am – 12.00 noon	Occupancy Management	Integrate the concepts of recruitment, marketing, forecasting and trend identification to facilitate the best- practices in occupancy management.
12.00 pm – 1.00 pm	Lunch	
1.00 pm – 2.15 pm	Facilities Management	Best practice management of housing facilities to make the physical environment attractive, conducive to academic success and other developmental growth opportunities, assists in building community, and fully functional for the safe and healthy living of residents.
2.15 pm – 2.30 pm	Break	

2.30 pm – 3.30 pm	Facilities Management	
3.30 pm – 5.30 pm	Faculty/Participant Meetings	
5.00 pm – 7.00 pm	Dinner	
Sunday 17 November		
7.00 am – 8.15 am	Breakfast	
8.15 am – 8.30 am	Daily Announcements	
8.30 am – 10.30 am	Human Resources	Cultivate coaching and other skills in supervision to enhance the management, appraisal, and retention of a strong, well-functioning staff team
10.30 am – 10.45 am	Break	
10.45 am – 12.00 pm	Human Resources	
12.00 pm – 1.00 pm	Lunch	
1.00 pm – 3.15 pm	Current Issues	Identify and consider strategies for mitigating the potential impact of current issues on individual institutions and the broader industry across all ACUHO-I competencies
3.15 pm – 3.30 pm	Break	
3.30 pm – 4.3- pm	Faculty Panel	
4.30 pm – 6.00 pm	Meet to take class and learning groups pictures	
7.00 pm	Closing banquet and graduation ceremony	
Monday 18 November		
7.00 am – 8.15 am	Breakfast	Check out and depart