

Mobility windows

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Introducing Mobility Windows as part of the
curricula of Estonian Higher Educational
Institutions

Archimedes Foundation
Tallinn, 22 November 2017

Presentation set up

- University background
- Motives for introducing mobility windows
- Organisation of MW's within the faculty
 - Internships
 - Study abroad
 - Thesis (research) projects
- Quality assurance

About Saxion University of Applied Sciences

University of Applied Sciences

Public comprehensive university founded in 1875

12 faculties, 6 research centres

Three campuses: Enschede, Deventer and Apeldoorn

27,000 students of which 4,000 international students

Main focus on Bachelor programmes

International office supports mobility
(scholarships, visa, housing, ...)







Deventer and Tallinn. Hanseatic towns in the middle ages.

Dutch + Latvian team to design Estonia's first movable pedestrian bridge in Tallinn

1:37 PM, July 19,

Society



A team comprising Witteveen+Bos, plein06 and Novarc Group recently won a global competition to design Estonia's first movable pedestrian bridge in the old harbor of the Tallinn capital. Their winning scheme, "New Balance 100" — whose name pays tribute to the country's ongoing centennial celebration — was chosen for its aesthetic form and technical balancing solutions. According to the team, the bridge is currently scheduled for completion in late 2018.



The designers shared more details about their winning proposal below.



Companies Tallinn

Theatre NO99, Theater in Tallinn

+372 668 8781

5D Cinema OÜ, Cinemas in Tallinn

+372 659 6850, +372 659 6850



Street-Art

Add company







2300 students in Bachelor programmes

Hotel Management (+/- 700) Du+Eng

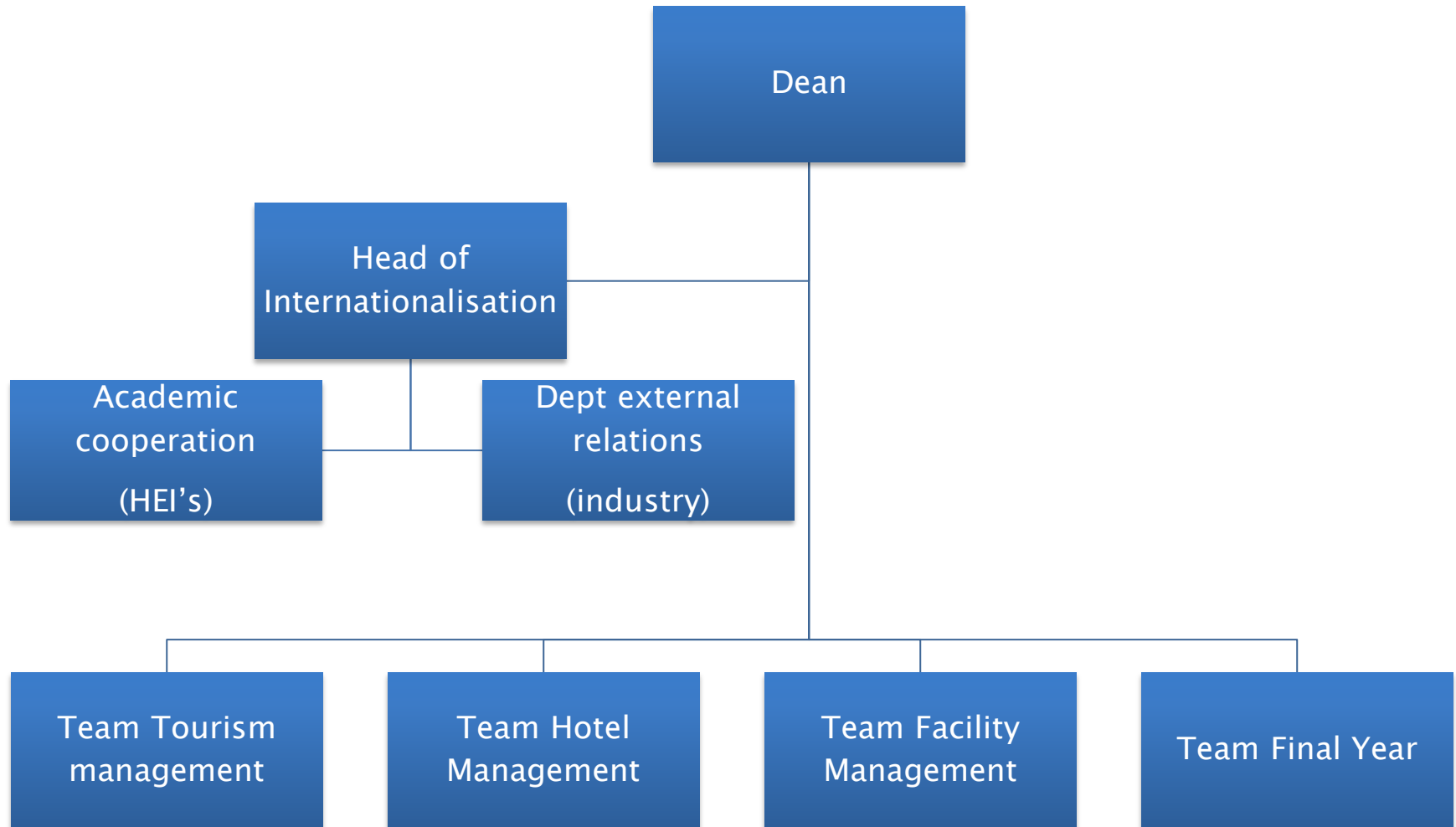
Tourism Management (+/- 700) Du+Eng

Facility Management (+/- 750) Du

MBA / MFREM / MA Mgt (+/- 150) Eng

Each School has a large degree of autonomy.

Organisational chart of the Faculty (Hospitality Business School)



Rationale for mobility windows

Objective: competency development of students
(knowledge, skills and attitude)



International experience: environment for competency
development



Mobility window: most notable instrument of gaining
international experience in the form of internships and
study abroad. (other instruments include excursions,
projects and other forms of short term mobility)

Back to theory...

Definition: A mobility window is a period of time reserved for international student mobility that is embedded into the curriculum of a study programme.

Embedded:

the foreseen mobility period must be an explicit part of the home curriculum and study plan. In other words it must be clear from the start of study at which point in time during the programme students have to, should or can go abroad, and for how long.

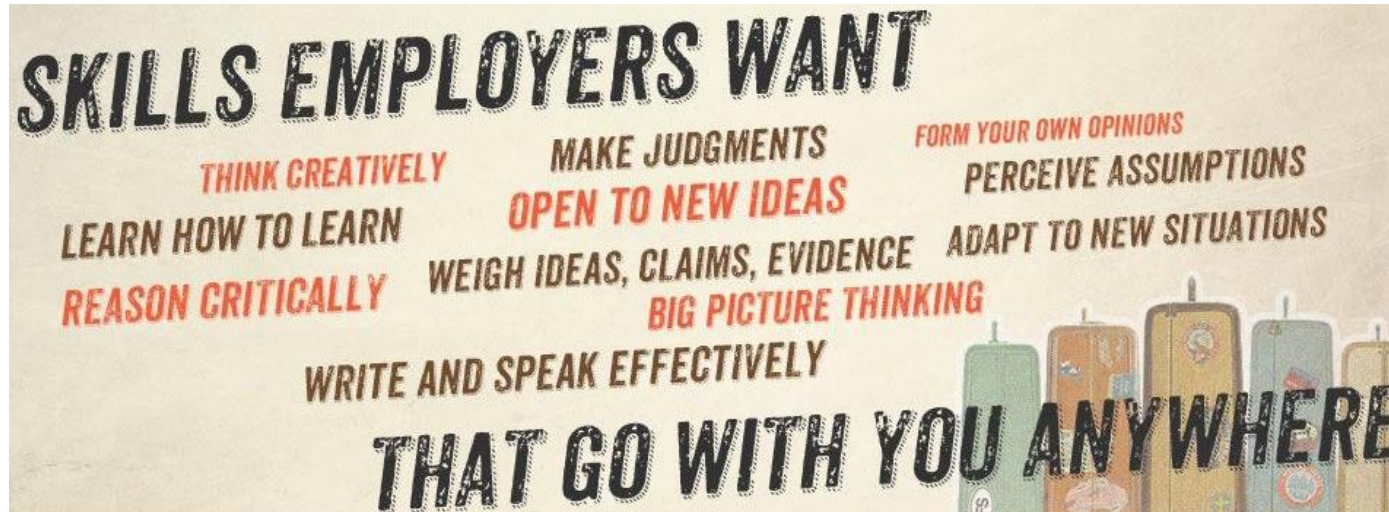
Recognition:

At least a part, if not the full international experience made during the mobility window counts towards or supplements the degree. In a properly functioning mobility window, problems of recognition should normally not arise.

Learning outcomes

- Subject knowledge (in an international context) but especially transferable skills are acquired and assessed during internships
- Transferable skills; Skills that a person has developed and that can be applied in different jobs or situations

Transferable skills



Education for global citizenship – key elements as defined by Oxfam

Knowledge and understanding	Skills	Values and attitudes
• Social justice and equity	• Critical and creative thinking	• Sense of identity and self-esteem
• Identity and diversity	• Empathy	• Commitment to social justice and equity
• Globalisation and interdependence	• Self-awareness and reflection	• Respect for people and human rights
• Sustainable development	• Communication	• Value diversity
• Peace and conflict	• Cooperation and conflict resolution	• Concern for the environment and commitment to sustainable development
• Human rights	• Ability to manage complexity and uncertainty	• Commitment to participation and inclusion
• Power and governance	• Informed and reflective action	• Belief that people can bring about change

Curriculum outline bachelor programmes

	Semester 1	Semester 2
Year 1	1. Taught semester	2. Taught semester
Year 2	3. Taught semester	4. Internship
Year 3	5. Taught semester	6. Taught semester
Year 4	7. Minor	8. Thesis research project

Outgoing mobility window: in semesters 4,7 or 8

Incoming mobility window: in semesters 3,5 or 6

Forms of mobility window: internship, study abroad, thesis research projects

Typology

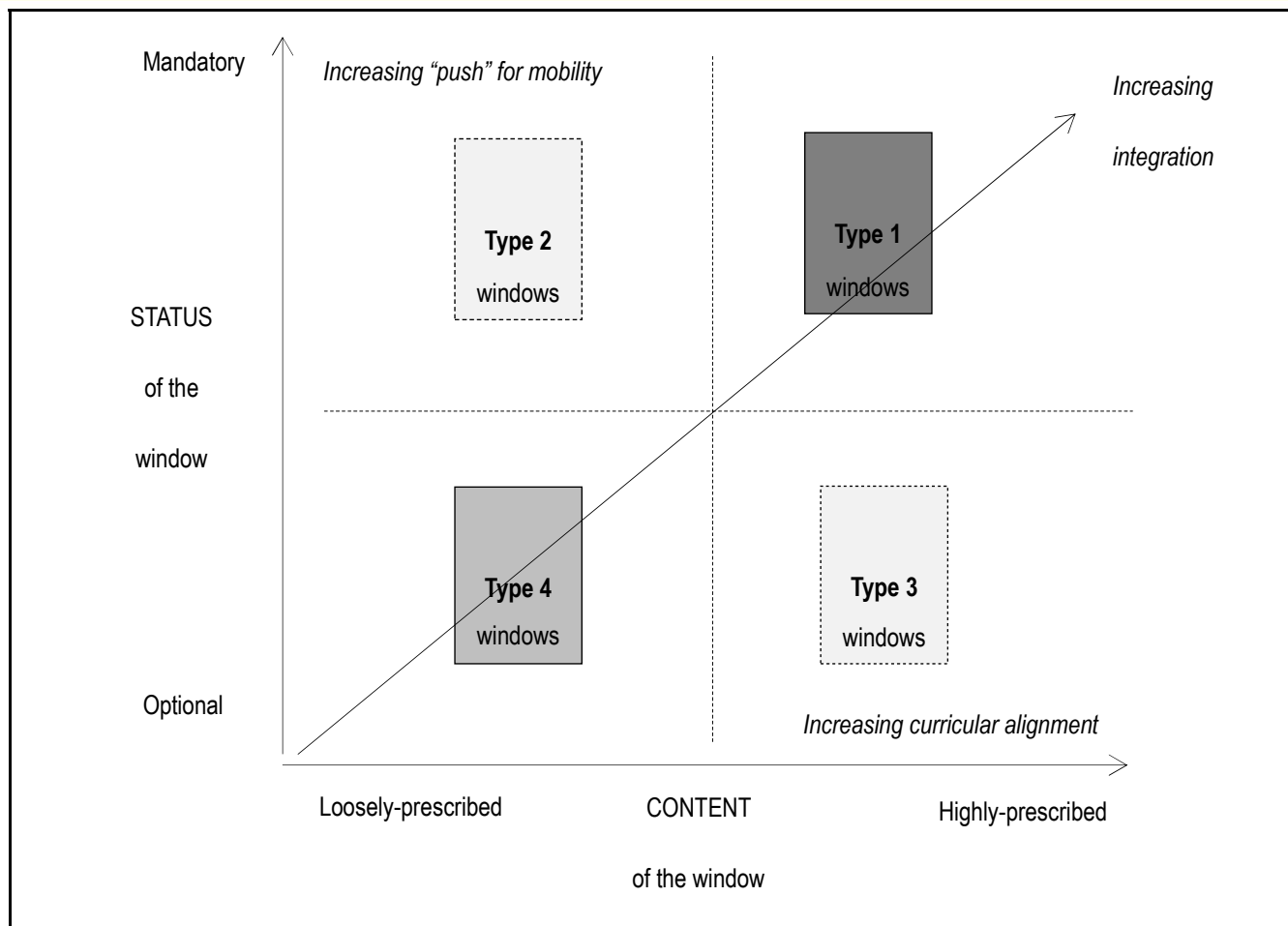
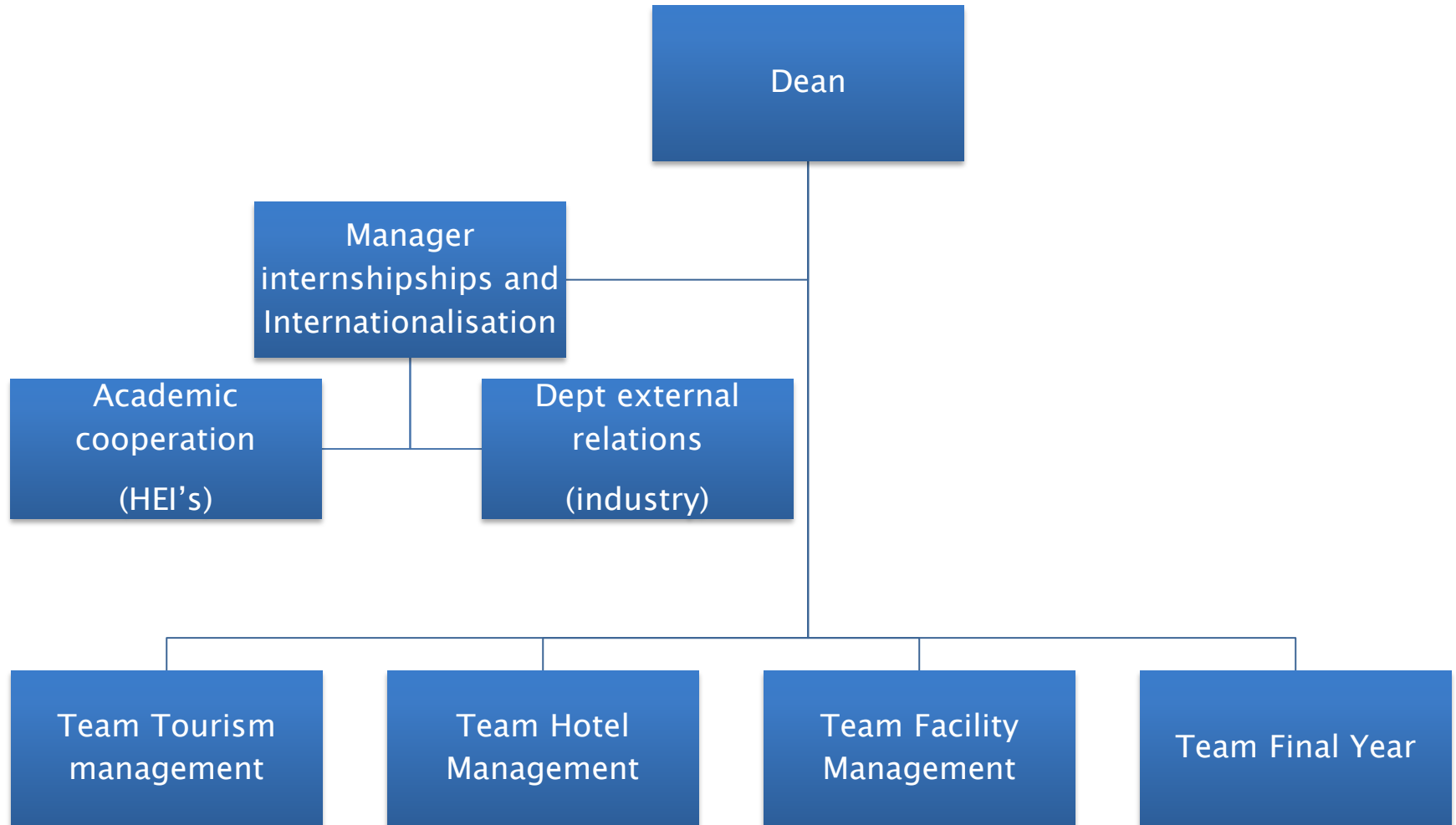


Figure 3 The typology of mobility windows
Ferencz, 2015

Organisational chart of the Faculty (Hospitality Business School)



Organisational chart of the Faculty (Hospitality Business School), introducing accountmanagers (AC's)

Accountmanagers (AC): 23 colleagues that (alongside their teaching hours) build and maintain relations with a part of the tourism, hotel or fm industry and mediate students.

Domestic: split up per sub-sector

International: split up per region

Team Tourism Management

AC Travel
AC Airports
AC Culture
AC Germany
AC Australia
.....

Team Hotel Management

AC Accommodation
AC Events
AC Spain
AC UK
AC Thailand
....

Team Facility Management

AC Healthcare
AC Gov't
AC Facility
providers
....

Team Final Year

AC China
AC Russia
AC Belgium
....

Forms of workplace learning

- Short training period (one or two weeks)
 - Familiarizing with a company or a job
 - Observing, passive
- Operational internship (5 months)
 - Gain operational work experience, practice skills
 - Work as a junior employee
- Management internship (5 months)
 - Gain and practice management skills
 - Work as an assistant manager
- Thesis, graduation assignment (5 months)
 - Gain and practice research and advisory skills
 - Work on an applied research problem and advice about this problem

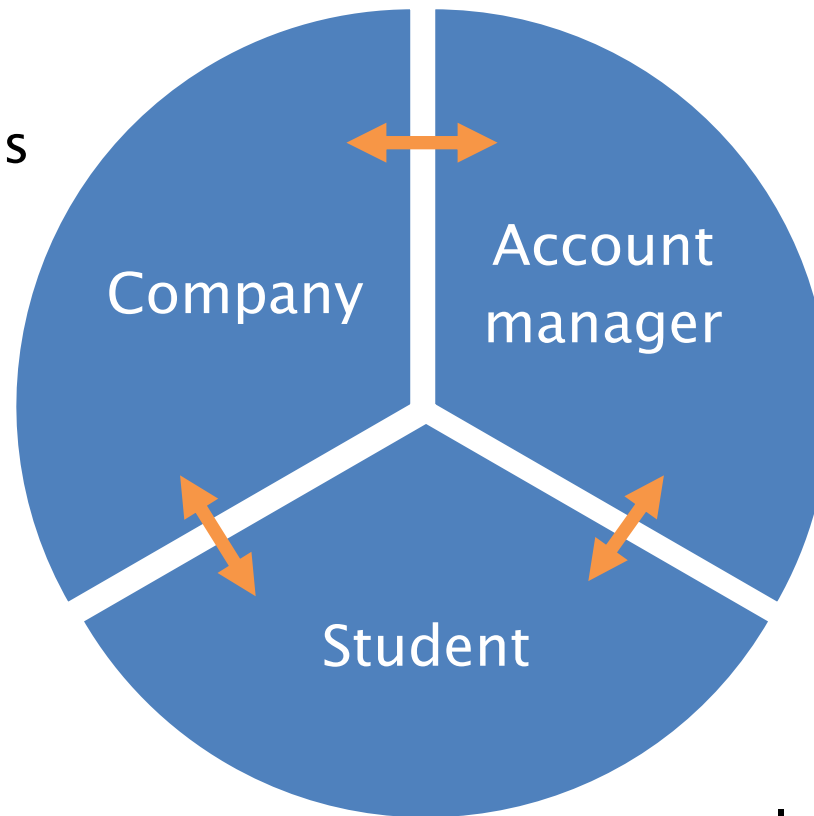
- Attractiveness of regions for our bachelor programmes (e.g. Germany for Facility Mgt, Spain/Thailand for Tourism Management, UK for Hotel Management)
- Attractiveness for students
- Country's student admission policies
- Language aspects (English, Spanish, German, French, Dutch)

Company criteria

- Is the company in the field of tourism, hospitality or facility management?
- Can learning outcomes be achieved?
- Does the company find learning important?
- Is there a suitable company tutor; level/expertise, language skills, availability

Stakeholders

Department
external relations



Manager external
relations

Internship supervisor

Manager external relations –>

- Develop vision and policy for industry relations (in cooperation with team managers)
- Set targets for accountmanagers
- Supervise accountmanagers
- Supervise dept external relations
- Trouble shooting
- Evaluate accountmanagent

Dept external relations –>

- Inform students about internship possibilities via OurSaxionWorld
- Keep records, process information
- Inform students about scholarships, visa, insurances, ...
- Arrange internship agreements

(International) Account managers –>

- Build and maintain relations
 - Acquire internship placements
 - Inform students about internship possibilities
 - Mediate students–companies
 - Supervise students
 - Account evaluation
-
- 80–160 hrs available per account manager + 14 hrs per student for supervision.

- Intl office Saxion
 - International mobility scholarships
 - Paperwork Erasmus

Targets accountmanagers

Traineeship 1		
Nationaal		HBS
	%HBS	# Tot
Accommodation & Catering	29%	20
Corporate organisations	11%	8
Culture, recreation, sport & wellness	4%	3
Events & Conferences	16%	11
Facility Management Providers	11%	8
Governmental organisations	11%	8
Health Care	11%	8
Good Food	0%	0
Transportation & Airports	3%	2
Travel	3%	2
subtotaal	100%	70

Internationaal		HBS
	%	# Tot
Australia/New Zealand	15%	24
Belgium	8%	12
China	4%	6
France	5%	8
Germany, Austria & Switzerland	6%	9
Japan	1%	1
Mexico	4%	7
Russia	0%	0
South Africa	10%	16
Spain	14%	22
Thailand/Malaysia/Indonesia	9%	14
The Carribean	10%	16
United Kingdom	16%	25
subtotaal	100%	160

totaal Traineeship 1		230
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Management traineeship		
		HBS
	%HBS	# Tot
Accommodation & Catering	27%	22
Corporate organisations	10%	8
Culture, recreation, sport & wellness	10%	8
Events & Conferences	14%	11
Facility Management Providers	9%	7
Governmental organisations	10%	8
Health Care	6%	5
Good Food	2%	2
Transportation & Airports	5%	4
Travel	7%	6
subtotaal	100%	81

		HBS
	%	# Tot
Australia/New Zealand	14%	10
Belgium	14%	10
China	0%	0
France	1%	1
Germany, Austria & Switzerland	18%	13
Japan	0%	0
Mexico	3%	2
Russia	1%	1
South Africa	8%	6
Spain	0%	0
Thailand/Malaysia/Indonesia	8%	6
The Carribean	7%	5
United Kingdom	26%	19
subtotaal	100%	73

totaal Management traineeship		154
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Example OurSaxionWorld

Google Nieuws MijnSaxion - Ho Inbox Web files access Our Saxion Wor verschijningsvor Ziengs - Dagje Sauna Reserve ticket_5656ff0

oursaxionworld.nl

University of Applied Sciences

Our Saxion World

SAXION LONDON NEW YORK MOSCOW TOKYO

change the view of your Saxion world

DISCOVER OUR ...

- partner universities
- business relations
- students
- alumni
- staff
- project showcases
- current student projects
- available student projects

DESELECT ALL LAYERS

France Switzerland Austria Hungary Romania Moldova

Italy Monaco Slovenia Croatia Bosnia and Herzegovina Serbia Montenegro Kosovo Bulgaria

Spain

Portugal Lisbon Porto Seville Granada Malaga Gibraltar Rabat Fes Casablanca Marrakesh Las Palmas de Gran Canaria

Spain

Spain has a population of 46.661.950 inhabitants (2009) and a surface of 505.992 km². It is a large country, diverse in landscape and culture. Spanish (español) is the official language in the territory. In addition to that, the other official languages are Catalans (catalán), spoken in the province of Cataluña, in the North-East of the country, by the Mediterranean coast, and which capital is Barcelona; Basque (vasco), spoken in Pais Vasco, in the North-West French border, and Galician (galego), spoken in the province of Galicia, in the North-West of the country. Santiago de Compostela is its capital. The cultural legacy is huge, there are many architectural treasures. That is why Spaniards tend to be hospitable with foreigners: you can feel at home after a short time living in Spain.

Facts & figures

What does exactly mean to do an internship in Spain? The companies that cooperate with HBS are mainly hotels. From small boutique hotels, to big hotel chains. These organizations offer the possibility to do a traineeship based on the three programs developed by HBS: Hotel, Tourism- and Facility Management.

Latest available projects

Twitterfeed

What's happening

Members' messages

14:01 26-11-2015

Student→

- Orientation via OurSaxionWorld and infomarket
- Apply for an account
- Apply for a company/position

Companies→

- Organise and provide suitable work–learning situations
- Make sure that student has access to information (e.g. company computer network, stakeholders within the company)
- Coach student on daily work
- Have evaluation talks with the student
- Carry out (part of) the assessment

Advantages / disadvantages of accountmanagement

Pro's

Wide range of places available

Very few internships failures

Account mgt tasks raises job satisfaction

Company satisfaction

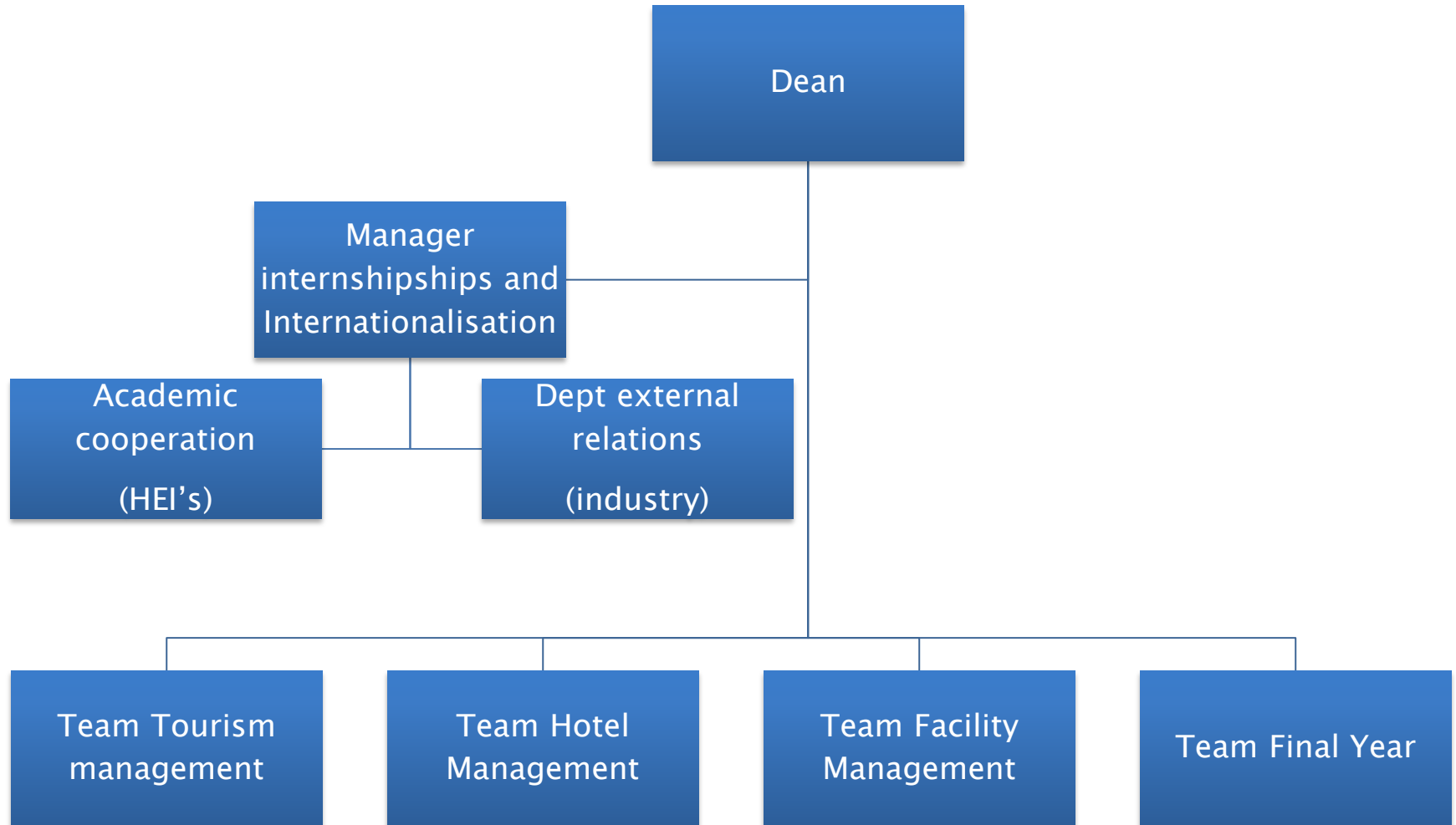
Student satisfaction about internship

Con's

Student struggle with internship preparation

Account manager bias

Organisational chart of the Faculty (Hospitality Business School)



Study abroad

- From student perspective; way to fill in the minor (30 ec)
- Erasmus+ agreements with 40 partner universities and 5 agreements with Non-EU partners.
- Variety of programmes that are complementary to Saxion programme (sports management, international business, wellness, events mgt...)

Study abroad; organisation

- 1 staff member arranging agreements
- same staff member arranging incoming students
- 1 other staff member arranging outgoing students

Communication with partners

- Incidental partner visits
- Annual EAIE conference
- International week
- Skype / Facetime

- Additional content in relation to Saxion programmes
- Attractive location for students (climate, safety,....)
- Organisational aspects (e.g. semester start, housing)

Success criteria

- Good working relations with partner's International office and Faculty
- Students' stories
- Integration with home students (social activities)
- Attractive (English taught) programme for incoming students

Questions

1. Which difficulties do you expect or experience when organising study abroad?
2. Which difficulties do you expect or experience when organising international internships?

Aim is to provide a proper learning environment in the context of hospitality and tourism.

Personal contact between accountmanager and company.

Around 300 companies in database

Quality assurance – Internships Preparation

Accountmanager discusses cooperation on semester basis.

Align company needs and Saxion needs.

(research → thesis, operational staff → internship, etc)

Accountmanager sets up liaisons (e.g. publish internship opportunity, contact lecturer for guest lecture, etc)

Sign internship agreement (Saxion, student, company)

Instructions for company supervisor

Quality assurance – Internships execution

Procedure if problems arise;

Manager external relations in the lead for organisational problems

Internship committee in the lead for learning problems

Saxion risk management for emergency situations

Quality assurance – Internships after completion

Internship café (informal)

Student evaluations (faculty, NSE, ...)

Company evaluations (Saxion)

Account managers meetings

Credits based on 3 exams of 6, 12, 12 credits
all to be completed within 1 year.

Quality assurance – study abroad

Regulations for study abroad explained in EER
(30 credit minor, level, overlap with major)

Initial check by academic cooperation officer

Learning agreement approved by exam board

Changes in Learning agreement approved by exam board

Evaluation: formal and informal (students with academic coop officer)

Arrangements with partner universities about retakes

- Join ACA and EAIE!
- Consider mobility windows as part of an overall internationalisation policy, including internationalization@home

Your students may be somewhat worried to go abroad. But by offering attractive opportunities and when executed in a proper way, they will look back at it as a lifetime experience!

The industry will be thankful for having students that are fit for their job!

Contact: j.w.meijerhof@saxion.nl