

UNIPOL TRAINING 2012

*Providing help, assistance
and expertise in keeping up
to speed with the provision of
student accommodation and
accommodation services.*

unipol

the home of student housing

www.unipol.org.uk/training

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sponsored by:



What 2012 will bring: Inspiration, information and inclusion.

This will be a year of significant change for those involved in higher and further education and these changes will impact the provision of student accommodation services. Demand may become unpredictable, expectations will continue to rise but higher cost fees and a new economic awareness by parents will bring value for money and affordability into the foreground.

In this environment student accommodation, its range, specialist support and purpose will be ever more important, as a key component of the student experience and positive student feedback about the institution.

Investment in accommodation, even in these difficult times, is set to continue, and with every pound counting it will be vital to invest wisely and produce a product that is both desirable and flexible.

This year's training focuses on three key themes:

- ▶ **Flexibility** - using resources in the most effective way in structures that can respond to fast-changing demands
- ▶ **Information** - providing specific skills, techniques and ideas of direct relevance to effective and customer responsive management
- ▶ **Innovation** - institutional accommodation will need to mirror most HEIs' quests for distinctive excellence. This will affect design, service provision and style. How can accommodation mirror the institution?

There are lots of new ideas circulating on sustainability, welcoming, providing a good working environment, networking, changing student behaviour and offering a

good solid service, all of which are reflected in this training programme.

Because of the times we live in, there are a significant number of new one day events looking at particular aspects of student accommodation provision and management. There is also an emphasis on change and motivation.

The programme continues to involve key players in the sector and promote and build on best practice. It also recognises that there is no "one size fits all" solution to how to run student accommodation services. Most training is "menu driven" to allow delegates and institutions to be able to take what is most relevant to them.

The accommodation sector is currently working under enormous pressure to deliver the best. Talking to others, sharing ideas and meeting challenging new concepts, are all an essential part of the sector's human resources development requirements. Those who are informed, motivated and inspired perform better in the service environment. This year's training stresses why student accommodation is important and how those involved in it can make their best contribution.

Thank you for your continued interest and past support of our training and I hope to see you, or a colleague, at an event in the forthcoming months.

A handwritten signature in black ink, appearing to read "Martin Blakey".

Martin Blakey
Chief Executive
Unipol Student Homes

In House Training

Unipol Training offers an in-house training facility for HE, FE and private sector housing suppliers allowing you to train a number of staff at a venue of your choice without the addition of travel costs.

This service enables users to select their own training package from a number of suggested modules covering general trends, using the private sector, health and safety and a variety of housing management techniques.

All training is on specific themes, customer focussed and is designed to inform and motivate staff. Our training involves participation from delegates and some involve group work and role play. Many use in house training as part of their team building so that staff who rarely meet each other can do so in a focussed and informative event.

The modules can be geared to your specific needs and are, of course, confidential to your own staff.

Different modules play to different levels and strengths of staff, with some courses for newly arrived staff and others for experienced or senior staff meaning our training gives you an opportunity to take an overview, or a sideways look, at your existing systems and views.

This in-house training system compliments Unipol's existing central training programme which concentrates on new issues and larger events where, networking with other institutions is important.

For more information about costs and the range of standard modules on offer, please get in contact:

Online: www.unipol.org.uk/training
Tel: 0113 205 3404
Fax: 0 113 234 3549
E-mail: conferences@unipol.org.uk
Post: Conferences, Unipol Student Homes,
155-157 Woodhouse Lane, Leeds LS2 3ED.

Join the Friends Discount Scheme

For many institutions and accommodation providers, Unipol Training provides an integral part of meeting their demanding training needs. At a time when everyone is seeking best value for money in this area, Unipol's Friends Discount Scheme is a thank you for your loyalty to us.

The benefits are:

- ▶ 3 delegates for the cost of 2 at all training events *
- ▶ 15% Discount on all fees
- ▶ Priority booking
- ▶ Termly Bulletin from Unipol

For just £75 per academic year, your institution could become a Friend of Unipol training and join those who already benefit from these fantastic offers.

How to apply?

Online: www.unipol.org.uk/friends
Post: Conferences,
Unipol Student Homes,
155/157 Woodhouse Lane,
Leeds, LS2 3ED
Tel: 0113 205 3404
Fax: 0113 234 3549
Email: Conferences@unipol.org.uk

If applying by post or email please include your full name, position, institution /organisation, postal address, phone number and email. You will be invoiced for payment. Terms are 30 days from date of invoice.

** 3 for 2 offer applies to the training element of all conferences. For residential events the 3rd delegate will be required to cover the costs of dinner and accommodation. This offer applies when 3 delegates attend the same training event.*

The Future of Purpose Built Student Housing

Monday 30th January 2012
Central London



A one day conference examining future potential, threats and strategic developments suitable for senior staff involved in delivering student experience and business strategies either as an HEI, in partnership or by association.

This event is designed for all those involved at a strategic level in providing and developing student accommodation and explores the enormous changes facing all providers of student accommodation and aims to provide an opportunity, free from hype, to consider future policy options for institutions, funders and developers. Things are certainly changing:

High cost fees swing into place next year - how will that affect student accommodation choices?

- ▶ Visa restrictions are coming more into play
- ▶ Will more students stay at home?
- ▶ Is affordability going to be the order of the day?
- ▶ Will numbers of international students decline?
- ▶ What about the relatively untapped market of returning students?

The student experience has never been more important for HEIs

- ▶ Who will actively seek to improve that experience and who, in hard times, will simply "hunker down"?
- ▶ Is the era of "here's one we did earlier" in student accommodation coming to a close as institutions need to invest in distinctive specialness?
- ▶ How are service levels to be maintained?
- ▶ What will happen to rents and revenue over the next few years?

The banks seem to have a reducing role in funding accommodation and investment funds have taken up the baton

- ▶ Does this have any influence on the type and location of the construction of new buildings?
- ▶ Does this mean a shift in partnership arrangements?
- ▶ Are institutions ongoing to be more, or less involved in accommodation development and management?

These three themes are addressed by the best experts in the field in an agenda that encourages delegate interaction and networking. Because of the nature of the event numbers are limited to 120 delegates.

Venue:

Pinsent Masons International Headquarters, Central London

Special Price: £245

Special Friends Price: £215

Getting Started in Student Housing Management

Thursday 2nd and Friday 3rd February 2012
Leeds

A two day residential course suitable for new and recently appointed staff managing student residential accommodation.

This two day course seeks to provide an essential grounding in how student accommodation works for those newly in post or relatively new to the sector. It covers the "big picture" issues about why student accommodation is important but also deals with the huge number of practicalities involved in managing this specialist form of heavily supported accommodation. Throughout the course there is an emphasis on individual responsibility in the context of offering excellent customer service.

The course provides information on:

- ▶ Welcoming, settling in and transition
- ▶ The essentials of customer care
- ▶ Dealing with repairs
- ▶ The uses of inspections
- ▶ Essential health and safety
- ▶ How recent legislation underlines student accommodation management
- ▶ Inter-tenant friction and disputes

The course includes an on-site visit to two occupied shared student dwellings where delegates carry out an inspection and an amount of group work.

The course is run by a number of staff experienced in student accommodation management and customer care.

Venue:

The Unipol Board Room, Leeds

Normal Price: Residential £445 / Non-residential £335

Friends Rate: Residential £395 / Non-residential £295

Housing Students with Families

Held jointly with Zebra Housing Association

Tuesday 7th February 2012
Leeds

A one day seminar exploring the housing options for students with specialist housing needs, suitable for those involved in housing supply and advising those with family housing needs.

Many institutions have a need to house, or assist in the housing, of students with families. The majority of demand comes from international students, particularly research students and demand here is rising. Other areas of need relate to mature undergraduates and mid-course pregnancies. All of these students have limited economic means and need to be housed in a suitable and convenient location.

This seminar, held in co-operation with the Zebra Trust will look at:

- ▶ The economics of family housing
- ▶ Development and partnership approaches to providing supply
- ▶ How limited numbers of family housing units can (and have) been built into new and existing complexes
- ▶ How institutions can assist those with families with appropriate housing advice
- ▶ The specific management regimes and issues around housing families.

This seminar is being hosted by Zebra Housing Association at their main offices and numbers are strictly limited to 25 delegates. The day will consist of exploring a number of approaches to improving housing services for families and will provide interesting examples of partnership approaches in operation around the country.

In the spirit of the need to provide affordable family housing, this seminar has been specially priced to ensure the participation of those who need to attend.



Venue:

The Unipol Board Room, Leeds

Special Price: £150

Special Friends Price: £125

Making Better Use of On Site Staff and Student Wardens: Service Provision, Customer Care and Employment Options and Requirements

Monday 20th February 2012
Central London

A one day round table seminar exploring how to make the best use of onsite staff and student wardens with consideration of the legal employment context suitable for all those running student accommodation wanting to get the best out of on-site staff whilst improving training and maintaining their legal obligations.

On site staff and wardens are at the coal face when it comes to offering a forward facing service to your tenants. Incidents almost always happen out of hours and they are in the front line.

In the morning this one day seminar looks at:

- ▶ What services wardens can provide together with an overview of service options provided by different on site staffing options
- ▶ The interplay between reception services, on site staff and security: how those roles interact and what customers expect
- ▶ What training can be provided to those, particularly student part time staff, to make them most effective.

In the afternoon the best formats for employment are outlined and the complex interplay between tax, minimum working requirements and employment contracts outlined:

- ▶ Are your staff actually "on call" and what does that mean?
- ▶ How are they paid?
- ▶ What kind of contractual obligations do they have to the employer?

The afternoon looks at the legal and regulatory framework and gives examples of best, and effective, practice within the sector, and is lead by Hillary Crook, Solicitor.

Venue:

Imperial College, London

Normal Price: £245

Friends Price: £215



Liberty Living PLC is pleased to sponsor Unipol Training

Liberty Living provides Unipol with a direct cash injection into their training programme that helps underwrite the risk of new events and allows them to charge lower conference fees to delegates.

Liberty Living plc is the dedicated Property Asset Manager for Brandeaux's student accommodation portfolio. Working in conjunction with universities and other representative bodies, Liberty Living aims to provide modern, stylish and affordable accommodation to the student population in the UK.

Key Facts :

- ▶ 14,785 beds
- ▶ 17 cities
- ▶ 41 residences
- ▶ 68% of beds fully let to our University partners
- ▶ Over 30 UK University partners
- ▶ Founding member of the ANUK Code of Standards
- ▶ 2010 winner of the National Student Housing Survey

Liberty Living's portfolio of accommodation offers a safe and secure environment for students and keyworkers and we work with over 30 UK Universities. Our residences offer a range of accommodation including: ensuite student flats; studios; double and twin rooms and have prices to suit most budgets. Our rent is all-inclusive which makes it easy for students to plan and manage their finances.

Liberty Living is a service-led organisation and has been voted "Best Private Provider" in the 2010 "National Student Housing Survey". The survey, in which over 10,000 UK students participate, scored Liberty Living particularly well in the following categories, all areas where Liberty Living's proactive and professional management style can add value:

- ▶ Condition and quality of accommodation
- ▶ Relationship with management
- ▶ Repairs

Liberty Living actively supports and promotes the development of professional standards in the student accommodation industry and is proud to support the Unipol training programme.

Liberty Living has no control or influence over the content of the Unipol training programme, but has a fundamental belief that training for the industry is critical for the development of industry as a whole.

**Charles Marshall,
CEO Liberty Living**

Risk Assessments of Large Buildings: Its role, your responsibilities and planned responses

Wednesday 22nd February 2012
Leeds

A one day course looking at the interplay and uses of health and safety frameworks as they apply to larger student accommodation developments.

Suitable for all those involved in health and safety systems at a policy, strategic, management or advisory level.

Health and safety has never been more important, or more complex. This one day course will look at the relevance and interplay of three key health and safety frameworks as they affect larger student residential complexes:

- ▶ The Regulatory Reform (Fire Safety) Order 2005 and the format to be followed when recording risk assessments under PAS79:2007.
- ▶ The Housing Health and Safety Ratings System (HHSRS) under the Housing Act 2004 and the 29 risks it covers.
- ▶ The Local Government Regulation (formerly LACORS) Fire Safety Guidance on fire safety provisions for certain types of existing housing.

The course will cover an overview of risk assessment methodologies and how they can be practically applied in this special area of housing supply and management. The day will include an on site visit and some group work to assess risk, report and record action in a correct and appropriate manner.

The day will be led by experts in the field.

Venue:

The Unipol Board Room, Leeds

Normal Price: £215

Friends Rate: £185

Housing Services and Returning Students: New Skills for New Markets

Friday 24th February 2012
Leeds

A new one day seminar that looks at the special skills inherent in letting institutional accommodation to returning students and brings together the specialist skills and logistics required for letting all kinds of properties (including complexes, head lease or managed) to students.

This will be suitable for all those interested in developing lettings flexibility in their portfolio and needing to maintain lettings in a more hostile market place.

Many institutions have always let a proportion of their own accommodation to returning students and many private providers direct let a proportion of their accommodation into the market place. Other HEIs are now looking at these options as international students expect to be housed throughout their course and the clouds of uncertainty begin to gather about the level of accommodation that will be required by first year students. Many institutions are planning to increase the flexible use of their portfolio.

This one day seminar will look at the practical issues involved in successful letting to returning students. The day will also cover the increasing use of head leasing or property management for returning (and in some cases first year) students.

The day will look at:

- ▶ The special needs of returning students.
- ▶ The importance of progression within an HEI portfolio.
- ▶ Why letting to returning students is different from the normal allocations process.
- ▶ The logistics of marketing and viewing.
- ▶ The special needs of international, students and how to meet them.

The day will involve examples of best practice from institutions who already successfully let to returning students, private providers who need to let in this way and successful off-street housing property managers who continue the tradition of customer care through the first year to successive years.

This is a new event, designed to meet tomorrow's needs.

Venue:

The Unipol Board Room, Leeds

Normal Price: £215

Friends Price: £185

Inspecting Smaller Houses

Friday 9th March 2012
Leeds

This recently revised one day training course provides practical information and expert guidance on how to inspect and assess a student house. Suitable for all those involved in off-street property inspections, assessments and advising students on standards.

This 'hands on' course provides information on:

- ▶ The essential methodology required to inspect a house and how to get about it
- ▶ What to record
- ▶ Hazard identification and outcomes
- ▶ Assessing risk
- ▶ Identifying disrepair
- ▶ Reacting to student management issues
- ▶ Ensuring that licensing standards under the Housing Act 2004 are met.

The day will also inform of the skills required to make an assessment of the suitability of houses for student occupancy and enable those working with private landlords to advise them correctly and with confidence on any course of action required.

Venue:

The Unipol Board Room, Leeds

Normal Price: £215

Friends Price: £185

Students and Planning: Why are Students So Special?

Friday 23rd March 2012
Central London

A one day seminar for all those interested in the impact of planning policies on the ongoing development of student accommodation and the links between the London Plan, Regional Planning Issues and the impact of Article 4 planning policies on the student housing sector.

Suitable for all those involved in understanding the ongoing development of student accommodation and dealing with localism in meeting the future needs of students.

The mention of the word "students" seems to excite local politicians, planners and residents in equal measure. Some local authorities say they want to promote purpose built student accommodation to release much needed housing stock back into family use - others claim that every planning decision is met with initial hostility no matter what housing strategy it fits into.

Landlords with off-street properties see that stock is being frozen by the effects of the Article 4 directive. Is this good news for private landlords (restricted future supply) or for larger developers (as growth of off street housing grinds to a halt) and what happens to rents if supply becomes increasingly restricted?

- ▶ is student accommodation affordable housing or is it a luxury let worthy of Section 21 considerations?
- ▶ is it really true that the growth of student housing has any negative impact on other housing developments?
- ▶ is there a serious mismatch between local housing needs assessments and their planning policies?
- ▶ have local residents and politicians failed to appreciate that for many owner occupation is over and longer term renting will be the norm and sought to offer more support in this area?

Most agree that planning is becoming increasingly idiosyncratic, quirky and even eccentric in its outcomes. Does it have to be like this? Could the sector co-operate more to make student accommodation a more coherent housing need that is properly appreciated? Is there any evidence that it is student accommodation vs. the community?

This one day seminar will bring together experts from around the country to try and map out the case for better co-ordination and information about the student accommodation sector.

The day will be in a round table format and should be of particular interest to developers, local authorities, university staff and student unions with an interest in community issues and how student accommodation must continue to develop.

Venue:

Please check www.unipol.org.uk/training for further information

Normal Price: £245

Friends Price: £215 **Student Union Price:** £85

The Management of Mental Health Issues in Student Accommodation

Monday 26 March 2012
Leeds

A one day seminar looking at how to manage common and realistic mental health issues that occur in student residential accommodation.

Suitable for those involved in the management of student accommodation, student services and those advising students.

Following the success of this new event in London last June, we promised to revise the event and hold it in the North and we are now doing this.

This seminar is designed to assist those who manage (or are responsible for managing) student residential accommodation who need to deal with mental health issues relating to tenants. The emphasis here is on the effective and correct management of issues that are likely to arise.

Mental health and how to deal with the issues it raises in a residential community remains an important area of expertise for anyone working in student accommodation. Increasingly, those on site want practical and helpful information, not an explanation of distant legal frameworks or an ever larger institutional mental health policy that never quite says what ought to happen.

This is a practical seminar with group work and presentations centring around five typical case studies that will be used as a tool to aid extensive discussion and information delivery involving both student support and legal issues relating to the ongoing management of mental health in student accommodation.

The five case studies will be sent to delegates 48 hours in advance of the course so that they can be discussed and considered (with colleagues if appropriate) and the day will place the issues raised in them within the wider support and legislative context that those dealing with the practical effects of mental issues need to know about.

We are fortunate in having the day co-led by two experts in the field, James Moore, one of the very first Mental Health Advisors to work in a University and Hilary Crook, a known expert in this field.

Speakers

James Moore, Mental Health Advisor.

After qualifying as a social worker in 1983, James worked in various psychiatric settings for the next decade. In the mid-90's he moved into the field of mental health training including co-ordinating a Consortium which trained social workers to work under the Mental Health Act. In 2005, he combined his freelance training role with work as the part-time Mental Health Advisor at the University of Bradford, where he still works today. He is currently on MIND, the national Mental Health charity, list of approved trainers.

Hilary Crook, Solicitor, Principal of Hatch Legal.

Hilary Crook is one of Unipol's regular panel of trainers. She is a practising solicitor, an associate of the Chartered Institute of Arbitrators, and has nearly 20 years' experience of advising universities and colleges on their property assets and student relationship management. She won the Corporate INTL Education Lawyer of the Year in the UK award in 2011, and is listed by Chambers Directory as a "notable practitioner".

Venue:

The Unipol Board Room, Leeds

Normal Price: £215

Friends Rate: £185

11th Annual Accreditation Network UK (ANUK) Conference Accreditation: The Good, the Bad and the Ugly?

Tuesday 17th April 2012
Central London



The main national conference providing strategic oversight and networking opportunities in the field of accreditation. Suitable for all of those running, developing or thinking about accreditation and its role in improving housing standards and housing management.

Accreditation has been changing quickly. As the private rented sector moves into being a medium term mainstream housing supplier for those unable to buy their own homes (average age of purchase now 36) there has never been a greater need for accreditation to highlight the good from the bad. At the same time, Local Authorities are under financial pressure and many are cutting back to fund only their statutory services and this has meant many accreditation schemes have been outsourced or closed.

In this era of new realities this one day conference seeks to answer some key questions:

- ▶ is accreditation able to deliver the quality mark that should be required by consumers?
- ▶ is it really feasible to develop any national kitemark that has robustness and credibility or are regional and scheme differences too wide?
- ▶ how does the plan to have a cross-London kite-mark fit into the accreditation map?
- ▶ as schemes have to exist on limited funding, are they "dumbing down" with less emphasis on verification and more on skills based testing and is this enough?
- ▶ what is landlord engagement and how important is it in developing accreditation?
- ▶ is the outcome of a scheme a logo or improving standards, and who can measure this?
- ▶ is it possible to make a scheme self-funding or is accreditation always going to require some subsidy?
- ▶ is it possible to audit the worth of a scheme?

These key questions will inform the agenda with experts and practitioners arguing different points of view, with case examples, to explore and chart the accreditation movement's way forward. The day will also see information being placed in the public arena to measure how effectively schemes have managed to implement ANUK's four key criteria.

In the afternoon, the day will have tracked sessions with a specialist track looking at accreditation within the student housing field.

- ▶ How prevalent is accreditation and how many institutions can rely upon a robust scheme to meet the expectations of students and their parents?
- ▶ Do these schemes, serving a sub sector of the market have integrity?
- ▶ As students pay higher cost fees is accreditation a key tool in improving the student experience in housing for most returning students?

This is expected to be a thought provoking day and it is hoped to publish a paper after the event giving ANUK's views about the ways forward.

Venue:

Please check www.unipol.org.uk/training for further information

Normal Price: £125

ANUK Member Price: £85

Making the Most of the What's Left of the Summer: short-lets, tenant change over and maintenance programmes

Tuesday 24th April 2012
Leeds

A one day course charting the end of one tenancy cycle and the beginning of another and the specialist techniques that student accommodation requires to respond to the need for rapid servicing. Suitable for all those involved in overseeing and managing tenancy changeovers in both complexes and small houses.

This seminar covers the logistics of clearing up after one set of students and preparing for another (or incoming short stayers) in the most efficient way possible.

The day will examine:

- ▶ preparing for the end of tenancy
- ▶ what works can be undertaken in occupied periods and when
- ▶ how to undertake end of tenancy inspections effectively and refund deposits within 14 days
- ▶ avoiding managing the deposits and not the building
- ▶ achieving the best standards in cleaning
- ▶ the techniques of a fast turnaround on buildings
- ▶ preparing for short stay summer lets and letting people stay until the last minute
- ▶ checking rooms and locking off.

The day will draw on a number of successful case examples around the country and will look at the techniques required to maximise occupancy and minimise cost. There will be some tracked sessions at the difference between managing complexes and off-street properties at key points in the cycle.

Venue:

The Unipol Board Room, Leeds

Normal Price: £215

Friends Price: £185

Meeting the New Challenges of Housing International Students

Tuesday 1st May 2012
Leeds

A one day seminar for accommodation professionals and advisers working with international students looking to ensure knowledge and practices are up-to-date.

Following the success of the London event in November 2011 this event has been fully revised with added relevance being given to non-London based institutions and is being held in Leeds.

Institutions are giving the international student care and recruitment package increasing priority and institutions continue to give high priority to the recruitment and retention of international students. In a constantly changing sector we need to make sure we have access to the latest information and are on top of developments and trends.

All the signs are that this year international recruitment has been higher than ever before but that arrival patterns have changed and the pressure on allocated accommodation places has increased.

This seminar will explore:

- ▶ the most recent information available on international students' accommodation needs
- ▶ what services must be offered and what improvements might be made?
- ▶ what are the effects of the new (and developing) visa requirements on international students demographics and their likely accommodation requirements?
- ▶ the challenges of operating allocations and advice services for international students
- ▶ how international students can be encouraged to integrate and make full use of their time in the UK
- ▶ the increasing importance of social networking as part of belonging and how social networking techniques can be applied appropriately to the international student cohort
- ▶ what help and advice can be given to those who definitely need to rent from the private sector?

The day will build on the best available information, practice and innovations and the round table format and interactive nature of the sessions are designed to ensure full delegate involvement, comment and participation.

This seminar will be of interest and use to all of those involved in housing international students looking to provide the very best experience and continually improve their accommodation services for international students.

Venue:

The Unipol Board Room, Leeds

Normal Price: £215

Friends Price: £185

Legal Issues Update in Student Accommodation

Friday 11 May 2012
Central London

A one day seminar flagging new developments on a number of pertinent legal issues within student accommodation provision and management.

This annual event is geared towards those involved in student accommodation provision and its management.

The seminar explores and informs on new and emergent legal areas of interest and pertinence to those in the student accommodation world. Although it is too early to define exactly what these are likely to be, possible areas include:

- ▶ changes to procurement processes as universities rely more on private income
- ▶ proposed changes to the health and safety regime with local authorities taking on work for the HSE in the area of housing standards
- ▶ tax and employment matters affecting on site staff
- ▶ ongoing changes in the area of deposit protection
- ▶ changes in data protection
- ▶ proposed changes affecting those who house under 18's

The day will also provide an opportunity for delegates to raise issues and questions that have arisen within their own institutions and the seminar will include participation and networking.

Venue: Please check www.unipol.org.uk/training for further information

Normal Price: £245

Friends Price: £215

Tomorrow's Student Accommodation. Design, Amenity Level and Affordability in New Student Accommodation

Wednesday 16th May 2012
Central London

A one day seminar for those involved in student accommodation strategy and policy and the ongoing development of new and refurbished accommodation.

Following a successful event held in Leeds in November 2011 this seminar has been refined and revised and is being held in London. The seminar explores recent design and amenity options in student accommodation and seeks to address the question - what type of accommodation will students need in the future and what are we creating now that meets those needs?

The seminar will examine:

- ▶ en-suite and non en suite design options
- ▶ larger v smaller shared flats
- ▶ has catered accommodation had its day?
- ▶ how should student accommodation look and feel?
- ▶ what kind of facilities should be provided?
- ▶ how important are shared spaces?
- ▶ all within the context of maintaining range of accommodation options that are affordable and have good value for money ratings.

The day will look at common themes and examine several recent accommodation developments and identify how these issues have been approached in the very latest buildings to come on line.

Venue:

Please check www.unipol.org.uk/training for further information

Normal Price: £245
Friends Price: £215

Accommodation Websites - Uses, Abuses and Aspirations

Monday 21st May 2012
Leeds

A new one day workshop for all those interested in improving communications with potential, incoming and current student residents through their websites. Suitable for those involved in the provision and management of student accommodation and experience

This workshop will look at how accommodation websites are developing, what works, what does not and what will happen in the future. The day will use several accommodation suppliers' websites to look at case examples and address the issues:

- ▶ how information is presented
- ▶ what is new
- ▶ virtual tours or virtually worthless?
- ▶ effective use of Youtube and video content
- ▶ is it just for first years and internationals?
- ▶ information delivery throughout the year.

Venue:

The Unipol Board Room, Leeds

Normal Price: £215
Friends Price: £185

Welcoming and Inductions into Student Accommodation

Friday 1st June 2012
Leeds

A one day workshop reviewing welcoming techniques and initial induction for those arriving to take up places in student accommodation. Suitable for those undertaking policy decisions about transition and inclusion and those looking at their welcoming and induction techniques.

Recent research has shown that the role of welcoming techniques is changing. The use of social networking sites mean that many students already meet each other virtually and more traditional, on site actual events now are no longer fulfilling the need there once was.

This workshop will explore how guided social networking, welcoming and induction techniques can be best interfaced and where virtual and actual events have a key role to play in maintaining a student residential community. It will also examine the objective of furthering the effectiveness of these processes through optimising their timing and form and how this might vary between different types of tenants and institutions.

Information on recent research:

- ▶ to understand the desirability of having organised social events for tenants
- ▶ to understand residents' needs, motivators and inhibitors of an organised social event

will be used throughout the day. *This will be a day of guided exploration and interaction and numbers are strictly limited to 25 for this "think tank" to inform options for the way forward.*

Venue:

The Unipol Board Room, Leeds

Normal Price: £215
Friends Price: £185

Advanced Housing Advice Skills

Monday 11th, Tuesday 12th and Wednesday 13 June 2012
York

A three day residential course fully revised to provide up to date developments in the more complex legal issues surrounding student misbehaviour, the role of the Local Authority, Noise, Smoking and Drugs, and Harassment and Unlawful Eviction

Suitable for those supplying, managing or advising students about their housing, whether in the educational sector or in off-street properties with private landlords

The course deals with:

- ▶ complex legal issues as they affect contractual enforcement
- ▶ appropriate use of disciplinary powers
- ▶ deposit protection
- ▶ the housing health and safety rating system
- ▶ licensing under the Housing Act 2004
- ▶ harassment and unlawful eviction
- ▶ anti-social behaviour and inter-tenant friction

This event is structured to allow time for detailed discussion and examination of relevant case studies.

Venue:

Hotel 53, Piccadilly, York

Normal Residential Price: £545

Friends Residential Price: £495

Normal Non-Residential: £380

Friends Non-Residential: £335

Dealing with Difficult Tenants, Complaints and Parents

Tuesday 19 June 2012
Leeds

A one day seminar providing relevant information and discussing positive approaches to handling difficult behaviour in student accommodation, as well as dealing with parental involvement in the accommodation process.

Suitable for accommodation providers and front-line staff working in an educational or private sector setting.

The Seminar will cover three key themes relevant to maintaining customer satisfaction in student housing services:

Difficult Tenants

- ▶ Information gathering
- ▶ Tools for dealing with common issues such as noise and anti-social behavior
- ▶ Working with disciplinary procedures, institutions and statutory bodies
- ▶ Preventative approaches

Complaints

- ▶ Who complains and why
- ▶ How different types of complaint require different approaches
- ▶ What constitutes dispute resolution

Parents

- ▶ The impact of parental involvement
- ▶ Taking parents seriously
- ▶ Data protection issues

Each theme will have a case studies section involving some group work looking at actual cases

Venue:

The Unipol Board Room, Leeds

Normal Price: £215

Friends Price: £185

The Management of Mental Health Issues in Student Accommodation

Friday 22 June 2012
Central London

A one day seminar looking at how to manage common and realistic mental health issues that occur in student residential accommodation.

Suitable for those involved in the management of student accommodation, student services and those advising students.

This seminar is designed to assist those who manage (or are responsible for managing) student residential accommodation who need to deal with mental health issues relating to tenants. The emphasis here is on the effective and correct management of issues that are likely to arise.

Mental health and how to deal with the issues it raises in a residential community remains an important area of expertise for anyone working in student accommodation. Increasingly, those on site want practical and helpful information, not an explanation of distant legal frameworks or an ever larger institutional mental health policy that never quite says what ought to happen.

This is a practical seminar with group work and presentations centring around five typical case studies that will be used as a tool to aid extensive discussion and information delivery involving both student support and legal issues relating to the ongoing management of mental health in student accommodation.

The five case studies will be sent to delegates 48 hours in advance of the course so that they can be discussed and considered (with colleagues if appropriate) and the day will place the issues raised in them within the wider support and legislative context that those dealing with the practical effects of mental issues need to know about.

We are fortunate in having the day co-led by two experts in the field, James Moore, one of the very first Mental Health Advisors to work in a University and Hilary Crook, a known expert in this field.

Speakers

James Moore, Mental Health Advisor.

After qualifying as a social worker in 1983, James worked in various psychiatric settings for the next decade. In the mid-90's he moved into the field of mental health training including co-ordinating a Consortium which trained social workers to work under the Mental Health Act. In 2005, he combined his freelance training role with work as the part-time Mental Health Advisor at the University of Bradford, where he still works today. He is currently on MIND, the national Mental Health charity, list of approved trainers.

Hilary Crook, Solicitor, Principal of Hatch Legal.

Hilary Crook is one of Unipol's regular panel of trainers. She is a practising solicitor, an associate of the Chartered Institute of Arbitrators, and has nearly 20 years' experience of advising universities and colleges on their property assets and student relationship management. She won the Corporate INTL Education Lawyer of the Year in the UK award in 2011, and is listed by Chambers Directory as a "notable practitioner".

Venue:

Please check www.unipol.org.uk/training for further information

Normal Price: £245

Friends Rate: £215

Housing Students with Families

Held jointly with Zebra Housing Association

Thursday 14th June 2012
London

A one day specialist seminar exploring the housing options for students with specialist housing needs, suitable for those involved in housing supply and advising those with family housing needs.

Many institutions have a need to house, or assist in the housing, of students with families. The majority of demand comes from international students, particularly research students and demand here is rising. Other areas of need relate to mature undergraduates and mid-course pregnancies. All of these students have limited economic means and need to be housed in a suitable and convenient location.

This seminar, held in co-operation with the Zebra Trust will look at:

- ▶ The economics of family housing
- ▶ Development and partnership approaches to providing supply
- ▶ How limited numbers of family housing units can (and have) been built into new and existing complexes
- ▶ How institutions can assist those with families with appropriate housing advice
- ▶ The specific management regimes and issues around housing families.

This seminar is being hosted by Zebra Housing Association at their main offices and numbers are strictly limited to 25 delegates. The day will consist of exploring a number of approaches to improving housing services for families and will provide interesting examples of partnership approaches in operation around the country.

In the spirit of the need to provide affordable family housing, this seminar has been specially priced to ensure the participation of those who need to attend.



Venue:

Zebra Housing Association, London

Special Price: £150

Special Friends Price: £125

House Hunting Techniques and Short Stay Housing Options for New to the Institution Students

Monday 25th June 2012
Leeds

A one day course looking at how to run house hunting events effectively, getting students to meet each other and maintaining a caring service for those unable to get into University halls.

Suitable for all those involved in allocations and arrivals of new students.

As times become less certain, many institutions will make early allocations to new students and be cautious about the over provision of expensively held accommodation. It is not possible to get numbers exactly right and overspill provision will be an important tool in the armoury of getting the new arrivals settled.

This one day seminar looks at:

- ▶ what short stay options are available to institutions: hotels, twin rooms (doubling up) and temporary accommodation options to head-off a short term need
- ▶ when allocated accommodation has run out, how to absorb the disappointment and continue providing a caring service
- ▶ the techniques of house hunting events: arrivals, information, parents and students, getting students to mix, viewing properties and dealing with difficult cases

The day will also look at specialist help that can be given to international students who need accommodation straight away and whose arrival is often late or, at best, unpredictable.

For those involved at coal face service delivery at a pressured time of the year, this will be an informative, and for some, vital, event.

Venue:

The Unipol Board Room, Leeds

Normal Price: £215

Friends Rate: £185

Trends and Change in Student Accommodation 2012

Monday 9th and Tuesday 10th July 2012
Central London

A two day policy seminar looking at a number of key areas of importance in the student housing sector. Suitable for senior staff and managers in both HEI and private sector suppliers.

This two day event, geared at decision makers and opinion formers in the sector will examine a number of key themes which, taken together, will drive forward the student accommodation sector throughout the next decade. Now that the mantra of "more for less" has died away, what future service options do HEIs and accommodation suppliers have? What will they need to change and what can these aspire to?

The seminar will be in a round table format, with speakers taken from senior staff across the sector, who will share their thoughts, fears and perhaps even dreams of the future. Delegate participation will be encouraged in a guided and structured environment.

Key themes:

- ▶ The likely impact of full cost fees on residential need and cost
- ▶ Meeting the quest for new affordable student accommodation - what needs to change?
- ▶ Future development options - time to upgrade or downgrade facilities?
- ▶ Intelligent buildings and services - building management systems and technology in the quest for efficiency
- ▶ Variety is best? Social spaces, social integration and a productive working environment
- ▶ Sustainability - losing the Eco-Bling and looking at what really matters and the end of inclusive energy billing?
- ▶ Changing tenant behaviour - building a student community: personal behaviour, energy use and fostering social cohesion
- ▶ Measuring and using customer satisfaction surveys and focus groups to stay on top of your game.

Venue:

Please check www.unipol.org.uk/training for further information

Normal Price: £340

Friends Price: £290

Essential Housing Advice

Wednesday 18th, Thursday 19th
and Friday 20th July 2012
Leeds

A three day intensive residential course, which seeks to explore the legal relationships between accommodation suppliers and students. Relevant for all those wanting to know and understand the legal basis for rights and duties between landlord and student tenant in institutional, larger supplier and off-street properties

This revised three day course is being run using Unipol's own accommodation to provide a low cost option to those wanting to really understand the legal side of student occupation of their accommodation. This is the only time that this low cost option is likely to be offered to encourage wide participation from the sector.

The course involves delegates at every level from extensive group work, round table discussion to question and answer sessions.

The course covers:

- ▶ What is a tenancy?
- ▶ Types of tenancy in common use: assured shortholds, residential licences and student tenancies and the differences between them?
- ▶ What is a House in Multiple Occupancy?
- ▶ What properties should be licensed and what difference does that make?
- ▶ The special legal differences between institutionally provided accommodation?
- ▶ What is the relationship between discipline and the role of the institutional landlord?
- ▶ The legal facts regarding guarantors, deposits (and deposit protection) and booking fees?
- ▶ What rights to repair have tenants?
- ▶ Who pays for what when damage occurs?

In short, the essentials for an in-depth understanding of the landlord/tenant relationship and what flows from that.

The course is being run by two acknowledged experts in the field: **John Martin, barrister**, with a wealth of experience and student housing and **Hilary Crook, solicitor**, whose knowledge of the tenant side of student accommodation is unparalleled.

Accommodation will be provided at Unipol's Carlton Hill site, 2 minutes walk away from the venue. The cost also includes lunch on three days and a networking dinner on the first evening.

Venue:

The Unipol Board Room

Normal Price: £305

Friends Price: £260