Internationalization of Staff -Enough Benefit from a Big Investment?

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Monday, 16 September, 16:30 - 18:30 hrs

What is this session about?

- Introducing the **FESC project**
- Getting to know you- Pingo
- Discussion on some aspects of the (draft) framework

- Introducing the **REALISE project**
- Working groups exploring the Handbook of Good Practices Presentation of the project's main results

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Introducing the FESC project

FESC

= Framework for Erasmus Staff Competences

- Erasmus KA2 (Strategic Partnership) project
- October 2018 – December 2020

Introducing the FESC project

Partners

Philipps-Universität Marburg (DE) – coordinator

Ghent University (BE

University of Warsaw (PL)

University of Latvia (LV)

Hanze University of Applied Sciences (NL)

European University Foundation

Introducing the FESC project

Aim

to assist HEIs in improving the quantity and quality of student mobility

- by creating a competence framework for staff members working with student mobility;
- by developing tools and guidelines for self-auditing purposes and professional development.

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Getting to know you

Pingo

- Questionaire on tasks & competences in student mobility administration

pingo.coactum.de → 433168

or

https://pingo.coactum.de/433168

Getting to know you

1. I am…

- International Relations Office (central)
- Departmental Coordinator
- Staff at central administration office
- teacher / professor
- other

Getting to know you

2. What tasks in the administration of student mobility are relevant in your position/daily work?

Getting to know you

3. Which mobility phase requires in your experience the most time-consuming and/or complex work?

- Before mobility

- During mobility

- After mobility

Getting to know you

4. Which are according to your experience the most important skills and competences of staff working with student mobility?

Getting to know you

5. "I know how I can develop relevant skills and competences in the context of my work with student mobility."

- Strongly agree
- Moderately agree
- Neither agree nor disagree
- Moderately disagree
- Strongly disagree

Getting to know you

6. By which indicators is the success of mobility programmes evaluated at your institution?

- number of mobile students (outgoing)
- number of international students (incoming)
- academic recognition
- satisfaction of students
- qualified staff
- ECHE (Erasmus Charter for Higher Education)
- Ten Principles of the "European Quality Charter Mobility"
- Other

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Introducing the FESC framework

Why is such a framework relevant?

- Internationalisation and international mobility have become important elements in HEI strategies.

- An increasing number of staff members are involved.

- Due to increasing complexity of the tasks, the demands on competences of staff members have increased

- Insufficient transparency about what competences staff members are supposed to have (when recruited) or develop (professional development).

- Professional development options that are available (if any) are fragmented, one-sided, not specifically relevant.

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Introducing the FESC framework

Preview of the framework

Tasks / Competences	Knowledge		Skills				Attitude	
	Knowledge of (higher) education in a national and global context, in particular re. internationalisation	Knowledge of structures, strategies & procedures of the home institution, in particular re. Internationalisation	Intercultural Skills	Communication Skills	English Language Skills	Digital Skills	Responsiveness, pro-activity & flexibility	Confidence, empathy & openness
Before mobility Infrastructural tasks								
Build up, support and maintain a network of partner institutions (and organisations/companies)	Identify and interpret (developments in) the structure and situation of HE in Europe and beyond. Identify and interpret information on Erasmus and other mobility programmes.	Understand and interpret the home institution's structures, strategies & procedures; Recognize relevant legal issues that may influence international collaboration.	Take into account differences in cooperation models, expectations and customs at (potential) partner institutions.	Correspond in a proper manner with partner institutions	C1	Use appropriate digital tools and technologies to collaborate, share data, information and digital content; Demonstrate awareness of cultural and generational diversity in digital environments.	Anticipate in an appropriate manner possible differences in perspectives of colleagues from partner institutions and respond to their wishes and needs.	Act confidently with a suitable degree of empathy and openness towards colleagues from partner institutions.
Conduct negotiations on the content of collaboration agreements with partner institutions (and organisations /companies)	Identify and interpret (developments in) the structure and situation of HE in Europe and beyond; Identify and interpret information on the Erasmus and other mobility programmes.	Understand and interpret the home institution's structures, strategies & procedures; Recognize and interpret relevant legal issues that may influence international collaboration.	Handle variety in negotiation cultures and manage different expectations re. contents of collaboration agreements.	Discuss and edit the content of agreements	C1	Use appropriate digital tools and technologies to collaborate, share data, information and digital content; Demonstrate awareness of cultural and generational diversity in digital environments.	Negotiate in an proactive, open minded and respective manner.	Be polite and show an emphatic attitude in disagreement situations.
Advise on, set up, and maintain the administration of collaboration agreements with partner institutions	Interpret and apply information on the Erasmus and other mobility programmes.	Understand the home institution's structures, strategies & procedures.	Take into account differences in cooperation models and customs at partner institutions.	Formulate clear advise on collaboration agreements	B2	Articulate information needs on the administration of collaborative agreements; Organise, store and retrieve data and information in a	Advise in a proactive manner.	Act confidently when dealing with the administration of collaboration agreements.

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How is the framework structured?

The framework sets off:

mobility-related tasks

- Infrastructural and cross-cutting tasks
- student related tasks to before/during/after mobility

against

competences

- knowledge
- skills
- attitude

Introducing the FESC framework

Testing of the framework

- the draft framework will be further developed and tested on the basis
- – of surveys among students and staff members
- – interviews with stakeholders in HEIs

- the possibilities of digitization will be investigated

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Function of the framework

- In the recruitment of new staff members > involvement of HR offices is crucial

- In the assessment of staff members >
  – job appraisal / evaluation
  – facilitating and planning professional development

- In the self-assessment of staff members
  – professional development and career planning

Introducing the FESC framework

Function of the framework

- to offer a frame of reference / a shared language to come to an agreement about competence development in the framework of HRM cycle > aimed at mutual commitment

- contribute to the emancipation of the work in international relations

- Improve and ensure the quality of international mobility processes

- Develop tailor-made training activities

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Testing of the framework

Working groups

Please define and identify **tasks** related to the mobility phase **„before mobility"** and list the required **competences and skills** against each task accordingly.

(10 min)

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What do you think?

Discussion questions

How could this framework help you/your university?

- grouping of tasks to 'standard' job descriptions?
- (concrete) suggestions for professional development programmes?

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Thank you for attending this session!

Learn more about the project:

Take part and win a trip to Marburg, Germany!

https://fesc-project.eu/news/fesc-survey-higher-education-staff

Deadline for participation: September 27, 2019!

Website:

https://fesc-project.eu/

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