CUBO WINTER CONFERENCE

Best Residence Life Initiative | Best Marketing Campaign | Excellence in Student Sport
Campus Experience of the Year | Best Student Housing | Innovation in Catering | Business Team of the Year
Innovation in Student Experience | Business Partnership of the Year
Subscribe to receive the magazine, fortnightly email newsletters, webinar invites, exclusive interviews, expert opinions and the latest sector innovations.

universitybusiness.co.uk

@UB_UK

THE EDUCATION STATION
Covid-19 is having an immense impact on universities and their campus and commercial services. From the beginning, CUBO members were at the frontline of universities’ response to Covid-19, working hard to ensure the safety of student accommodation through lockdown. The teams responsible for catering, retail and sport had to curtail or halt their activity, then open gradually and adapt constantly to ever-changing guidance and legislation. Those running conferencing and summer business have seen mass cancellations and face uncertainty over the future shape of the events industry.

Through the last eight months, CUBO has supported members and the wider higher education sector in many ways. The association has provided guidance on the collection of student belongings and managing student accommodation under Covid-19. It has run over 25 roundtables and webinars for members and partners on navigating the impact of Covid-19, with topics including general recovery planning, accommodation contract implications, catered halls, cleaning regimes, residential life, student wellbeing and engagement, conferencing, international arrivals, sport, virtual open days, self-isolation and outbreak management.

CUBO has also contributed to two UUK-led groups advising the UK government, and participated in the ScotGov Student Accommodation Group and FE/HE Mitigation and Outbreak Advisory Group.

Two snapshot surveys to gauge university accommodation occupancy during and after lockdown were conducted and shared with the Department for Education, while a joint survey with ASRA of Scottish universities and private PBSA provided information to ScotGov on the initial Covid-19 impact and response.

CUBO members have been actively sharing and supporting each other via their online forum, getting instant advice and feedback from peers. Access to a bank of sector reports and updates, government guidance, roundtable summaries and best practice documents provides a growing pool of resources.

During the height of the pandemic, CUBO offered temporary free membership to non-member universities and has now permanently opened membership to all staff from member universities and further education colleges.

“At times like these, widening the support network for all and having the fullest picture of what is happening in the sector is most important,” said Gillian Almond, director of commercial services at Royal Holloway, University of London. “Gaining access to a network of peers to share responses to this fast-changing situation has been hugely beneficial to the whole university sector.”

CUBO now supports a network of over 500 campus and commercial services professionals across the UK and Ireland, providing a range of events, research, resources and training, sector representation and recognition at a time when commercial services are key to creating a safe and positive campus experience and to sustaining revenues in the wake of the coronavirus pandemic.

Jane Donachy, vice chair of CUBO and associate director of catering, retail and accommodation services, University of the Arts, said: “The last few months have highlighted the importance of sharing information and solutions. As a director, I particularly value connecting with my peers at other institutions, and my university has benefited enormously from sharing ideas, experience and plans. CUBO’s free Winter Conference in early December demonstrates a continued commitment to sharing information and supporting the sector.”
CUBO Winter Conference

30 November to 4 December 2020

The CUBO Winter Conference is a popular annual event where senior campus services professionals and business partners gather to connect, learn and share. This year’s event will be in a virtual format, as an extraordinary year draws to a close. The five-day programme will cover all CUBO disciplines and the challenges currently being faced by the sector. Sessions will provide thought leadership, information, case studies and best practice around the response to Covid-19, and explore what lies ahead for universities and their campus experience and commercial services. In this fast-changing situation, some content will be firmed up closer to the event to allow space for the most immediate issues facing university campus services over the winter.

Who should attend?
● All CUBO members: directors of campus and commercial services; heads of division and managers of accommodation; catering; retail; conferencing; sport; security; facilities; cleaning; transport; and childcare.
● CUBO platinum partners and festival sponsors.
● Non-members working in campus/commercial services in HE and FE, at cost.

Programme
Please visit www.cubo.ac.uk/page/2020WinterConference for the latest information. #CUBOconf2020

<table>
<thead>
<tr>
<th>Monday 30 November</th>
<th>Tuesday 1 December</th>
<th>Wednesday 2 December</th>
<th>Thursday 3 December</th>
<th>Friday 4 December</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.30am to 11.30am</td>
<td>Welcome CUBO chair and CEO</td>
<td>Interest session: Surviving local lockdown Experience and learnings</td>
<td>Partner case study: UPP</td>
<td>Conference session: Community relations Challenges in building trust and confidence</td>
</tr>
<tr>
<td>12.30pm to 1.30pm</td>
<td>Conference session: Residence life Supporting students to thrive</td>
<td>Conference session: Accommodation, value and vision Impact and legacy of Covid-19</td>
<td>Interest session: Student experience Students’ views on the impact of coronavirus on their experience</td>
<td>Conference session: Conference and events Road to recovery – responding to changing customer needs and habits</td>
</tr>
<tr>
<td>2.00pm to 3.00pm</td>
<td>Partner case study: Student health and wellbeing Unite Students</td>
<td>Interest session: Student insights Current challenges and horizon scanning</td>
<td>Conference session: Security Securing education in a pandemic</td>
<td>Interest session: The estate The recovered estate – what will survive and what will be new?</td>
</tr>
<tr>
<td>3.30pm to 4.30pm</td>
<td>Interest session: International response to Covid-19</td>
<td>Conference session: The future of campus catering</td>
<td>Interest session: Brexit What happens next?</td>
<td></td>
</tr>
</tbody>
</table>
CUBO Awards 2020

Rewarding incredible work in higher education

The CUBO Awards is an annual event to recognise the achievements of those working within the campus and commercial services area of higher education.

Now in its ninth year, the awards showcase the full range of services dedicated to delivering an excellent student experience: from catering and accommodation to retail and sport. They celebrate the incredible work done to provide an excellent student, staff and community experience, alongside raising vital additional revenue for universities.

The awards also provide an exceptional body of knowledge and experience to share among the sector. The shortlisted and winning entries each year provide a learning opportunity for everyone involved. Shining a light on the winning examples helps to disseminate best practice among all CUBO member institutions and the wider sector.

The importance of campus services to the university community cannot be underestimated. Providing a healthy and positive environment for students to grow and learn and for academics to teach and achieve their research goals is the foundation of a successful institution.

CUBO members support hundreds of thousands of students and staff by providing sport, health and wellbeing services, nutritious meals from catering outlets and a stimulating environment in which to live, learn, work and socialise.

A very different year

2020 has involved overcoming challenges never faced before, with many more yet to come. CUBO members have been at the forefront of universities’ response to Covid-19, working hard to ensure the safety of student accommodation and maintain essential services for students amid the most testing conditions.

Kirsty Woodward, CUBO Awards chair and director of campus services, University of Leicester, said: “In what has been such a difficult year, we feel is it vitally important to recognise and reward excellence in our sector. Never have campus services teams worked so hard. Our virtual awards night will be a chance to join together to celebrate not only the finalists and winners, but also the determination and resilience of everyone across the sector.”

The virtual awards ceremony promises to be an enjoyable evening of celebration for all.

It will take place on the evening of Thursday 3 December as part of the week-long CUBO Winter Conference.

This supplement provides a snapshot of the entries that made the CUBO Awards shortlist and showcases 27 examples of outstanding work across the sector – a valuable guide to best practice in campus and commercial services. Entries were submitted in early March and reflect work being done before the Covid-19 pandemic hit.

CUBO would like to thank the awards sponsors Unite Students and UPP for their valued support; along with CUBO Awards media partner, University Business, who support the awards with press and social media coverage.

The awards ceremony is open to everyone in the higher education sector.

Find out more at www.cubo.ac.uk/page/2020awards
Follow us on Twitter and Linkedin #cuboawards2020
The University of Edinburgh’s Residence Intervention Team (RIT) supports the wellbeing of its students, tracking ‘red flags’ and receiving reports of disruptive, problematic, or concerning behaviour. In each case, the team will assess risk, conduct an investigation and determine the best mechanisms for support and response. The overall focus is on ensuring that students receive joined-up support from both the university and external agencies.

The RIT has created training for staff members across accommodation, catering and events to increase knowledge and understanding of mental health, and empower staff members to take action in the face of crisis, ensuring students feel listened to.

The residence life mental health coordinator (RLMHC) reaches out to students who have disclosed concerns with their mental health on application, offering support and advice on managing their health and wellbeing.

The RLMHC plans events to promote wellbeing and to raise awareness of mental health. The team also meets with students to identify what good health and wellbeing looks like to them and where to seek support at times of poorer health or crisis.

ResLife at FutureLets has expanded its student events programme through partnerships with organisations including British Red Cross, St Basils and Therapy Dogs UK. The diverse events programme is delivered under four pillars: social; health and wellbeing; community; and skill. There has been a 40 per cent increase in student engagement and attendance.

The ResLife team is now trained in mental health first aid and has launched ResLife T-Breaks – weekly mental health and wellbeing drop-in sessions in halls for both staff and students. The team also delivers the C-card scheme with Coventry City Council and Coventry and Warwickshire Partnership NHS Trust, offering free contraception for students and advice on sexual health and health screenings.

ResLife delivers monthly cooking classes in halls to promote healthy eating and skills for independent living, and works alongside Careers at Coventry University, holding skills workshops in halls to boost knowledge around employability and networking. Working with the Students’ Union, ResLife delivers themed events with student community groups, and works to promote sustainability in halls through regular clothes swaps.

UCL’s integrated residential life approach has resulted in a happier student community. Settling in scores have risen by 18 per cent and complaints and compensation have decreased by a massive 80 per cent. The approach aims to build a sense of community, support and diversity and create engagement in individual halls, and is sustained across the semesters.

In 2019, the Welcome Experience comprised 53 different events across 14 sites, ranging from learning to make pasta from scratch to upcycling old clothes by tie-dying. The events were all booked out to capacity.

The 120 student ambassadors, UCL students who had previously lived in halls, gave guided campus tours and helped more reserved individuals integrate within halls. Meanwhile, 66 student residence advisors, full-time post-graduate students, live in halls to promote positive communities and provide pastoral support.

Each residence also elects a hall rep, incentivised to create community-building events funded by UCL but devised and run by students. Events have included Halloween night, an Easter egg hunt, a yoga class, Six Nations screenings and hall balls.
**Best Marketing Campaign**

**+ MANCHESTER METROPOLITAN UNIVERSITY**

MMU Sport’s integrated marketing campaign, aiming to promote student workforce opportunities, resulted in applications rising by nearly 400 per cent. The campaign smashed its target of a 50 per cent rise, on a budget of only £800.

Student success stories were shared across a range of media including a new website, social media, banners on campus, T-shirts, flyers and TV screens. Website visits increased by nearly 500 per cent, and social media content gained a reach of 60,000.

**+ UNIVERSITY OF THE ARTS, LONDON**

In partnership with caterer BaxterStorey, UAL created a new brand to promote services and facilities to students and staff. Marketing initiatives included menus, signage, social media activity and engaging activities for students, while catering staff were trained as brand ambassadors.

Since the campaign launched, followers on the UAL Catering Instagram account have more than doubled, to over 1,200. There has been a 17 per cent growth in sales directly linked to the campaigns, reaching £2,306,750 in February 2020.

**+ UNIVERSITY OF NOTTINGHAM**

The Empower campaign at University of Nottingham Sport engaged more than 500 previously inactive female students in sporting sessions and health workshops, with 75 making long-term lifestyle changes through regular attendance. Images of females from diverse backgrounds wearing non-university branded kit aimed to broaden the appeal.

Physical branding and marketing materials were strategically distributed in areas of high footfall and a team of student brand champions undertook peer-to-peer marketing. Branded social media graphics recorded more than 15,000 impressions on Twitter alone in just 24 hours.

**Excellence in Student Sport**

**+ NOTTINGHAM TRENT UNIVERSITY**

Engagement, aspiration, inclusivity and partnership are cornerstones of NTU Sport’s approach to unlocking student potential and encouraging a healthy lifestyle. A third of the university’s student population participate in sport, with unengaged students reached through fun activities in their own spaces – classrooms, social areas and plazas.

NTU Moves, a new smartphone app, links with other fitness apps or wearable technology to measure physical activity, earning rewards. Volunteering is complemented by first-rate facilities and support, with a range of partnerships benefiting student athletes.

**+ UNIVERSITY OF MANCHESTER**

The University of Manchester’s ResFit initiative gives 7,900 students living in halls of residence access to a free gym membership for the first semester. The scheme aims to incentivise students to commit to an active lifestyle in their first few weeks at university.

Targets were exceeded within the first month of term, with 1,149 students regularly using the gym. A total of 1,623 ResFit members were recorded in the first semester, and 760 students converted to a paid membership in the second semester.

**+ UNIVERSITY OF NOTTINGHAM**

The University of Nottingham (UoN), the only university with a full-time inclusive sport officer, secured £22,000 in additional funding in 2019/20 for its inclusive sport offer. New initiatives include Men’s Health Active, supporting male students to look after their wellbeing, and Empower, aimed at inactive females.

UoN continues to invest in facilities, including a new health and wellbeing suite and beach volleyball courts, and has grown its sport and fitness membership base to over 16,000, its highest ever figure.
### Campus Experience of the Year

**LANCASTER UNIVERSITY**

Lancaster University’s commercial services and facilities team has a mission to make campus an inspiring place to be.

The campus occupies a 560-acre parkland site, including a woodland walk and fitness trail with 11 different exercise stations. The sports centre has undergone significant investment to meet increasing demand and £6m is being invested in a second sports hall.

Lancaster is the first university in the country to have its whole campus allergy-accredited and has also achieved the Food for Life catering mark for serving healthy, fresh and sustainable food. Green initiatives include an on-site wind turbine, generating up to 20 per cent of the university’s annual electricity consumption.

With a hat-trick of outstanding Ofsted judgements, the university’s pre-school caters for children from three months to five years from a diverse population of families.

The campus experience is being improved with large capital projects including a new five-storey building for the Management School, a Health Innovation Campus, an inclusive, accessible social food court and the extension of inclusive library facilities.

---

**ROYAL HOLLOWAY, UNIVERSITY OF LONDON**

Royal Holloway’s student welcome experience aims to create a sense of belonging to a safe and inclusive community.

Members of the Hall Life team live on site and are trained in mental health, offering support to vulnerable students.

Royal Holloway’s induction talk achieved 98.8 per cent attendance in 2019, against a target of 75 per cent, while a bi-weekly newsletter boasts an open rate of 84 per cent.

Eight student collectives represent underrepresented groups, encouraging inclusion and diversity on campus. A series of guides enables prospective students, staff and visitors to take a virtual tour of the accessibility of the campus prior to visiting, and the team has recently introduced a chatbot, providing 24/7 online support.

Innovations in cleaning, catering and sustainability have enhanced the campus experience, including monthly Eat Well days, the Refill app which promotes refilling water bottles, and a campaign to increase recycling rates. All members of staff in the commercial services department, including student staff, have undergone training in customer service and wellbeing.

---

**THE UNIVERSITY OF BIRMINGHAM**

In 2019, the University of Birmingham opened Green Heart, 12 acres of open space at the heart of campus. The space includes 160 new trees, wildlife habitats, eco-lighting, smart pavements, and USB chargers at outdoor study tables.

A new teaching and learning building seats 1,000 in collaborative learning spaces, while a Yellow Brick Road path provides safe links between student accommodation and campus.

Events have included a five-day celebration of the founder of the Sikh faith, with 3,000 free meals served daily, and the Green Heart Festival launch including dance, yoga, street food and concerts. The £55m sport & fitness club delivers over 180 classes a week, alongside a climbing wall, gym and the city’s first 50m pool.

Accommodation on offer includes allergy-aware, alcohol-free and kosher flats. A care leaver’s package includes a personalised open day, waived pre-payment, and free bedding and kitchen packs. According to the National Student Survey, 91 per cent of students are satisfied with their accommodation, with 75 per cent describing it as ‘good’ or ‘very good’.
**Best Student Housing**

**BRISTOL STUDENTS’ UNION AND PARTNERS**
LaunchPad is a home-from-home mixed community housing scheme. Students, young people at risk of homelessness and young key workers from the city work together to manage the property, support each other and solve their own problems. The result of a joint partnership between Bristol Student Union, homelessness charity 1625 Independent People and housing association United Communities, LaunchPad is supported by the University of Bristol and Bristol City Council. Modular units on temporary land create quality affordable accommodation, with rents 30 per cent cheaper than similar properties.

**FUTURELETS, COVENTRY UNIVERSITY**
Godiva Place is a sleek and modern student development near the campus, student union and bus station. Communal areas include spaces for socialising, including indoor table tennis, football table, gaming consoles and TVs, as well as comfortable study spaces and private booths. A mix of rooms includes ensuite flats, studios and the innovative “twudio”, a studio apartment for two people.

Students are greeted on arrival by friendly reception staff, and dedicated residence officers are on site throughout the day providing pastoral care.

**UCL**
Astor Hall, part of the UCL estate since the 1980s, has been remodelled as part of Transforming UCL, the university’s £1.2bn building programme. The new building’s redesigned communal areas aim to encourage socialisation. The redevelopment has also improved sustainability, delivering a 50 per cent reduction in carbon emissions and 40 per cent reduction on water use. A partnership with the World Wildlife Fund resulted in high-impact wall graphics featuring endangered animals. Students were consulted on every aspect of the development.

**Innovation in Catering**

**MANCHESTER METROPOLITAN UNIVERSITY**
GROW Café at Manchester Metropolitan University is a meat-free, sustainability-themed café, borne out of a partnership between the university catering team and MetMUnch, the university’s nutrition and wellbeing social enterprise. More than just a café, GROW provides interactive experiences for students to learn about nutrition, sustainable food, culture, wellbeing and belonging. Food is locally sourced and furniture is upcycled. Average spend has increased by 21 per cent, sales have increased by 193 per cent and over 13,000 in-house-produced meat-free meals have been sold.

**UNIVERSITY OF READING**
The University of Reading’s introduction of smart coffee machines has boosted the use of reusable cups from 12 to 69 per cent. The self-service machines allow users to skip queues but will only work with cups that contain a readable microchip. The chip on the cup is loaded with drink credits and automatically removes one each time it is used. Hot drinks are offered to subscribers at a significantly lower price. The model is also being incorporated into student catering plans.

**UNIVERSITY OF STIRLING VENUES**
The University of Stirling’s £22 million Campus Central project has created a three-storey building at the heart of the campus, including a landmark food and drink space. Scran offers comforting food for students and campus staff including V-Go, with more than 100 vegan choices, Scran Pizza, and grab-and-go offer Grab the Scran. A ‘Scran Bar’ is made in-house from sultanas, currants, raisins and coconuts, with 10p from each sale going to mental health charity Action in Mind.
Business Team of the Year

† LOUGHBOROUGH UNIVERSITY
Over the past four years, Loughborough University’s catering team has grown revenues from £8m to £10.5m; almost doubling their net contribution over the same period.

The team is committed to growing capacity and challenging the status quo, finding efficiency through innovation. Simplifying and consolidating LU’s prestige delivered catering service has increased revenue from £0.7m to £1.2m in the last three years.

The launch of an online shopping cart has improved the customer experience. Meanwhile, ‘all you can eat’ meals have been introduced with extended meal service times without increasing costs or building new infrastructure.

Retail outlets are modern and aligned with high-street trends, continuously evolving ahead of the nearest competitors. Single-use disposable products have been removed from dining halls, and the team helps to support an accommodation and community service by preparing food on campus and transporting it to them for free.

The team has also introduced a more detailed external food safety audit, with an average food hygiene score of 95.4 per cent across campus.

† QUEEN’S UNIVERSITY BELFAST
Queen’s University Belfast’s business team includes a business development unit and a conference team. Despite a difficult conference landscape, the team is generating growth year on year, forecasting a 17 per cent (pre-Covid) uplift in 2019-2020.

Ten conferences are confirmed between 2020 and 2024, delivering 2,500 delegates to campus and giving a citywide economic impact of £3m.

The team collaborates closely with Visit Belfast (VB)’s Ambassador Programme, which identifies key academics with the ability to bid for and secure international conferences. Working with VB, the team hosts regular drop-in conference clinics around campus to encourage colleagues to host conferences on site.

The team also delivers event management training across the university, giving professional guidance on conference and event organisation at every level. An online conference tool guides staff through each step of delivering a successful conference.

The team is engaged with the university’s sustainability unit and wellbeing programme, with two wider team building events every year. Teams are encouraged to access external and internal training and have LinkedIn Learning licences, allowing them to broaden their knowledge.

† UCL
UCL wanted a closer connection between the accommodation team and the students who lived in its halls. The challenge of managing 25 student residences of different sizes and ages resulted in a highly variable accommodation experience and high levels of complaints. The university recruited UCL students Abi, Pippa, Zoltan and Clair to be its ‘voice of the student’, providing valuable support for their full-time professional peers. Their ‘lived experience’ helped the university include student priorities in workflow and improvement planning.

The team developed the UCL Student Accommodation Experience Management Framework, which included making student voices central to decision-making and regular student feedback groups. The student team was integral to the physical development of UCL’s estate and provided detailed consultation and direct oversight on the £45m redevelopment of Astor College.

Following the input of the student team, accommodation satisfaction levels jumped by 18 percentage points to 93 per cent, and complaints and compensation dropped by over 90 per cent. This freed up about three per cent of available budget to re-invest in student experience.
Manchester Metropolitan University’s catering team partnered with nutrition and wellbeing social enterprise MetMunch to convert a café space within the Business School into the university’s first completely meat-free outlet.

GROW Café provides a base for activity promoting a healthy and sustainable lifestyle, including the university’s HealthyU programme, which combines cooking classes with learning and exercise.

The café has also been incorporated into Nutritional Science teaching, with food on sale created by students interested in product development. Students researched, designed and tested salad concepts, then worked with the university’s executive chef to bring their ideas to life as a commercially-successful, high-street-ready product.

The café has experienced a 193 per cent increase in footfall and sales to-date, a figure which was expected to grow to 372 per cent by the end of the academic year.

Eighty-four per cent of customers are students and, with more than 13,000 healthy meat-free meals sold to date, the café has made a real difference to eating habits on campus.

Northumbria University’s Residency Living Programme focuses on supporting students from application through to becoming alumni. The programme includes an annual plan delivering both the fun, social aspects of student life and also the development of life skills, with innovative ‘How to...’ sessions.

The Residency Living programme links with pastoral support delivered by university wellbeing teams, and works closely with University Support Services to ensure that vulnerable students receive appropriate support in a timely manner. The model creates a pleasant, stress-free living environment through the management of residential community issues, assisting in the resolution of interpersonal issues and offering advice and guidance on appropriate behaviour and conduct, personal development and independent living.

The concept of Residency Living begins with open day talks and accommodation tours delivered by the wider team, while student ambassadors provide peer-to-peer engagement.

Once applicants have accepted their accommodation offer, they complete an online induction, while a compulsory accommodation induction during arrival week includes information from internal and external stakeholders.

In February 2020, UAL’s student experience team launched its first volunteering programme in collaboration with grassroots associations and charities.

During the traditional reading week, the team launched its Big Refresh programme, offering students a range of workshops, exhibitions, talks and volunteering opportunities.

Thirty-five students and staff signed up to help their local communities. The Stockwell Village Planter Project saw volunteers working with elderly retired South London residents to brighten up an area outside UAL accommodation, while volunteers with the Tottenham Hale Towpath and Canal Taskforce were asked to clear over 20 metres of overgrown public pathways and re-enable access to a disabled access ramp.

The final project involved the delivery of a workshop on creating natural inks and experimental drawing in Victoria Park, London.

All opportunities were hand-picked by the team’s Ambitious Futures graduate intern, who was appointed to work on wellbeing and volunteering for students. The programme gave students and staff the opportunity to meet people and develop new skills while giving back to the local community around colleges and halls.
The International Students House (ISH) provides free accommodation and, in some cases, food bursaries for deserving and able students from underprivileged backgrounds coming to study in London. The charity’s scholarship programme works in collaboration with the University of London and other academic partners, who contribute full tuition fee waivers or tuition discounts. In the past 12 months, the programme has awarded 109 scholarships, exceeding the initial target of 75. The charity aims to expand ISH’s resident population to over 1,000 students, with 250 on full or partial scholarships. The total amount invested in this year’s scholarship programme is £3.188m, including £1.06m budgeted by ISH to cover the cost of accommodation for the 109 scholars. The tuition fee contribution by the 15 universities and other partners amounts to £2.120m. In addition, a donation of 40 free meals per day for 40 scholars by ISH’s caterers, BaxterStorey, is worth £73,000. An additional amount of £273,000 has been budgeted by ISH for all residents to receive a complimentary breakfast.

LSBU Employment is an employment service that allows local businesses and organisations to employ students and graduates in a range of temporary and permanent roles. LSBU wanted to reduce its reliance on traditional employment agencies for finding opportunities for its students. The university decided to set up its own agency in partnership with recruitment technology provider Keystone Talent Bank. LSBU Employment is powered by a 24/7 online Talent Bank that enables students to be offered work opportunities around the clock, wherever they are in the world. The service is accessible on laptops, mobile phones and tablets, and is being used by a wide range of external organisations and businesses to source talent. The online experience complements the LSBU Employment shop-front, with state-of-the-art facilities at the South Bank campus. In its first year, more than 3,750 candidates have registered on the system. The scheme has facilitated 190 internships, provided over 4,000 work assignments and over 110,000 hours of work experience. The scheme has a 95 per cent satisfaction rate among users.

The University of Sheffield’s partnership with coffee supplier Cafeology has resulted in a range of research projects supporting producers in Colombia. Cafeology supplies all 17 cafés at the university, as well as its two hotels and delivered hospitality service, and has a direct trade agreement with the CENCOIC cooperative in Colombia. The university’s cafés show images of the growers and roasters, so students know where their coffee is coming from. In 2018, university researchers and the head of retail joined the managing director of Cafeology on a visit to Cauca to meet the producers. Since the trip, the researchers have been working on numerous projects to support the wellbeing of farmers, including harvesting natural gas generated by decomposing coffee bean husks to create a sustainable cooking gas, along with solutions to crop diseases. In September 2019, the university welcomed members of the cooperative to see their coffee served in the cafés around campus. The partnership has also led to two direct employment opportunities at Cafeology for University of Sheffield graduates.
LIVE EDUCATION WEBINARS
LIVE & On-Demand Interviews with Educators & Institutions

Sign-up for access to upcoming education webinars & over 50 hrs of replays

WATCH NOW
edtechnology.co.uk/live-panel