



Brock University Guidelines for International Visiting Delegations

GOAL STATEMENT

In maintaining its stature as the leading university in Niagara region and in its role as a major higher education institution serving the educational needs of the communities around us – in Niagara, Ontario, Canada and beyond - Brock University is committed to providing courteous and professional learning opportunities to international visitors and / or visiting delegations.

PURPOSE

The purpose of these guidelines is to establish a consistent approach, response and level of service to international visitors seeking assistance to learn more about our university, including establishing classification criteria, standardization of response / determination of level of service provided, and roles and responsibilities within the university when hosting visitors / delegations. It is the university's intention to participate in events that will increase its profile and reputation on a local, national and international basis.

BACKGROUND

As a higher education institution with almost 100 institutional linkages with universities across the world and international students, staff and professors at Brock representing more than 80 countries, in addition to our physical proximity to one of the most prominent tourist attractions in the world (Niagara Falls), Brock University is often approached to provide assistance in arranging visits to our university by international delegations.

These requests for visits come from a number of sources including: established and prospective partner institutions, international travel agencies, government organizations, Consulates / Embassies, or other organizers of international delegations and visitors. The length of visits vary in length from one half-day to several days. The number in a delegation typically varies from 1 – 10 members.

The type of visit ranges from a brief courtesy visit (including only a campus tour and general introduction to the university by 1 office or representative) to a more multi-faceted agenda that also include meetings with individual faculty or academic departments, senior administrators, multiple offices, food and hospitality, assistance finding local accommodations, arranging ground transportation, parking, and other required details and coordination.

CLASSIFICATION CRITERIA TO DETERMINE ACCEPTANCE OR DECLINATION TO VISITING DELEGATION

- Source of delegation (Example of considerations: Are they from one of our established partner institutions? Are they new and prospective? Did a tour agency call us to arrange for the delegation's visit? Is the delegation accompanied by a member of a nearby Consulate or Embassy?)
- Depth of Interest in Brock (general interest; specific areas of interest; to what extent are areas for collaboration already identified) & Clarity of Purpose / Goals / Objectives for Visit
- Breadth of Delegation Interest and potential impact of the visit by the delegation – will it be university wide or does it pertain to a specific responsive department / area?
- Depending on identified needs / interests, what is the reciprocal interest here at Brock? Availability? Capacity in certain programs? Other issues?

RESPONSIBILITIES

Brock International's responsibility shall be to:

- Provide leadership and advice for all international protocol matters to Brock faculty and staff.
- Be the principal point of contact to the university for international visitors and delegations,
- Provide the formal invitation letter to the head of the delegation to visit our university (normally required by visiting delegations for visa purposes).
- Liaise with Responsive Departments or appointed representatives, if applicable, to facilitate the activities for a delegation visit.
- Manage and coordinate all visits with a broader, university-wide or multiple areas of interest.
- Develop a program tailored to meet the needs of the visiting delegation, as well as demonstrate the benefits of the visit to the involved university staff and faculty. Follow the "Checklist for International Visiting Delegations" in attached Appendix.
- Maintain a university database of international visitors and delegations, providing a yearly summary of this type of activity in an Annual Report.
- Arrange for and provide light refreshments or luncheon, as required or appropriate.
- Provide protocol / promotional items to delegation members during visit, as appropriate.

Responsive Department (Academic or Administrative Department / Faculty / Centre) responsibility shall be to:

- Requests by international visitors / delegations for a visit / tour / meetings specific to one specific area, will be the responsibility of the Responsive Department / Faculty / Centre / Specific Administrative Area.
- Responsive departments will notify the Brock International office for the purpose of tracking this type of activity for the university, to avoid duplication, identification of any connections to existing / established partners, for visit program advice and assistance as required / appropriate.
- Consult and follow as appropriate the "Checklist for International Visiting Delegations" contained in the attached Appendix to this policy.
- Responsive departments will be responsible for arranging and providing light refreshments or luncheon, as required or appropriate.
- Responsive departments will be responsible for providing protocol / promotional items given out to delegation members during visit.

RELATED DOCUMENTS

Appendix (containing "Checklist for International Visiting Delegations")
Policy for Visiting Professor, Scholar and University Mentorship Programs
Strategic Internationalization Plan

APPENDIX: Checklist for International Visiting Delegations

A request to receive a visiting delegation is received by the university. Ensure that:

- Brock International is notified of all requests in order to log the request in a central database, and to assist in determining whether the request will be met or not, by considering the Classification Criteria as outlined in the attached Policy on International Visiting Delegations.
- Where a request is declined, Brock International or the Responsive Department shall issue a written response.
- Where a request is accepted, Brock International or the Responsive Department will contact the head or organizer of the delegation to complete an on-line form requesting such details as: **origin of the request, confirmed members (including full names and job titles) of the delegation, c.v.'s or resumés of each member, expected dates for their visit to Brock, and clear statement of interest in Brock and purpose / objectives for the visit. Determine whether any language or materials translation will be required.**
- Brock International or Responsive Department determines the content of the visit program, including contacting appropriate staff / faculty for meetings, coordinating the schedule and making all logistical / technical arrangements.
- Brock International or Responsive Department forwards a copy of the final visit program to the head or organizer of delegation, including instructions / maps / parking pass and other details which aid the delegation to arrive at the university. A university cell phone or emergency number should also be provided to the head or organizer of delegation, in the event of last-minute changes, delays, etc.

For every visiting delegation, Brock International or Responsive Department ensures that:

- Campus tour is booked with a Student Tour Guide by Recruitment & Liaison Office.
- Welcome Greeting / Sign is posted in a prominent location for the delegation's arrival at the university.
- Visit Agenda (finalized) is provided to each member of the delegation upon arrival / during first meeting.
- General University Information Packages are prepared and provided, including added information about specialty areas of interest (where possible). Protocol or promotional items may also be provided.
- Flag of Canada and Country of Delegation are displayed either at a formal part of the visit, or in 1st meeting room, or where most appropriate, as a welcoming and respectful gesture to the visitors.
- A picture is taken of the visiting delegation with a senior administrator or at picturesque place on campus, as appropriate to the delegation / visit agenda.
- Ensure that appropriate media coverage is arranged by contacting University Communications, submitting article, posting news about visit on Brock International or main university website, etc.
- As appropriate, Brock International or Responsive Department will follow up on any further requests for information or issues that may have arisen during visit but were not addressed or available at the time, following the visit.