

Issue 39

Over 150 delegates & speakers at ENIC NORTH 2024 conference, Glasgow



Watch a 70-second video about ENIC NORTH 2024 here

The successful ENIC NORTH 2024 face-to-face conference in Glasgow, Scotland, last month welcomed more than 150 delegates and speakers.

The one-day event, at the University of Strathclyde, focused on the theme of 'Insights for Internationalisation'.

The conference featured highly topical discussions across multiple areas of interest including fraud, Edtech, student readiness and internationalisation.

We are grateful to all the excellent speakers who contributed. They included Professor James Miller FRSE, Principal and Vice-Chancellor at the University of West Scotland; Nancy Cooke, Director of International Development at the University of Salford; and Dr Suzanna Tomassi, Higher Education Specialist at the Department for Business and Trade.

Other highlights included sessions on: [READ MORE](#)

6 key 'takeaways' from our ENIC NORTH 2024 conference

UKENIC24 two-day conference: dates, pre-registration & new venue



We are pleased to announce that our two-day UKENIC24 annual conference will take place in Central London venue, The Mermaid, on Tuesday 26 and Wednesday 27 November 2024.

We are excited to be using The Mermaid, a riverside conference venue that is new to us. It is close to London's Blackfriars Bridge and Blackfriars tube station, and within easy walking distance of City Thameslink, Waterloo and Cannon Street train stations.

You can be added to the pre-register mailing list to guarantee your place by emailing conference@enic.org.uk with the names, job titles and email addresses of those who will be attending. You will then be notified when registration has opened.

Full details of speakers and sessions will follow for what will be a packed two days of plenaries, workshops, panel discussions and networking opportunities. [READ MORE](#)

Supporting refugees in tackling barriers to education & employment

The National Refugees and Asylum Seekers Conference 2024

UK ENIC attended The National Refugees and Asylum Seekers Conference in London this month, as part of our ongoing work to support refugees and



UK ENIC's Managing Director, Tracy Ferrier [pictured above], has shared 6 key 'takeaways' from last month's ENIC NORTH 24 conference in Glasgow:

1. *We all have more in common than we think we do*

Tracy said: 'ENIC NORTH 2024 brought together different parts of the international education sector and other stakeholders. Despite these differences, it was clear there were many synergies and shared challenges and ideas around internationalisation.'

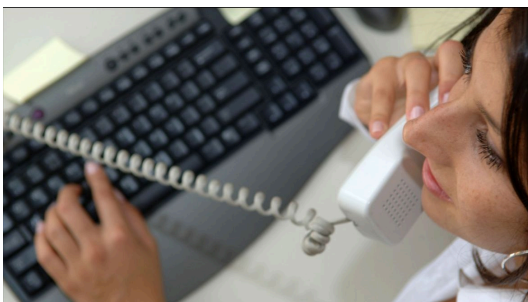
'ENIC NORTH 2024 brought together different parts of the international education sector and other stakeholders. Despite these differences, it was clear there were many synergies and shared challenges and ideas around internationalisation.'

2. *Better together than apart*

'There was an encouraging desire from stakeholders to work together with organisations in order to innovate and present the best of the UK to the international arena. Approaches that were discussed included how the Further Education (FE) and Higher Education (HE) sectors could work together to develop international opportunities with a focus on specific industry sectors.'

3. [READ MORE](#)

New dedicated phone line for refugee services bundle enquiries



As part of ongoing development work to further improve our services, we have launched a new dedicated phone line to help people using our refugee services bundles with any questions about their account, and with enquiries relating to new and ongoing applications.

The creation of this new service further highlights the way that our refugee services are continually growing to meet needs. [READ MORE](#)

asylum seekers in the UK to overcome barriers to further study and employment, once their status has been recognised.

Organised by the Institute of Government & Public Policy, the event drew together senior leaders from across central and local government, charities, academia, local communities, and frontline case workers.

UK ENIC Head of Individual Services, Andy Barnfield, attended the conference, along with Bonnie Crittenden, Individual Services Group Team Leader, and Samantha Broadbent, International Education Analyst.

The one-day conference set out the following learning outcomes for delegates regarding refugees and asylum seekers: [READ MORE](#)

Book for Africa webinar series & Cardiff F2F education fraud training



There is still time to book for live webinar training sessions taking place in early June, focusing on the education systems of Kenya, Ethiopia and Zimbabwe.

Also early next month, we are hosting a face-to-face 'combating education fraud' session in Cardiff, Wales.

Please use the links below to find out more, and to secure your place:

- [Combating education fraud, Cardiff 4 June](#)
- [Education in Kenya, webinar 11 June](#)
- [Education in Ethiopia, webinar 12 June](#)
- [Education in Zimbabwe, webinar 13 June](#)

[READ MORE](#)

High customer satisfaction on individual statement services



We are aware that some members find it helpful to have information relating to our individual statement

Please give your feedback in our member survey: coming soon



We would like to ask members to please look out for the annual UK ENIC member survey, which will be emailed in June.

The annual survey of members provides a snapshot about how our members feel about the services that UK ENIC provides. We would therefore be grateful for your participation and feedback so we can continue to develop and improve our services to meet evolving needs. [READ MORE](#)

services, particularly if they are advising people about applying for statements.

Our latest NetPromoter score, as part of our managed customer satisfaction programme, was 76 in the first quarter of 2024 - with 97% of our individual applicants saying they were satisfied or very satisfied with the level of evaluation or assessment they received. This reflects the changes we have made to improve the customer journey and reference information. [READ MORE](#)

UK ENIC | Suffolk House | 68-70 Suffolk Road | Cheltenham | GL50 2ED | UK
T +44 (0)871 330 7303 | E communications@enic.org.uk | W www.enic.org.uk
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