



TERTIARY EDUCATION FACILITIES  
MANAGEMENT ASSOCIATION

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# TEFMA MANUAL

FOR

# CONDUCTING WORKSHOPS

This Workshop Manual aims to provide guidelines to the organising committee hosting the Workshop. It has been drawn together based on TEFMA Board policies and the experience of recent Workshops, and is to be updated each year on the basis of lessons learned. The manual is not intended to be prescriptive, as the organising committee need some flexibility to initiate program changes and to determine how best to incorporate some “local flavour” to each Workshop.

## **Organising committee**

The TEFMA Board will consider the selection of a host institution, which would be a major sponsor through in kind support, which would also help to facilitate the organisation and operation of the Workshop.

The TEFMA Board will invite one or more of the member institutions of TEFMA to host and organise a Workshop over a two-day period each year. The institution/s will have the responsibility of forming an organising committee to begin the organisation of the Workshop, and report to the TEFMA Board (through the Education Services Committee) on suggested budget and dates for the Workshop, a theme for the Workshop, venue for the Workshop and for delegates’ accommodation. A member of the TEFMA Board in the location will be assigned responsibility for Workshop liaison with the organising committee.

In determining the theme, speakers and concurrent sessions, it is important for the organising committee to always remember that the TEFMA Workshop is an Australasian Workshop that must be relevant to Australia, New Zealand and other member countries. New Zealand TEFMA Board members can be consulted as required to assist with suggested speakers, selection of papers and similar advice when an Australian venue has been selected.

The organising committee will liaise with the TEFMA Treasurer who will be an ex-officio member of the committee and have an advisory role in the setting and management of the Workshop budget.

The organising committee will report regularly to each meeting of the TEFMA Board through the Education Committee to keep the Board informed of organisational details of the Workshop. The TEFMA Board and/or Education Services Committee Chair can respond to the reports of the organising committee on any concerns or suggestions they may have. The Workshop will also be a Standing Item on TEFMA Board meetings (this line has been moved up from three paragraphs below)

In the event of any dispute between the organising committee and the TEFMA Board and/or TEFMA Education Services Committee, there must be discussion with the President of TEFMA to resolve the matter. It is expected that such high-level negotiation will result in a solution that satisfies all parties, however if this is not possible, the President of TEFMA shall determine the issue.

The TEFMA Education Services Committee Chair will have oversight of the pattern and presentation of the Workshop each year, and is to be an ex-officio member of the organising committee.

A final report from the organising committee, together with financial statements is to be considered at the first TEFMA Board meeting following the Workshop

## **Workshop Management**

As soon as it is established, the organising committee should co-opt individuals suitable to assist the committee in organising and managing the Workshop from registration to closure.

### **Sponsorship**

It is a policy of TEFMA that the organising committee will seek sponsorship from commercial companies and tertiary institutions will provide financial (or in kind) support for the Workshop, to showcase the relationship between TEFMA and the sponsors, and to allow the sponsors to gain maximum benefit from the exposure of their company or institution to the delegates and other TEFMA members. Sponsorship is a vital part of the organisation of the TEFMA Workshop, in that it provides added value for sponsors and TEFMA, and reduces the cost per head to delegates who may wish to attend the Workshop.

The TEFMA Treasurer will advise the organising committee of any current corporate sponsorship and/or arrangements that have been established for TEFMA, and will provide details about any special arrangements with specific sponsors with which the organising committee must comply.

The organising committee must prepare a set of proposals for sponsorship levels. Sponsorship rules will set out the levels of sponsorship sought, and the benefits offered to sponsors in return for their financial and practical contributions to the Workshop.

One possible sponsorship arrangement will be the provision of a satchel or compendium for delegates, plus suitable stationery and a pen. If this is provided the ability for the satchel to be easily identified by each delegate, ideally by having a facility for inserting a business card or by the issuing of a second delegate's name tag with provision for it to be affixed to the satchel is recommended.

### **Program**

The program for the TEFMA Workshop must include the following:

An official Opening at the first day of the Workshop. This allows for brief words of welcome from the workshop's Host, as well as from the TEFMA President.

A TEFMA Board meeting should be scheduled to be held at the Workshop venue as part of the Workshop activities. Normally, this will be held on the day immediately prior to the opening of the Workshop.

A Workshop Dinner will be an integral part of the Workshop program, with the cost of the dinner included as part of the registration fee. This dinner is the prime social event for the Workshop, and is an opportunity for all TEFMA members to meet together in a social setting.

The Workshop organising committee will organise a Master of Ceremonies for the Workshop. The Master of Ceremonies will have the role of introducing the chairs for plenary sessions, and for managing the 'housekeeping' announcements for the duration of the Workshop.

## **Social Events**

One social event must be included in the Workshop, and covered by the registration fee: This is the Workshop Dinner, normally on the first night of the Workshop.

Other social events appropriate to the location and the season may be organised and additional costs either included in the registration fee, or advised to delegates in registration material.

Campus tours or visits to notable host University sites may be arranged during or after the workshop sessions.

## **Briefing for Presenters**

It is desirable that a written briefing be provided for all presenters and those presenting should be encouraged to make the sessions as inter-active as possible.

Workshop Papers where possible are to be made available on the Workshop web site. Any such format requirements should be clearly specified and advised to presenters as part of the formal advice that their paper has been accepted for the program. This advice needs also to include the due date for lodgement of the paper, which would normally be done electronically.

The Workshop Committee may choose to reward members of the Committee who contribute to the organising of the Workshop with complimentary registration. This should be undertaken in an open and accountable way recognising the work undertaken in organising the Workshop, so that members and registrants don't feel that anything is being done in an underhand way.

In addition, the organising committee may, in accordance with budgetary provisions, offer complimentary registration, and or, reduced registrations for presenters.

## **Financial Arrangements**

Workshop Registration Fee: The organising committee will set the Workshop registration fee. There needs to be a separate fee for non-members which are at least 20% higher than the member registration. The fee set will be sufficient to ensure that the Workshop always runs at a profit, but will be set with the object in mind of attracting a full attendance of members and other facilities managers and administrators to this important event. The Workshop needs to have extensive advertising. The fee must make appropriate GST allowances applicable for that country.

Contact is to be made with the TEFMA Treasurer to determine the most appropriate method of collecting and banking of sponsorship funds and registrations. It is preferable that all income is credited directly into the TEFMA account and payments of accounts made through the TEFMA Treasurer, however this will only be possible within Australia at this time. For New Zealand workshops, it will be necessary for the host institution to collect all income and pay all accounts, and forward the net profit to the TEFMA Treasurer.

Financial Statement: The Secretary /Treasurer of the organising committee will be responsible for the preparation and presentation of a statement of income and expenditure. This statement is to be forwarded to the TEFMA Treasurer for inclusion in the report of the organising committee to the first TEFMA Board meeting following the Workshop.

## **Workshop Documentation**

The organising committee will send out a Call for Papers from practitioners, asking that an abstract of the paper be presented, with a closing date at least two months prior to the Workshop.

The organising committee will then select papers to be part of the Workshop program approximately two months prior to the Workshop.

Guidelines will include advice on the requirement for presenters to supply a biography to the organising committee, and a requirement to send a copy of the final paper in a format that can be easily published. As far as possible, the submission and receipt and publication of papers should be completed electronically.

A Workshop Brochure which has full details of the program, and acknowledgment of sponsors, is to be produced.

An evaluation form for completion by delegates is to be provided as appropriate during the Workshop. This should be constructed so as to give delegates a clear opportunity to provide direct feedback on all aspects of the Workshop. This feedback will be considered in the annual review of this Manual, and should also be included, where appropriate, by the organising committee to include in their Workshop Report.

## **Workshop Proceedings**

Once the Workshop has concluded, and all papers have been received and processed, the organising committee will arrange with the TEFMA Education Services Committee Chair to have Workshop proceedings placed on CD and forwarded to the Information Services Committee Chair within 60 days, who will arrange for the papers to be placed on the TEFMA website. Hardcopy, printed versions of the proceedings will not normally be provided.

## **Registration**

Workshop registration procedures need to take account of the international nature of Workshop attendance.

The Registration Form (be it in printed or electronic form) must include the contact details (including e-mail, telephone and fax details) of the Workshop manager. A sample registration Form is at Attachment I.

Those delegates who are to receive a waived registration fee (including complimentary ) in line with the policies of the organising committee, will need to be able to be indicated on the registration form, along with the ability to indicate any special needs or requests (such as dietary requirements).

Delegates must receive clear advice about the location and opening hours of the Registration Desk to allow them to register on arrival. It is recommended that this advice be included in the information available on the workshop web site, and also in the formal correspondence they receive from the Workshop organisers confirming their registration

## **Publicity**

The organising committee needs to be formed and active at least 6 months prior to the Workshop and must have confirmed dates and a Workshop Theme in time for TEFMA members to have an awareness of the Workshop and the Workshop venue.

## **Workshop Website**

The workshop website should be set up three months prior to the event. Regular updates about the workshop must be included in the material on the website, and publicity of speakers and accepted workshop papers must be displayed on the website. A direct link to the TEFMA website must be provided in a prominent location on the workshop website. The TEFMA website URL address: <http://www.TEFMA.com>.

### **TEFMA Website**

All TEFMA workshops are to be listed on the TEFMA website under “Education/Workshops” as soon as the workshop topics and dates have been decided.

The Workshop Committee organisers should contact the “webmaster” of the TEFMA website as soon as the workshop website is established. The TEFMA “webmaster” can be contacted in the footer on each page of the TEFMA website. A link will then be established from two locations on the TEFMA website:

- Education/Workshops
- What’s new page

## **Insurance**

The organising committee, on advice of the TEFMA Secretary, must take out such insurance as is considered prudent to cover the association against the effects of such events as airline strikes, which could prevent the Workshop from proceeding. The organising committee must seek the advice of the TEFMA Secretary before proceeding with any insurance contracts. Provision against a Workshop loss should also be considered.

## **Delegate Identification and Lists**

The organising committee must find a method of providing clear identification of delegates at the Workshop. That identification must be both a security pass, and a means of allowing delegates to network easily. For that reason, the identification tag should include the name of the delegate, the institution of the delegate and the position held. The tags should be able to be pinned or clipped to the delegates’ clothing, with the alternative “necklace style” also being available. If at all possible, a second tag should be provided which can be easily affixed to the Workshop Satchel if a facility for inserting a business card is not available.

This information is to be collected via the registration form for the Workshop, which needs to encourage delegates to be specific rather than generic in identifying their roles/position in institutions.

Colour coding should be used to clearly identify, Workshop organisers, speakers, and TEFMA Board members.

The registration satchel, as well as providing the official Workshop Program, and sponsors brochures, will also include a ruled notepad for Workshop delegates.

## **Display Stands**

The provision of display areas for commercial activities is related to the level of sponsorship provided by the commercial entity. The organising committee should provide floor space only, with the commercial sponsor providing the necessary display stands and equipment. The Workshop committee may, if required, coordinate and arrange for the hiring of stands and equipment for sponsors, and invoice sponsors accordingly.

The provision of floor space for displays needs to be checked with the venue at the time of the contract for hire, so that any charges can be identified at that stage.

The Sponsors' Trade Display Stands need to be visible and accessible for delegates. If at all possible, the scheduling of some catering and social activities, such as end-of-day drinks, in and around this venue, encourages delegates to peruse the displays and talk to sponsors.

## **Workshop Dress**

The organising committee needs to clearly state the dress standards that apply for the Workshop itself and for any social functions.

## **Attachments**

Some "best practice" examples have been provided to guide the Workshop organising committee. These are not intended to be the absolute requirement, but rather to serve as a guideline or example for the organising committee to consider.

The attachments provided are:

- A Financial Matters: a sample budget outline
- B Responsibilities of Workshop Organisers
- C Sponsorship
- D Guidelines for Chairs of sessions made available in their Workshop registration satchel.
- E Sample of instructions for Presenters made available in their Workshop registration satchel.
- F Sample Registration Form
- G Sample Programme (extracted from the workshop at Otago University)

## FINANCIAL MATTERS

## Workshop "Title" (insert Date)

**Registration Fees**

Members	58	\$135	\$7,830.00
Non-Members	1	\$165	\$165.00
Workshop Presenters			
Sub-Total	59		<u>\$7,995.00</u>

**Sponsorship****External**

Firm A			\$281.25
Firm B			\$562.50
Firm C			\$1,125.00
Firm D			\$2,812.50
Firm E			\$1,125.00
Firm F			\$1,125.00
Firm G			\$562.50
Firm H			\$337.50
Sub-Total			<u>\$7,931.25</u>

**In Kind**

University of xxx		\$9,000	
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**Function Sales**

Workshop Dinner			
Guests	16	\$60.00	\$960.00
Sub-Total			<u>\$960.00</u>

<b>GROSS INCOME</b>			<u><u>\$16,886.25</u></u>
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**Venue Hire**

Set up	\$	-
Registration area	\$	-
Sponsors display area	\$	-
Equipment On Call Fee		\$61.88
AAPPA Board Meeting		\$75.00
Sub-Total		<u>\$136.88</u>

**Catering**

Morning/Afternoon Teas	\$2,195.56
Lunches	\$2,311.11
Happy Hour and Drinks	\$1,402.50
Board Meeting Expenses	\$341.29
Sub-Total	<u>\$6,250.46</u>

**Administration**

Satchels & Inserts	\$1,100.00
Name Tags	\$275.00
Pens	\$350.00
Freight on above items	\$372.76
Credit Card Charges	\$75.84
Banner	\$197.27
Disposable Cameras	\$183.00
Unipol	\$100.00
Presenter Gifts	\$165.33
Sub-Total	<u>\$2,819.20</u>

**Workshop Dinner**

Catering	\$3,964.81
Sub-Total	<u>\$3,964.81</u>

<b>TOTAL EXPENDITURE</b>	<u><u>\$13,171.35</u></u>
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<b>PROFIT Including GST</b>	<u><u>NZ\$3,714.90</u></u>
	<u><u>AUD\$3,206.36</u></u>

## **RESPONSIBILITY OF THE WORKSHOP ORGANISING COMMITTEE**

### **The Organising Committee**

The organising committee will be responsible for the following specific activities:

- The Workshop budgets.
- The identification and contact with potential sponsors.
- The management of sponsorship.
- The development of the Workshop program.
- The call for papers and selection of presenters.
- The identification, selection and contact with speakers and VIPs.
- The selection of papers to be presented at the Workshop.
- Development of a web site or provision of information for the workshop website (managed by TEFMA?)
- Liaison with the TEFMA Education Committee.
- The presentation of the final report on the Workshop.
- The selection of a suitable venue.
- The management of delegate registration, including fees invoicing and receipting.
- The production of name tags, and the management of a delegate database.
- The investigation and recommendation of suitable delegate accommodation in the host city.
- Co-ordination of display space for sponsors, including arranging, at Sponsors' costs, for the hiring of display stands and equipment.
- Recommendation to the TEFMA Board for recognition of any outstanding contribution made by an TEFMA member that contributed to the success of the workshop.

### **Responsibilities**

The following responsibilities require close coordination by the organising committee:

The promotion of the Workshop. In general, the Workshop management committee will arrange the design of a brochure and presentations to support a promotional campaign.

The Workshop management organisation will arrange through the responsible TEFMA Board member a Workshop electronic registration site, which will be available to all potential delegates directly off the TEFMA web site and the Workshop web site (if different).

There is a requirement from TEFMA for the organising committee to provide a full report on the Workshop. This report will also include a complete financial breakdown, and be submitted to the TEFMA Board within six months of the end of the Workshop. The Workshop management organisation will prepare a report for the organising committee on the management and conduct of the Workshop from an organisational viewpoint which include provision of financial statements. The Workshop committee will also prepare a report on the success or otherwise of the presentations and speakers.

## STEPS IN SEEKING SPONSORSHIP

The proposed steps in obtaining sponsorships should be as follows:

Firstly contact is to be made with the Annual Conference convener to identify possible sponsors and that no conflict will arise in approaching possible sponsors.

Target possible firms or individuals that preferably have a business relationship in New Zealand and Australia with TEFMA institutions that provide services relevant to the Workshop theme.

The Sponsors should be identified by allowing their logos to be printed on the promotional brochure to be distributed prior to the Workshop and on the Workshop website.

### **The Major sponsor will be entitled to:**

Naming of the dinner function

A brief speech at the beginning of the dinner. Time and content to be negotiated.

Banner and other negotiated advertising at the function (eg: electronic screen).

Opportunity to present a paper at the Workshop in an appropriate technical strand.

Priority listing in publications

Free day registration for two people on the day technical paper is being delivered.

Four free dinner tickets.

## HAPPY HOUR SPONSORSHIP

Up to two Happy Hour Sponsors may be required for the Workshop. Each sponsor will provide a sponsorship arrangement to the value of \$1000 exclusive of GST to support the function. The sponsors are entitled to:

Naming of the Happy Hour session.

A brief speech at the beginning of the function

Banner and other negotiated advertising at the function.

Listing in publications

Opportunity to present a paper at the Workshop in an appropriate technical strand.

Free day registration for two people on the day technical paper is being delivered.

Invitation for four to the sponsored function (at their cost).

## SAMPLE INSTRUCTIONS FOR CHAIRS

### 1. Before the Session

Read over the enclosed biography of your presenter(s) and the abstract of the paper so that you are familiar with the topic.

Unless you make alternative arrangements with your presenter, you are asked to meet your presenters and discuss their needs.

Check whether the presenters have any special needs or requirements, how much they want a “question and answer” component at the end of their presentation or whether they would prefer to hear of similar experiences from the audience. When introducing your speaker, you will need to make the audience aware of what is intended in this regard.

Make yourself familiar with the location and layout of the venue and how to contact the technician in case of difficulties with the presentation technologies.

Know whether there is another session immediately after yours, a luncheon or afternoon tea break etc.

### At the start of the Session

Arrive at the venue at least 10 minutes prior to its scheduled start time to assist the presenter in checking that all facilities are in order and to finalise any arrangements with the presenter. Determine how much time the presenter would like to make available towards the end of the session for audience participation, and discuss how you would indicate to the presenters that there is only a few minutes left for presentation.

Welcome delegates to the session and introduce the presenter, explain the agreed times to the audience. Remind all delegates to switch all mobile phones off.

### Towards the end of the session

Ensure the timetable is adhered to. This is VERY important!!!!

Thank the presenter briefly for the presentation, and invite questions and comments from the audience. As Chair, you should manage the fielding of comments.

Listen carefully to the presentation so that you can ask some pertinent questions if the audience isn't forthcoming. If the Presenter struggles with a question, you can offer to make a comment, drawing on your own experiences if necessary. However, if this is necessary, please be sure that the focus returns to the main presenters as soon as possible.

When the time is almost up, make it clear that you are accepting the last question. Once it has been dealt with, wind up the session with a few well-chosen words, thank the presenters on behalf of the audience and the Workshop Convenors.

**SAMPLE INSTRUCTIONS FOR PRESENTERS**

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Dear Colleague

Thank you for your contribution to this Workshop.

**THE CHAIR OF YOUR SESSIONS IS:**

**DAY:** MON TUES

**TIME:** \_\_\_\_\_

In order to ensure your session goes well, would you please:

**1. BEFORE THE SESSION**

- Unless you make alternative arrangements with your Chair, you are asked to meet your Chair and discuss your needs at least 40 mins before your presentation. This also provides a last minute opportunity for you to go over your presentation. Unless you have already done so, you should also at this time double check with the AV technician that the venue has the right equipment for your needs.
- Advise the Chair of any special needs or requirements, how much you want a “question and answer” component at the end of your presentation or whether you would prefer to hear of similar experiences from the audience. Your Chair will make the audience aware of what is intended in this regard.
- Make yourself familiar with the location and layout of the venue. Your Chair is responsible for knowing how to contact the technician in case of difficulties with the presentation technologies.
- If you have co-presenters assisting your presentation, it is **your** responsibility to ensure they are briefed as to the requirements. Only the main presenter of each session has been provided with these instructions.

**2. AT THE START OF THE SESSION**

- Arrive at the venue at least 40 minutes prior to its scheduled start time to ensure that all facilities are in order and to set up your presentation.
- Confirm with the Chair how much time you would like to make available towards the end of the session for audience participation, and discuss how the Chair will indicate to you that there is only a few minutes left for presentation.

### 3. TOWARDS THE END OF THE SESSION

- Ensure the timetable is adhered to. This is VERY important!!!! So please wrap up your presentation when the Chair indicates. If necessary, you can refer delegates to your paper (which will be made available on the Workshop Website after the Workshop).
- The Chair will then manage the fielding of comments for you. You can either remain at the podium from which you were presenting, or sit next to the Chair for this component of the session.
- Listen carefully to the questions or comments being made. If you have difficulty in answering a question, say so and invite a comment from someone else in the audience!
- If there is another session immediately after yours, please pack your equipment and move quickly to the next session.

### 4. THE FINAL COPY OF YOUR PAPER

If you have not yet provided an electronic version of your paper for publication on the Workshop Website, you are asked to either leave a **clearly** labelled (main presenter's name and reference number of your session) disk at the Registration Desk, or to email it during the Workshop to:

(insert email address of Workshop organiser)

There may not be facilities at the Workshop to enable you to access computers and e-mail accounts so other arrangements will need to be made if these are required.

Once again, on behalf of the Workshop Organising Committee, my sincere thanks and appreciation for your efforts in providing your paper.

(Name)

Chair TEFMA Membership Committee / Workshop Organising Committee

Address

Ph: +61 x xxxx xxxx Fax: +61 x xxxx xxxx

E-mail (xxx)

Program Organiser

*(Workshop Title, Location and Date)*



## REGISTRATION FORM

*(Workshop Date)*

### FORM NAVIGATION

All information should be typed in upper and lower case (eg William Smith). On completion, please print the registration form and fax it to 61 3 9904 7411 (International) or 03 9904 7411 (Interstate).

### SECTION 1: Personal Details

**Title** ..... **First Name** .....  
(Dr/Mr/Mrs/Ms)

**Surname** ..... **Position** .....

**Organisation** .....

**Address** .....

**Town/Suburb/City** ..... **State** .....

**Country** ..... **Post Code** .....

**Telephone** ..... **Fax** .....

**E-Mail** .....

**TYPE IN YOUR DETAILS AS YOU WISH THEM TO APPEAR ON YOUR NAME BADGE:**

**Given Name** ..... **Surname** .....

**Institution** .....

### SECTION 2: Space Revisited Workshop

I will be attending the TEFMA Workshop (*Workshop Title, Location and Date*)

	<b>Full Registration (inc. GST)</b>	
<input type="checkbox"/> TEFMA Member *	<b>\$120 (Aud)</b>	<b>Sub-Total: \$ .....</b>
<input type="checkbox"/> Non Member	<b>\$150 (Aud)</b>	
<input type="checkbox"/> Workshop Presenter = Complimentary		
*Includes Institutional, Associate, Affiliate, Emeritus, and Business Partners		

**Social Function**

The (Workshop Title, Location and Date) Dinner is being Sponsored by ( Sponsors Name and the Location of the Dinner). The Workshop dinner is complimentary for Full Registrants and Presenters.

To assist with catering arrangements please indicate,

I will be attending [ ]

I will not be attending [ ]

Additional places are available at the Workshop Dinner at a cost of \$60 (inc. GST) for accompanying persons:

Function	Cost	
(Day and Date) TEFMA Workshop Dinner	\$60 per accompanying person	<b>I require [ ] additional tickets</b>
		<b>Sub-Total: \$ .....</b>

Accompanying Person’s name (if applicable):

Given Name ..... Surname .....

Do you (or the accompanying person) have any special requirements?

.....

**SECTION 3: Payment Details**

\* Add (Workshop name, location and date) registration & social function sub-totals (if applicable)

**Total \$ .....**

[ ] I have forwarded a cheque (make cheques payable to TEFMA), along with this form, to:

(Workshop Organizing Committee, c/o Contact Person and Address)

**or**

[ ] I have forwarded credit card details with this form by Fax (03) 9904 7411 or by mail to:

(Workshop Organizing Committee, c/o Contact Person and Address)

Please charge my credit card:

[ ] Visa [ ] MasterCard [ ] BankCard

Card number: ..... Expiry date: ..... (mm/yy)

Card Holder: ..... Amount: \$.....

**THIS FORM WILL ACT AS A TAX INVOICE UPON PAYMENT**  
ABN 63 415 598 574

**FOR FURTHER INFORMATION CONTACT:**

(Workshop Organizing Committee, c/o Contact Person and Address including email)

(Add contact, way finding and location web links here)

Visit (Host TEFMA member) at

<http://www.hosttefmamember.edu.au/>

When Booking reference the TEFMA Workshop at *(Host University)* and ask for the appropriate rate.

*(List Accommodation and transport options)*

*AAPPA Winter Workshop 2003 Programme*  
**MAKING SPACE WORK**  
**Sessions 25 minutes plus 10 minute discussion.**

*Monday 30 June:*

	<i>08.30 – 09.00am</i>	<b>Registration</b>	
	<i>09.00 – 09.15am</i>	<b>Welcome, Theme introduction</b>	<b>University of Otago Barry MacKay, University of Otago, Director, Property Services</b>
<b>9.15am</b>		<b>AAPPA Directions The lessons from Melbourne</b>	<b>Alan McGregor, President, AAPPA Michael Fuller, Monash University</b>
<b>9.50am</b>		<b>Making space work -The renewal brief</b>	<b>William Cockerill, Octa &amp; Associates Chris Doudney, University of Otago</b>
<i>Morning tea</i>	<i>10:25 – 10:50</i>		
<b>10.50am</b>		<b>Space Management: Measurement and Reporting</b>	<b>Tom Sankey, Mosaic</b>
<b>11.25am</b>		<b>Workspace psychology: the space we think we need</b>	<b>Terence Broad, Victoria University of Wellington</b>
<i>Lunch</i>	<i>12.00 – 1.30pm</i>		<i>ISB Tour 12.30 – 1.25pm</i>
<b>1.30pm</b>		<b>Making space work - Panel discussion</b>	<b>John Huston, Otago Polytechnic</b>
<b>2.05pm</b>		<b>Paying for space: the Otago experience</b>	<b>Anita Sykes, University of Otago</b>
<i>Afternoon tea</i>	<i>2.45 – 3.10pm</i>		
<b>3.10pm</b>		<b>Occupancy charges – Budget impact</b>	<b>Terry Young, University of Auckland</b>
<b>3.45pm</b>		<b>Space charging – panel discussion</b>	<b>Anita Sykes, Ross Cameron, Terry Young, et al, University of Otago/Auckland</b>
<b>4.20pm</b>		<b>How we measure space usage and why</b>	<b>Gary Bradley, RMIT</b>
	<i>6.00pm</i>	<b>Less Worried Hour</b>	<b>University Staff Club</b>
	<i>7.00pm</i>	<b>Workshop Dinner</b>	<b>University Staff Club</b>

*Tuesday 1 July:*

*9.00 – 9.15am*      **Theme for the day**      **Barry MacKay, University of Otago**

**9.15am**      **Managing without space - the anthrax experience**  
**Rod Markham, Otago Polytechnic**

**9.50am**      **Benchmark Outcomes**  
**Andrew Frowd, Queensland University of Technology**

*Morning tea*      *10.25 – 10.50am*

**10.50am**      **CT Overlay, Blanket Lease, and NARSM**      **Tony Anderson, Massey**

**11.25am**      **Regulatory Pressure on space economics**      **Peter Court, University of Otago**

*Lunch*      *12.00 – 1.00pm*

**1.00pm**      **Managing the renewal project**      **David O'Malley, Octa & Associates**

**1.35pm**      **Making Space work - Designing for sustainability**  
**David Quinlan, Opus Consultants**

**Ltd**

*Afternoon tea*      *2.15 – 2.45pm*

**2.45pm**      **The Future**      **Joe Hollander, AAPP President-elect**

**3.20pm**      **Small group sessions/building tours/early departure**