

# HOSTING INTERNATIONAL DELEGATIONS GUIDELINE



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## 1 PURPOSE

CQUniversity values its many partnerships with higher education institutions around the world. Building and sustaining these international linkages is critical to achieving our vision of being a leading global university.

The purpose of these guidelines is to establish a consistent approach, response and level of service to ensure international visits are well-planned, achieve intended outcomes and leave visitors favourably impressed and committed to their relationship with CQUniversity.

## 2 SCOPE

These guidelines apply to short duration visits to CQUniversity for the purpose of exploring collaborative opportunities, promoting joint activities, courtesy calls, signing ceremonies or other approved events.

It does not cover individual visits and meetings with individual Schools or business units. Such meetings are the responsibility of the School or business unit however it is recommended that advise of such meetings is provided to the International Office as a matter of courtesy.

## 3 GUIDELINES

### Criteria for hosting an international delegation

3.1 The following questions must be considered before requesting approval to host a delegation:

- Is the delegation from one of CQUniversity's established partner institutions?
- Is there an existing or previous relationship with the institution? E.g. alumni, visiting academics, joint research projects, student recruitment, existing agreements, etc.
- What is the strategic importance of the relationship?
- What is the purpose / goal / objective of the visit?
- To what extent are areas for collaboration already identified?
- Is there a willingness of key staff to meet the delegation?
- What is the ranking of the university in question?
- What is the reciprocal interest from CQUniversity?
- Is there capacity to be involved?
- Are there any other issues to be aware of?

### **Approval to host international delegation**

- 3.2 To enable a decision to be made to accept a delegation and to ensure the visit is effectively organised, the International Delegation Request Form at [Appendix A](#) must be completed and approved by:
- Provost (for Higher Education)
  - relevant Deputy Vice-Chancellor (for other Divisions).
- 3.3 A copy of the approved form must be sent to the Vice-Chancellor and President, International Office, relevant Associate Vice-Chancellor.
- 3.4 The International Office will provide support and assistance depending on the strategic importance of the delegation and as capacity allows.

### **Resourcing the delegation**

- 3.5 Budget allocation for the visit must be identified. For visits that span multiple Schools, an agreement may need to be reached about sharing the costs by the relevant Deans.
- 3.6 A single point of contact for the delegation must be agreed, and this person is responsible for all communication between CQUniversity and the delegation.
- 3.7 Any special requests, such as interpreters and transport, should be considered at this stage of the process.

### **Schedule**

- 3.8 In order to host the delegation in an orderly fashion, a running sheet for all activities needs to be developed, which should include:
- Names and titles of delegates
  - Names and titles of hosting staff
  - The chairperson for meetings
  - Activities with their durations and running sequence.
- 3.9 The running sheet needs to be available to both the delegation and the host party prior to the event.
- 3.10 It is appropriate to exchange gifts with visiting international delegations. The hosting area is responsible for acquiring appropriate gifts and coordinating presentation arrangements. Please refer to the [Gifts and Benefits Policy and Procedure](#) for more information about giving and receiving gifts.
- 3.11 Where delegations will be signing an agreement or other formal documents, a ceremony should be conducted with an air of formality, and it is recommended to:
- advise the Media Unit and University photographer of the event
  - seek assistance from Events if necessary.
- 3.12 The tips at [Appendix C](#) may be useful at this stage.

### **Delegation database**

- 3.13 All delegations are required to be entered in a Delegation database, located on SharePoint (currently under development).
- 3.14 This acts as a shared point of knowledge for stakeholders within CQUniversity and can be used for reporting to the Vice-Chancellor and others as appropriate.

## Briefing

- 3.15 Appropriate background information must be provided to all relevant stakeholders prior to the visit to ensure those staff members involved in the delegation:
- understand the purpose of the visit
  - are aware of any sensitivities
  - prepare appropriately for the meeting.
- 3.16 The template at [Appendix B](#) may be useful in preparing a background briefing.

## Follow-up

- 3.17 The following activities are the recommended minimum to take place after a delegation visit:
- letter/email of thanks to all delegates
  - list of agreed actions distributed, where appropriate
  - monitoring those actions as required
  - lodgement of Memorandum of Understanding (MoU), if appropriate
  - internal assessment of the success of the visit as part of continuing business improvement processes.

## 4 DEFINITIONS

- 4.1 Terms not defined in this document may be in the University [glossary](#).

## 5 RELATED LEGISLATION AND DOCUMENTS

## 6 FEEDBACK

- 6.1 University staff and students may provide feedback about this document by emailing [policy@cqu.edu.au](mailto:policy@cqu.edu.au).

## 7 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Vice-Chancellor's Advisory Committee
Administrator	Director, International
Next Review Date	08/06/2019

Approval and Amendment History	Details
Original Approval Authority and Date	Vice-Chancellor's Advisory Committee 08/06/2016
Amendment Authority and Date	
Notes	

# APPENDIX A



## International Delegation Request Form

CQUniversity considers visits by international delegations as a way to develop meaningful and productive relationships, grow our international profile and build international knowledge.

This form must be completed to help identify the expected outcomes of a proposed visit and assess the interests and benefits to CQUniversity.

Where possible, this form should be submitted a minimum of four (4) weeks prior to a proposed delegation to help plan the proposed visit and to develop an appropriate and useful itinerary.

REQUESTING STAFF MEMBER	
Name	
Position	
School/Division	
Contact details	
Supervisor	

VISITING DELEGATION DETAILS	
Name of institution	
Key contact at institution	
Anticipated date of visit	
Time of visit	
Duration of visit	

DETAILS OF EXISTING RELATIONSHIP	
Does CQUni have a formal existing or previous relationship with the institution (e.g. MoU, research projects, etc)?	
Does CQUni have an informal existing or previous relationship with the institution (e.g. alumni, student recruitment activities, etc)?	
If neither, what is the strategic importance of the institution?	

PURPOSE OF VISIT	
What is the main purpose of this visit?	
What is the desired outcome of this visit?	
How was the request for this visit initiated?	
What Schools/business units are proposed to be involved in the visit?	

<b>RESOURCES</b>	
Is there capacity for CQUni to host the visit?	
Has budget been identified to support the visit?	
Are there any special requirements needed?	

<b>ADDITIONAL COMMENTS</b>

<b>SUPPORTING INFORMATION</b>
Please attach any relevant supporting information with this request

<b>SIGNATURE</b>		
Requesting staff member		Date
Supervisor		Date

<b>APPROVALS</b>		
Dean/Director		Date
Provost/DVC		Date

Once approved, copies of this form must be sent to:

- Vice-Chancellor and President's Office
- International Office

## APPENDIX B



### International Delegation Briefing Template

Event	
Visiting organisation/ institution	
Date	
Venue	
Time	
Purpose of visit	
Details of existing or previous relationship with visiting organisation/ institution	
CQUniversity contact	
Members of delegation	
CQUniversity representatives	
Visit initiated by	
Interpreter requirements (if relevant)	
Gifts	
Schedule/Agenda	
Special requirements	
Other background notes	

**Prepared by:**

Name	
Position	
Contact	

## Tips when hosting an International Delegation

It is important to show that CQUniversity values the relationship with the delegation by appropriate hospitality. Social interaction is very important in many cultures and is often the context in which business occurs.

There are a number of things to keep in mind when organising an International delegation. The tips below may assist in your arrangements.

### Business cards

- Always be prepared with an adequate supply of business cards to exchange with guests

### Cultural and religious considerations

- Try to review the cultural practices about handshakes, bowing, etc before delegates arrive.
- It may be necessary to consult a religious calendar on holidays, celebrations, etc.

### Decorations

- Be aware of availability and protocols around the use of flags when decorating a dais or other venue for an official or formal part of a delegation.
- Many nationalities have particular affiliations with certain flowers and allergies to certain blooms may need to be considered.
- Place cards are recommended for meals of more than six people

### Dietary requirements

- Food choices may be influenced by the culture and religion of delegates so be aware of restrictions and ensure there is a range of options available
- Ask for any dietary requirements when finalising details of the delegation with the visiting institution.

### Gifts

- It is important gifts are culturally appropriate and should be researched
- The hosting unit is responsible for acquiring gifts
- International visitors usually present high-quality gifts, and this should be kept in mind
- Ensure giving and receiving gifts is in accordance with the University's [Gifts and Benefits Policy and Procedure](#).

### Local attractions

- Have a suggested list of local attractions, places to eat, etc for the delegation who may wish to visit some of these places during down time or after the official proceedings.

### Meetings

- Generally, meetings should begin with general concepts and progress to specific or complex matters.
- Meeting rooms should be well ventilated and have adequate lighting.

### Precedence

- Be aware of the order of precedence (seniority) to ensure proper respect, introduction sequence and seating arrangements are always done correctly.

### Schedule

- Do not over program guests, always allow for some down time.
- Ensure time is built in to cover jet lag.
- Allow ample time – be aware that translating or interpretation often requires additional time.

**Site visits**

- Consider whether there are requirements around clothing or footwear when arranging site visits (e.g., closed in shoes for construction sites, coats or other equipment in labs, etc.).

**Smoking**

- In some countries, smoking is still common and therefore smoking areas and time for smoking breaks may need to be allocated.

**Thank you letters**

- Letters of thanks are extremely important as it is possible reciprocal visits will be held in the future.

**Translation and special services**

- Establish and ensure translation services for visitors whose language preference is other than English.
- Additional special services such as sign language or other disability services should also be planned for as necessary