



# Customised PROGRAMS



*PEPA give your  
students the advantage they need*

**We provide them with a chance to gain international experience and real life skills. We work closely with you to design a program that compliments their degree with your institution. When you choose pepa you are giving your program that extra special approach to education & travel.**

Our faculty led programs and short courses cater to individual educational institutions, with each program being tailored to your specific needs. We can help you design and develop an engaging program that not only meets a high academic standard, but also provides your participants with an opportunity to experience the best of the Pacific Region's rich and diverse culture.

PEPA has worked with study tour groups from all over the globe, with each program customised according to the group's needs. We can take care of your academic needs, airfares, accommodation, transfers, meals, social activities and day trips - just let us know what you prefer.

 [www.pepacific.com](http://www.pepacific.com)



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## WHY CHOOSE A PEPA CUSTOMISED PROGRAM??

PEPA offers unparalleled personalized service including individualized pre-departure consultation, extensive in-country support, high-quality accommodations, and a range of exclusive program options designed to promote integration into the host culture.

A balanced, comprehensive program: PEPA faculty led programs and short courses combine classroom learning with practical experience, providing participants with the skills and knowledge they need to apply their learning in the real world.

Industry and government connections: Our strong links with industry and government allow us to build real-world examples into the curriculum of our programs, with opportunities to learn from leading experts and practitioners via guest lectures and guided site visits.

Unique and exciting locations: All of our programs include the option to stay at some of the most amazing locations in the Pacific. Choose one or more locations within Australia, New Zealand or the South Pacific and it will provide your students with an opportunity to experience the best that country has to offer from a scenic, safe comfortable home base.

A flexible approach: Our programs can be credit bearing or non-credit bearing, depending on your requirements. Working with only the best universities, classes can be run by overseas faculty or local faculty and can run for any length of time. Our faculty led and short course programs generally run anywhere from 7 to 30 nights.

### What's included?

- Support staff (Australia, New Zealand and USA) available 24/7
- Program Development as part of academic framework
- Pre-Departure and/or Arrival Orientations
- Public liability insurance coverage
- Exciting locations such as Australia, New Zealand and the South Pacific
- We can secure all classrooms, site visits, accommodation, airfares, tours, meals and much more as part of your program itinerary

### What are the steps to your successful program development?

#### STEP 1: Set your course objectives & learning outcomes

PEPA requires both the course objectives for your proposed program as well as the learning outcomes for your students. Course objectives relate to the overall vision of the program and do not necessarily reflect specific skill and knowledge sets that are to be obtained at the completion of the course. Learning outcomes reflect specific and measurable objectives for a student's learning.

#### Sample course objectives for a student could include:

- Learning about their study area from an international perspective
- Developing self-awareness
- Developing awareness of another countries economic and political realities
- Learning to be flexible when living in a cultural environment that varies from their home
- Becoming aware of their own culture by examining a different culture
- Learning to adapt to cross-cultural situations
- Considering future international study abroad and/or travel opportunities
- Applying knowledge gained from their time abroad to new situations

#### Sample Learning outcomes for a student could include:

- Understanding the hotel industry in Australia, restaurant management, event planning, and related tourism and cultural contexts through site visits, attending events, listening to guest lectures from the industry and social interaction;
- Develop an understanding of hospitality education practices, international tourism, and conventions and planning throughout Sydney, Australia;
- Be able to address relationships between customers and staff to resolve complex issues that may arise in daily tasks from time to time;
- Work as an effective team member in group activities





## PROGRAM STEPS

### Step 2: Set your assessments

An important part of pre-course planning is how student learning will be actively promoted. Below are some ideas to help you implement assessments into your course planning:

- Presentations and mini quizzes to get the students thinking about their learning outcomes
- Briefings in the morning, afternoon or evening to reflect upon the day's activities and student impressions of what is happening around them. Discussions could be quite informal or could be focused upon specific topics relating to the day's focus.
- Group assignments that involve exploring in small groups and reporting their findings back to the rest of the students.
- Continued journaling to analyse daily interactions and happenings.
- Current events discussion using local newspapers, magazines and television shows.

### Step 3: Fill out the PEPA Customised Program Enquiry Form

To begin planning your customised program, we require some initial information to get us brainstorming for your program and give us the necessary background details to make your course a success. Contact our PEPA representative at amy@pepacific.com to request a copy of the customised program enquiry form today.

### Step 4: We will phone you to discuss your program in more detail

After reviewing your customised program enquiry form, we will schedule a phone call with all related parties. This phone call is to discuss any outstanding budget questions, brainstorm activities, and go over many of the options available for accommodations, scheduling, flights, etc. This call is important so we can get to know you and your students better and also to give you the chance to learn more about what PEPA can offer you in the initial stages of planning.

### Step 5: Program Proposal and Itinerary

After discussing your program with you on the phone and answering any lingering questions via email, we will provide a comprehensive proposal for your program. The initial proposal is a starting point and changes can certainly be made! Included in the proposal will be the student pricing, a list of inclusions/exclusions and a daily itinerary. If group flights are a part of your plan, details and pricing information will be included.

After receiving the initial proposal from PEPA, we encourage discussion to adjust any budget requirements, make date changes, and continue to introduce new daily planning based on faculty requirements. Most of these changes will be completed via email and phone. After reviewing changes from initial itineraries, we will present you with a final pricing and proposal. This is the information that should be used for student promotion and unless notified, PEPA will consider the included information to be final and will plan accordingly. All changes after this approval are subject to pricing adjustments. A deposit will be required to hold accommodation, flights and program specifics for your group at this time.



### Step 6: Marketing & Promotion to students

We strongly encourage website promotion via your university platforms. PEPA can also work with our graphic designer to set up attractive flyers for your campus events (at an additional cost). Marketing materials should include dates, final program fee, academic information, and highlights of the program. A daily itinerary may be included, if desired. Such flyers should be posted throughout academic buildings and residential halls in order to reach a maximum number of students. We have found that the use of social media to capture student interest is one of the most successful ways to promote a faculty led or short course program. We also recommend working with your study abroad office to assist with active promotion.

In addition to promotional materials, having a presence at a study abroad fair is key! This is when students are looking for an international experience and sorting out their options. Please make sure to work with your study abroad office to get more information about the fair, tips for best promotion, and to secure yourself a table.

Classroom presentations are another great way to get the word out about your program! Take some time to show some photos for your program and hand out materials to get students excited about the possibility of joining you abroad.

### Step 7: Confirming final student numbers

After the promotion period has ended and final deadlines have passed, it is time to provide PEPA with your final program numbers. We will also require a gender breakdown, roommate requests, and any dietary/medical restrictions. Final payment of remaining amount on invoice will be required at this time in Australian dollars.

### Step 8: Pre-Departure session

Prior to departure, students should attend a pre-departure information session in order to best prepare for their experience abroad. Topics for this session should include, but are not limited to: safety while abroad, housing expectations, packing list, visa discussion, and obtaining funds while abroad. We also recommend using the pre-departure meeting to begin to discuss academic material and get students thinking about what they will be learning in just a few short weeks. Former study abroad students should also be considered to give valuable advice from a student perspective.

This is also the time to make sure to manage student expectations of the program. Beyond reminding students of safety procedures and the coursework required of them, it's good to chat about the housing that will be provided, how some days will be quite busy, and the unfortunate appearance of jetlag. Also, as they will be traveling as a group, an emphasis on how one person impacts everyone (from schedule to moods to and overall behaviour). PEPA is available to facilitate or assist with your pre-departure session in country or via skype.

**After following these steps, your once in a lifetime program experience begins!**