NORTHERN TERRITORY -MARCOMM DOMESTIC STUDY TOUR

UNIVERSITY OF CANBERRA

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Project Description

In light of the ongoing global COVID-19 pandemic, the University of Canberra's Faculty of Arts and Design and UCOMMS Students Society have collaborated to develop a new Domestic Faculty Study Tour (FST) known as the Northern Territory Marcomm Domestic Study Tour. This study tour led by program leader, Prue Robson, involves intensive face to face fieldwork experiences and work-integrated learning, and provides students with a direct insight into their future professional industry.

The industry trip will run during Semester 2 Week 8 (class free) from Saturday, 17th 2022 – Saturday 24th, September 2022. This one-week program will offer advertising, marketing, corporate and public communications (CPC) and communication and media students a diverse and stimulating learning experience in the capital city of the Northern Territory, Darwin, Australia. The University of Canberra students will gain knowledge and experience through industry visits to companies and agencies, and get involved with workshops, lectures and case studies. Students will have the opportunity to experience the diversity, various communication elements, and marketing styles while also participating in cultural tours and excursions. Students will meet academics and collaborate with local students at various agencies.

Because this Domestic Faculty Study Tour (FST) is considered to run as an elective unit for Faculty of Arts and Design students, the trip is intended to run annually and be updated continuously to remain in compliance with COVID-19 regulations and restrictions for the foreseeable future.

Project Justification & Rationale

The Domestic Faculty Study Tour (FST) for the University of Canberra, aims to provide students aligned with the Faculty of Arts and Design the opportunity to visit workplace agencies and organizations relevant to their degrees.

The Domestic FST is open to undergraduate students that have an open elective aligned with their degree programs from the Faculty of Arts and Design at the University of Canberra. All students will receive 3 CPS university credit points and gain access to supplementary support and funding for the study tour. The study tour is operated during class free timings of the second semester and offers students travelling to Darwin as a group with a UCOMMS On-Site Coordinator.

The FST located in Darwin, Australia, is designed to provide students with a direct insight into a multi-disciplinary professional practice opportunity in a domestic work context. This transformative experience in Darwin also provides students with the opportunity to work and participate with five industry visits. Each industry visit caters to undergraduate students that are aligned with marketing, communication and media, advertising and corporate and public communication degrees. The study tour enables students to gain an in-depth understanding of industries and network with professional employers that are interstate and creates avenues for potential career opportunity's subsequently from direct contact and communication with the organizations. The FST also facilitates practical and appropriate learning outcomes with the opportunity for students to maximise on their learning

around being open-minded, learning to adapt and be flexible and share creative and intellectual independence skills. A site visit to the Charles Darwin University is another additional destination that students will have the opportunity to meet academics with similar degrees during a cross-cultural workshop and industry activities. These areas are associated with the University of Canberra, the Faculty of Arts and Design and UCOMMS strategic priorities and values.

The Domestic FST also provides undergraduate students the opportunity to experience local and cultural excursions and workshops to ensure that the program's core learning is versatile and well-rounded.

It is believed that this trip offered at the University of Canberra and supported by the UCOMMS Student Society, provides undergraduate students educational and opportunely experiences with direct industry skills and knowledge to further their future professional lives.

Cross Cultural Considerations

Cross-cultural activities:

The Domestic Faculty Study Tour (FST) located in Darwin, has included two types of cross-cultural activities for students to partake in.

One of the cross-cultural activities that students will be involved with includes a workshop with representatives of the Larrakai people who are the traditional owners of the Darwin region. This workshop will provide students an insight into the First Nation Larrakia people's cultural practices and learn their traditional languages.

The other cross-cultural activity involves a cultural trip excursion known as the One Day Arnhem Land Tour, led by the Top End Tours Australia. The excursion involves a walking tour of Injalak Hill, accompanied by an Indigenous guide on Arnhem Land. Students will gain insight into the traditional owner's culture and law and view traditional rock art (Long Term Dreaming), wetlands and neighboring Arnhemland ridges. The cross-cultural excursion will end with an organization visit to the Injalak Art and Craft Centre where students will have the opportunity to an impressive collection of traditional First Nation people's paintings and rock art.

Engaging in these cross-cultural activities provides students with a practical means of respecting, recognising and celebrating First Nation peoples as the traditional owners of the land. The cross-cultural workshop and organization visit also help students develop their mutual understandings of different cultural values, heritage, customs and practices to maximise positive outcomes of intercultural interactions (Maclachlan, 2016).

Cross-cultural considerations:

There are a number of cross cultural issues and sensitivities that need to be considered by trip organizers and attendees prior and throughout the duration of the Domestic Faculty Study Tour (FST). Some specific cross cultural considerations for the Domestic FST include:

<u>Cross-cultural organization and workshop visit</u>: Although these cross-cultural activities may be perceived as *"well-intentioned efforts to improve cross-cultural engagement"*, some barriers that

need to be taken into account include individuals lack of local cultural knowledge (Shepherd, 2019). Students and on site operators must be aware and educated on how to behave respectfully throughout the duration of traditional visits and workshop sessions and be encouraged to partake in group participation during cross-cultural environments.

Other sensitivities that trip organisers need to be aware of includes students that are of First Nation people's descent. Visiting the cross-cultural activity site may be too emotional or sensitive for some students. As an alternative, students may be given the option to use the day of the cultural excursion as free time at the accommodation to work on their project/assignment review or visit another location that involves a cross-cultural activity.

<u>Accommodation culture</u>: Due to religious or personal beliefs and/or attitudes, trip organisers should consider whether it is appropriate to have shared rooms with the opposite gender or not. Trip organisers also need to consider the location of the accommodation, as some students may require access to food from restaurants and other areas that are suitable for their religious customs and practices. Accommodation also needs to be in a safe and convenient location from the agencies and organizations, and have disability access to premises if required.

<u>Organisation and industry culture</u>: Trip organisers should ensure that students and on site operators are educated on the appropriate dress code and business etiquette for when they are visiting industries and agencies. This involves providing students with the knowledge of business cultural behaviours and attitudes and appropriate attire during the pre-departure sessions in order to represent and maintain the University of Canberra's reputation.

<u>Religions</u>: Another aspect that trip organisers need to take into account includes students that have particular requirements and needs for religious activities either during the day or on specific days of the week. Trip organisers must check with each student before the trip if they require any attention to their religious practices and customs.

Language and non-verbal communication: In some situations of the FST, particularly during crosscultural activities, students and on site operators must be informed of the correct terminology and specific non-verbal communications. Trip organisers must ensure that these areas are demonstrated and provided during pre-departure sessions in order for attendees to recognise and appreciate positives in the differences between themselves and other local cultures.

Itinerary

Day 1 – Saturday, 17th September 2022

Welcome to Darwin, Australia

Day: Depart and arrive in Darwin, where, if arriving on the group flights offered, students will be met by the UCOMMS On-Site Coordinator (OPC) at the airport and then transferred to the accommodation. All other participants are to make their own way to the hotel. **Evening**: Once all of the participants have checked into the hotel, the evening will involve

transporting students via shuttle bus to a shopping mall for groceries, appliances and dinner. Once the private shuttle van is back to the accommodation, the rest of the evening is free for students to relax.

Meals: None provided Transportation: 2 x group transfer (private shuttle bus) Day 2 – Sunday, 18th September 2022 Darwin, Australia **Morning**: Participants will enjoy breakfast at the hotel before meeting the OPC in the hotel lobby, use the private shuttle bus and depart to the Charles Darwin University for a brief welcome and introduction orientation program. The program will include an exploration on Darwin and any relevant health and safety guidelines, city information and transportation. The program will also cover a briefing of the program and discussions of the project/assignments.

Afternoon: In the afternoon, students will get involved in a classroom session to work on group problem solving industry activities. Representatives of the Larrakia people who are the traditional owners of the Darwin region, will provide insights into the cultural practices and/or traditional languages of their land during a workshop. After the workshop is complete, students will return to the accommodation via shuttle bus and to spend time on their assignments/projects.

Evening: In the evening, students will walk and depart to the Darwin CBD and head to a local restaurant for a group welcoming dinner.

Meals: Dinner

Transportation: 1x group transfer (private shuttle bus)

Day 3 – Monday, 19th September 2022

Darwin, Australia

Morning: Participants will enjoy breakfast at the hotel before meeting the OPC in the hotel lobby. Once everyone has arrived in the lobby, participants will depart via shuttle bus to the Charles Darwin University and have access to a private room before meeting guests for a general industry panel discussion on companies and agencies.

Lunch: Participants will walk to a local restaurant for a group lunch with panel guests.

Afternoon: During the afternoon, there will be time to rest and relax or work

on assignment projects.

Evening: In the evening, students will have time to work on their project review/assignment before meeting in the lobby for a group dinner at a local restaurant.

Meals: Lunch

Transportation: 1x group transfer (private shuttle bus)

Day 4 – Tuesday, 20th September 2022

Darwin, Australia

Morning: Breakfast at the hotel before meeting in the lobby. From the lobby, students will get transported to the True North Strategic Communications and complete a workshop at the public relations firm.

Lunch: Participants will walk to local restaurants for lunch before visiting another communications industry.

Afternoon: After lunch, students will meet in a specific meeting location and get transported to the Captovate Digital Growth Agency to gain insights on online advertising, the processes of digital content, campaigns and digital marketing.

Evening: In the evening, participants will be transported back to the hotel to work on their assignment/project review and enjoy the rest of the day off.

Meals: None provided

Transportation: 1x group transfer (private shuttle bus)

Day 5 – Wednesday, 21st September 2022

Darwin, Australia

Morning: Breakfast at the hotel before meeting in the lobby. From the lobby, students will get transported to Tourism NT and complete a workshop at the firm.

Lunch: Participants will walk to local restaurants for lunch.

Afternoon: After lunch, students will be transported to the business, Slim Digital, and learn about the companies handling of social media management, digital marketing plans, public relations and how to promote client's product or services.

Evening: In the evening, participants will be transported back to the hotel and have the chance to work on their assignment/project review and relax for the rest of the day.

Meals: None provided Transportation: 1x group transfer (private shuttle bus)

Day 6 – Thursday, 22nd September 2022

Darwin, Australia

Morning: Students will be picked up from the hotel by the *Top End Tours Australia* operators and depart in the morning for a cultural excursion known as the One Day Arnhem land Tour. Once arrived at the Arnhem Land entry, an Indigenous guide will accompany the group on a walking tour of Injalak Hill which overlooks wetlands and neighboring Arnhemland escarpment and view traditional rock art (Long Term Dreaming).

Lunch: A lunch picnic will be provided atop Injalak Hill, overlooking the Magpie Goose Dreaming and wetlands while learning about the traditional owner's culture and law.

Afternoon: After lunch, the group will be guided back to visit the Injalak Art and Craft Centre. Students will have the opportunity to browse around the Injalak Art and Craft Centre and view an impressive collection of rock art and paintings, with afternoon tea, coffee and snacks provided. **Evening**: Participants will be dropped off back to the hotel and enjoy the rest of the day off. *Meals and transportation are provided by the One Day Arnhemland Tour – Injalak Hill (ex Jabiru)*

Day 7 – Friday 23rd September 2022

Darwin, Australia

Morning: Students will have the opportunity to have breakfast at the hotel before meeting in the lobby. From the lobby, students will be transported to CU in the NT and complete a series of workshops/case studies at the company.

Afternoon: Participants will be transported back to the hotel in the afternoon to rest and relax and work on their project/assignment review.

Evening: The evening will involve a farewell dinner at a local restaurant, followed by the chance to explore nightlife districts of the Mindil Beach Sunset Market via shuttle bus.

Meals: Dinner

Transportation: 1x group transfer (private shuttle bus)

Day 8 – Saturday 24th, September 2022

Darwin, Australia

Morning: All participants check out of the hotel. Students will be transported via shuttle bus to the Darwin airport and depart for Canberra either by recommended flights or other. End of trip!

Transportation: 1x group transfer (private shuttle bus)

Work Breakdown Structure

Below is the Domestic Study Tour work breakdown structure, which defines the tasks that need to be delivered and accomplished in an organised manner. The hierarchical Structure represents 6 complex activities that have been broken down into small manageable tasks to guide the project team and provide a visual scope.

PROJECT TITLE	Faculty Study Tour		
PROJECT MANAGER	Jakob Kobold		
COMPANY NAME	University of Canberra	_	
DATE		15/3/22	
WBS NUMBER	TASK TITLE		
1	Project Plan Development		
1.1	Select location and dates		
1.1.1	Confirm state and dates		
1.2	Research		
1.2.1	Government restrictions regarding COVID		
1.2.2	Accommodations & Meals		

WORK BREAKDOWN STRUCTURE

1.2.3	Weather
1.2.4	Activities (Social, educational and special events)
1.2.5	Transportation (Bus, trains & tram timetables)
1.2.6	Daily route (maps)
1.2.7	Evaluate 2021 trip
1.3	Develop draft information sheets
1.3.1	Itinerary
1.3.2	Budget
2	Project Development
2.1	Review the program information/docume nts
2.2	Run information session for staff members that are interested
2.2.1	Select Faculty attendees
2.3	Send out documents
2.4	Organise a workshop (if required)
2.5	Submit for sign off
2.5.1	Deans
2.5.2	UCcomms
2.5.3	Wait for approval
2.5.4	Confirmation on dates, location, activities, transportation, accommodation, and meals

2.6	Check information is correct
2.7	Finalise Itinerary and budget information sheet
2.8	Create canvas page specifically for the trip
2.8.1	Modules
2.8.2	Pre-trip and post- survey creation
2.8.3	Contact information
2.9	Advertising of trip through Canva, email, and UC newsletter
2.9.1	Announcement of applications is posted
3	Application Process
3.1	Applications
3.1.1	Reminder of application opening announcement is posted.
3.1.2	Reminder announcement that applications will be closing
3.1.3	Applications are closed
3.2	Review list of students
3.3	Send the list to academics to review
3.3.1	Approval for applications
3.4	Confirmation of students and teacher's numbers

3.5	Announcement of outcome to students is made
3.6	Reminders for students reply to offer before the deadline
3.7	Accepting student's payment deposit is made
3.8	Final Confirmation on Students and teachers attending the trip
3.9	Canvas Page is made public to students
3.10	Attending Students enrolment
3.10.1	Reminding announcement for enrolment into the unit
3.10.2	Ensure that all individuals attending are enrolled into unit and Canva Page
3.11	Booking of accommodation, activities, and transportation is made
4	Trip Preparation
4.1	All attendees to sign the agreement form
4.1.1	Reminder last day for agreement form to be signed
4.2	Reminder that Canva modules has to be be completed prior to trip

4.3	Payment announcement's
4.3.1	Reminder announcement for payment is made
4.3.2	Final payment is due
4.4	Trip Information released
4.4.1	Pre-departure details sent off
4.4.2	Itinerary & Budget
4.4.3	Contact information
4.4.4	Information to TPP's, lead academic, and Dean
4.4.5	COVID regulations
4.5	Pre-trip Survey is released
4.5.1	Reminder to complete the survey is announced
4.5.2	Announcement that survey is closed
4.6	Pre-trip announcement
5	Implementation of Trip (See itinerary for more detail)
5.1	Faculty Study Tour
5.1.1	Day 1
5.1.2	Day 2
5.1.3	Day 3
5.1.4	Day 4
5.1.5	Day 5
5.1.6	Day 6
5.1.7	Day 7

5.1.8	Day 8
6	Returning Home
6.1	Retuning home information
6.1.1	Send out health and counselling information
6.1.2	Post-trip survey is released
6.1.3	Reminder to complete the survey is announced
6.1.4	Survey is closed
6.1.5	Summary of trip announcement
6.2	Review feedback, recommendation, and personal experience of the trip.
6.3	Evaluation of tour

Gannt Chart

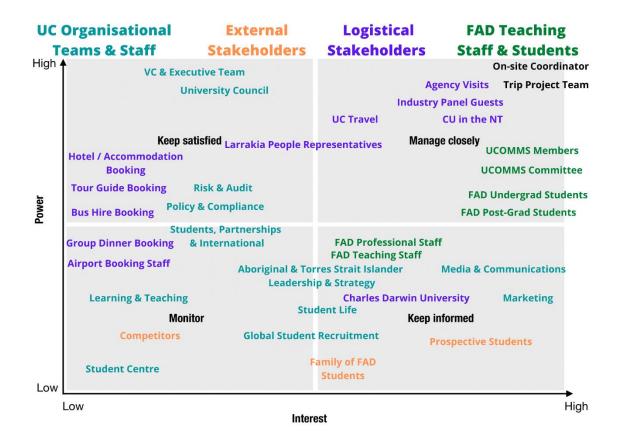
The Domestic study tour Gantt chart outlines the order for all tasks involved and their estimated time frame, ensuring they are completed on schedule. Conveying this information visually, shows that the project will commence in March 2022 and concludes in October 2022. See the attached excel spreadsheet for the full version of the Gantt chart as well as the attached appendix.

Budget

The budget for the domestic study tour has determined that the minimum amount of students attending this tour is 10 and the maximum is 22 with 2 staff members. The total amount for minimum students is \$2,678.61 and the amount for maximum students is \$2,515.14. A full version of the budget can be found in the appendix.

Stakeholder Analysis and Communication Plan

Stakeholder engagement and communications are key drivers to the success of every project. Based on analysis and strategy, the communication plan is a purpose-built engagement tool for project managers to coordinate and influence specific messaging to specific stakeholder groups and enable the continuation of the project or project elements. To capture how each stakeholder group will influence the project, below is a visual tool to display each identified stakeholder against their influence (power) and affiliation (interest) to the project. Stakeholders in the "Manage closely" segment are high priority and should be fully engaged, with frequent touch points throughout the project lifecycle. Those in the "Keep satisfied" sector have higher influence over others, so providing documentation and updates on major changes or issues is important to ensure they do not block the project. Groups identified in the "Keep informed" section will require a degree of transparency, and those in the "Monitor" section are low priority – but may serve a strategic purpose and should be considered.



The Stakeholder Analysis Matrix is the written assessment of the Power/Interest Grid and helps the project managers prioritise and navigate key stakeholder groups and their potential impact on the project. Based off these insights, the Communication Plan is designed to prepare strategic messaging to each stakeholder group based on their priority and influence on the project. This plan should be updated as the project progresses, adapting to any changes or identified risks that may arise along the way. Both of these documents can be found in the attached appendix.

Risk Analysis Matrix

The risk assessment has considered potential hazard that may occur during the excursion. In addition, Some details such as visitation list, number of people include, and activities were also attached. The identified risk was breaking down to three main table, before (planning stage) of the trip, During the trip, and the overall trip. Using bright colours to indicate each of the hazard's severity and impact to the tour. See the Risk matrix table for located in the appendix for more details

Proposed Evaluation

How do you plan to evaluate if the project was a success or not?

The evaluation process to determine if the tour is successful or not will be undertaken within a month after trip implementation; the evaluation will measure the trip's success and provide learning opportunities for future faculty study tours from the recommendations documented. There are a variety of indicators that will focus on during this time which include the following.

Reflection:

During project plan development, it is essential to reflect and evaluate trips from prior years as this will provide helpful information. These recommendations will be taken on board to ensure improvement of the trip.

Attendee satisfaction:

A post-survey will be released to track attendee satisfaction, which will include a list of relevant questions about the trip. This survey will be used to gain a better understanding of if expectations were met, what could be done differently, etc.

Evaluation of trip (schedule, risk, and budget):

Reviewing the overall performance of the trip by focusing on if the trip stayed within the original schedule. Evaluating the risk of if the risk happened, if any was avoided or unpredicted, and if the trip stayed within the estimated budget.

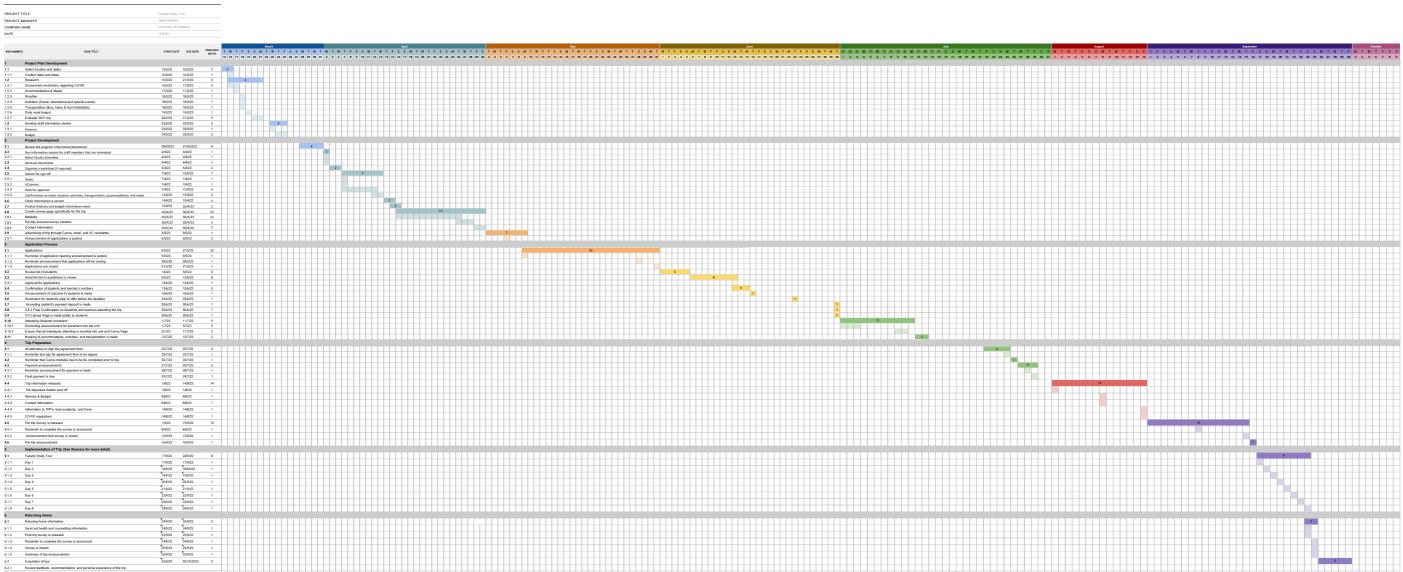
References:

Maclachlan, M. (2016). *Importance of Cross-cultural training*. Comminicaid. <u>https://www.communicaid.com/cross-cultural-training/blog/importance-of-cultural-awareness-training/</u>

Shepherd, S., M. (2019). Cultural awareness workshops: limitations and practical consequences. *BMC Medical Education*. Vol. 19 (14). https://bmcmededuc.biomedcentral.com/articles/10.1186/s12909-018-1450-5#citeas

Appendix

Gannt Chart

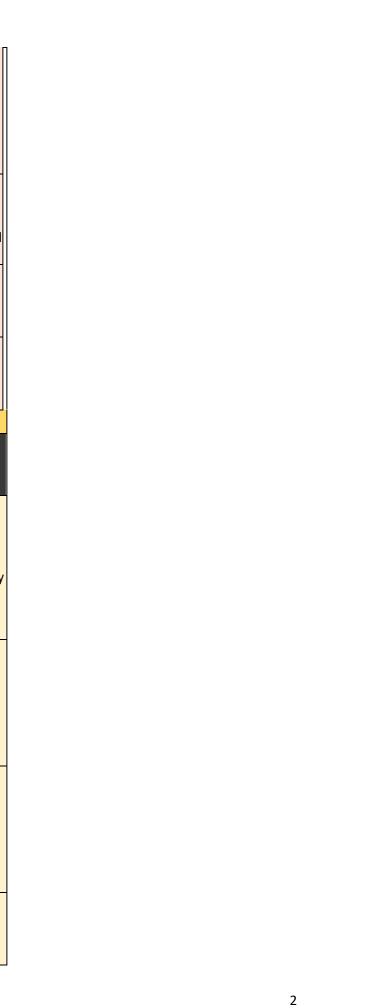


Stakeholder Analysis Matrix

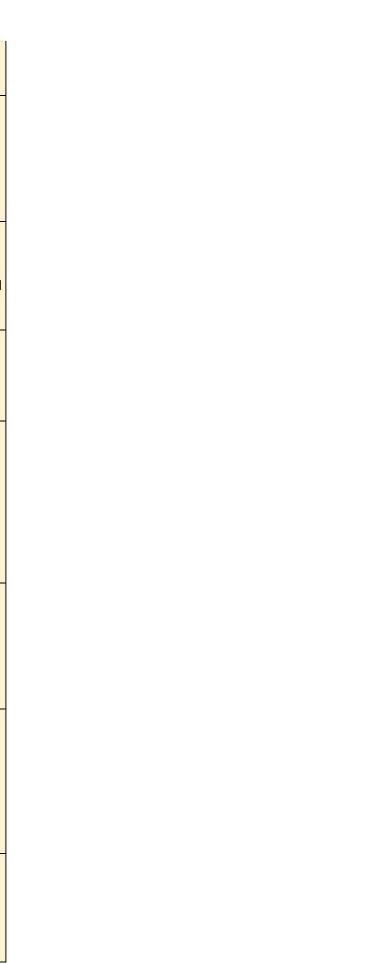
	High Priority									
Stakeholder Group	Contact	Impact Low, Medium, High	Influence Low, Medium, High	What's important to them?	Contribution to the project?	Potential blocker(s)?	Engagement strategy			
Program Leader	Prue Robson Lecturer, Communication and Media Prue.Robson@canberra.edu.au	High		Safety and compliance of the trip and students.	throughout the trip and provide advice when needed.	Become unavailable. Mix up the itinerary and loose booking information.	Regular contact. Provide with detailed project artefacts from the Project Team 08 and identify site visit contacts.			

On-site Coordinator	Shaun Cheah Program Director, Communication & Media Shaun.Cheah@canberra.edu.au	High	High	Safety and compliance of the trip and students.	support,	Poor coordination and maintenance of student's safety.	Regular contact. Provide with itinerary and booking details.
Project Team 08	Jakob Kobold Project Manager – Student u3068907@uni.canberra.edu.au	High	High			Overlooked risk, slippage, and budget accountables.	Regular contact. Attend team meetings and provide accurate updates and clear communications on project schedule.
True North	Elena Madden Managing Director Elena.Madden@truenorthcomm.com.au	High	High	Brand reputation.	Sharing engaging information about the industry and their business to the trip attendees.	Last minute cancellations.	Semi-regular contact, keep warm. Provide information on students (e.g. enrolled courses, assignment topics)
Captovate	Karen Hawkes Director Karen.hawkes@captovate.com.au	High	High	Brand reputation.	Sharing engaging information about the industry and their business to the trip attendees.	Last minute cancellations.	Semi-regular contact, keep warm. Provide information on students (e.g. enrolled courses, assignment topics)
Tourism NT	Hannah Smyth Social Media Coordinator hannah.smyth@nt.gov.au	High	High	Brand reputation.	Sharing engaging information about the industry and their business to the trip attendees.	Last minute cancellations.	Semi-regular contact, keep warm. Provide information on students (e.g. enrolled courses, assignment topics)
SLiM Digital	Aaron McMahon Founder and Creative Director aaron@slimdigital.com.au	High	High	Brand reputation.	Sharing engaging information about the industry and their business to the trip attendees.	Last minute cancellations.	Semi-regular contact, keep warm. Provide information on students (e.g. enrolled courses, assignment topics)
Industry Panel Members	TBC	High	High	Educating student and future marcomms professionals on their industry experiences.		Last minute cancellations, poor public speaking skills.	Semi-regular contact, keep warm. Build rapport and co- develop engaging panel discussion content.
CU in the NT	Adam Blackburn Founder & Director team@ntunofficial.com	High	High	Brand reputation.		Poor organisation and inability to engage with students to provide relatable and useful learning experiences.	Semi-regular contact, keep warm. Provide information on students (e.g. enrolled courses, assignment topics)

UCOMMS Committee	Tenisha Dwyer UCOMMS President ucommsevents@gmail.com Vesna Vidovic Treasurer & Events Coordinator ucommsevents@gmail.com	High	High	members informed of	Supporting the drive to advertise the opportunity to register for the trip.	Fail to engage members of with information to register for the trip.	Regular contact. Provide updates on the trip blan and highlight he various opportunities for the utudents.
	Prof. Jason Bainbridge Executive Dean jason.bainbridge@canberra.edu.au	High	High	education channels.	Approving and endorsing the program.	program. F	Semi-regular contact. Provide with project documentation, tinerary, schedule, and budget.
FAD Undergrad Students	Shaun Cheah Program Director (Communication & Media) Shaun.Cheah@canberra.edu.au	Med-High	Med-Hig		Registering for the trip and word of mouth.	registering.	Semi-regular contact. Advertisement of the rip.
FAD Post-Grad Students	Shaun Cheah Program Director (Communication & Media) Shaun.Cheah@canberra.edu.au	Med-High	Med-Hig	h Being informed of learning opportunities.	Word of mouth.	idea of the trip.	Semi-regular contact. Advertisement of the rip.
		•	Me	edium Priority		·	
Stakeholder Group	e Contact	Impact Low, Medium, High		What's important to them?	Contribution to the project?	Potential blocker(s)?	Engagement strategy
Larrakia Natio	Head Office – Executive and Administration <i>reception@larrakia.com</i> <i>Ph: 08 8948 3733</i> Larrakia Hosts <i>Ph: 08 8948 3733</i> <i>liaison@larrakia.com</i>	Med	Med	"Managing country, conducting ceremonial activities, welcoming and assisting visitors, coordinating activities on Larrakia country and educating visitors about Larrakia people, our land and our culture."	-	Providing wrong or misleading information.	Semi-regular contact. Maintain connection leading up to the trip and coordinate time/day scheduled.
VC & Universi Council	Paddy Nixon Vice-Chancellor and President Ph: 02 6201 5000	Low-Mid		Student welfare		Rejecting the project or elements of the project.	Semi-regular contact. Provide with Project Documentation and advise on any changes.
Darwin City Hot Accomodation		Med-High		Efficient handling of guest bookings and commercial control.	filing of Trip	Losing booking details, incorrect storage of group booking information and specifications. Double booking.	Make contact to book and pay deposit. Advise on any changes to numbers or schedule adjustments.
Top End Day To	Head Office info@topenddaytours.com.au Ph: 1300 324 914	Med-High		Brand reputation and handling of multiple group bookings.	Facilitating an engaging tour with cultural learning	Unexpected cancellation o loss of booking informatio	



	Front Office	Med-High	Med		benefits to the students Allowing students	Double booking. Losing	numbers or schedule adjustments. Make contact to
Thrifty Car & Truck Rental Darwin Airport, Shuttle Bus Hire	Ph: 08 8924 2480			pre-booked arrangements	to effectively move between destinations.	booking and credit information.	book and pay deposit. Advise on any changes to numbers or schedule adjustments.
Risk & Audit (internal)	Katherine Jefferies Risk and Audit Coordinator Katherine.Jefferies@canberra.edu.au	Med-High	Low-Med	and auditing procedures.	Ensure the project is aligned to relevant policies and falls within University guidelines.	Providing misinformation. Rejection of project proposals.	Semi-regular contact. Provide with project documentation, and risk plan.
Policy & Compliance (internal)	Dr Petrina Schiavi Associate Director, Policy and Compliance Petrina.Schiavi@canberra.edu.au	Med	Med	administration of requests and align to University policies and compliance.	Ensure project is compliant and follows correct policy requirements.	Proving misinformation or misdirection on applicable policies and compliance boundaries.	Semi-regular contact. Provide with project documentation.
FAD Professional Staff	Eileen Wise Faculty Manager Eileen.Wise@canberra.edu.au	Med	Low	Administration of faculty specific activities.	Providing the Project Team with administrative support and collaborative communication efforts for staff and students relevant to the project.	Lack of support, guidance, and/or collaboration with the Project Team.	Semi-regular contact. Provide with project documentation, budget overview, and staffing schedule.
FAD Teaching Staff	Prue Robson Lecturer, Communication and Media Prue.Robson@canberra.edu.au	Med-High	Med-High	opportunities to students.	Approve and support advertising efforts of the program to their students.	Fail to allow the advertising of the program.	Semi-regular contact. Provide project overview and information to use for endorsements and advertising.
Media & Communications Team (internal)	UC Media Team Ph: 0408 826 362 UCMedia@canberra.edu.au	Med	High	University.	Publish engaging content about the program and how to be a part of it via various media channels.	Not approve the media.	Semi-regular contact. Provide project overview and highlight key opportunities for Comms & Media students to take advantage of.
Marketing Team (internal)	Daniel Fary Marketing Manager Daniel.Fary@canberra.edu.au	Med	High		Coordinate, design, and publish advertising content about the program.	Not approve the content.	Semi-regular contact. Provide project overview and highlight key opportunities for Comms & Media



							students to take advantage of.
Aboriginal & Torres Strait Islander	Peter Radoll Pro Vice-Chancellor Ph: 02 6206 8339 pvci@canberra.edu.au	Low-Med		positive community interactions with Indigenous Australians.	issues affecting	Not approve the cross- culture initiative of the project.	Some contact. Provide project overview and details of the cross-cultural elements of the trip.
				Low Priority			
Stakeholder Group	Contact	Impact Low, Medium, High	Influence Low, Medium, High	What's important to them?	Contribution to the project?	Potential blocker(s)?	Engagement strategy
Charles Darwin	Jessica Searle Marketing Officer Ph: 08 8946 6947 jessica.fell@cdu.edu.au	Low-Med	Low-Med	partners.	Provide insight to CDU marcomms courses and student activity.	Ignore the engagement.	Some contact. Make aware of the industry trip and provide a summary of the activities.
Student Life (internal)	uclifeclubs@canberra.edu.au	Low-Med			Provide necessary support as needed.	Not provide any support.	Some contact. Make aware of the industry trip and provide a summary of the activities.
	Study UC Team study@canberra.edu.au	Med-High		prospective students making an enquiry about FAD courses.	Make prospective marcomms students aware of the study program.		Some contact. Make aware of the industry trip and provide a summary of the activities.
TBC: Group Dinner Booking	Restaurant booking system	Low-Med	Low	0	Maintain correct booking details.	Loss of booking information.	Make contact, making booking aligned to the itinerary and pay deposit ahead of trip.
lastminute.com.au, Airline Booking	https://www.lastminute.com.au/	Low-Med	Low	u u u u u u u u u u u u u u u u u u u	Maintain correct booking details.	Loss of booking information.	Make contact and pay deposit ahead of trip.
	Student Centre Front Office student.centre@canberra.edu.au	Low				Provide students with incorrect advice and direction.	Monitor

Stakeholder Communication Plan

Priority Stakeholders							
Stakeholder Name/Group	What is to be communicated	Communication frequency	Communication method	Responsibility	Comments/Notes		



Prue Robson	Status of the program	Monthly	Prue.Robson@canberra.edu.au	Project Leader	Program artefacts to be updated and shared access with the Program Leader.
On-site Coordinator	Status of the program	Monthly	Shaun.Cheah@canberra.edu.au	Support and coordination of the program.	Program documents to be shared via email.
Jakob Kobold	Project status updates, changes, and component completion.	Weekly	MS Teams U3068907@uni.canberra.edu.au	Project Manager	Schedule team meetings and facilitate project team discussion.
Keeley Gilfillan	Overview of trip activities and logistics	Weekly	MS Teams U3174104@uni.canberra.edu.au	Program timeline and funding itinerary design	Review all project elements in team meetings and provide input.
Rivaldo Marani	Overview of project dependencies and risks	Weekly	MS Teams U3170104@uni.canberra.edu.au	Project risk analysis and planning	Review all project elements in team meetings and provide input.
Jessica Langdown	Project component timing, locations, logistics, and costs.	Weekly	MS Teams U3166967@uni.canberra.edu.au	Program scheduling, WBS, and budgeting	Review all project elements in team meetings and provide input.
James Buckland	List of contacts for each program component	Weekly	MS Teams U3117310@uni.canberra.edu.au	Stakeholder engagement and communications planning	Review all project elements in team meetings and provide input.
		Inc	dustry Visits		
Stakeholder Name/Group	What is to be communicated	Communication frequency	Communication method	Responsibility	Comments/Notes
Elena Madden, True North Strategic Communications	Information on project schedule and student's course overviews.	Monthly	Elena.Madden@truenorthcomm.com.au	Facilitate engaging discussion on their business and corporate PR & communications	PR and Communication Agency
Karen Hawkes, Captovate	Information on project schedule and student's course overviews.	Monthly	Karen.hawkes@captovate.com.au		Web & Digital Agency
Hannah Smyth, Tourism NT	Information on project schedule and student's course overviews.	Monthly	hannah.smyth@nt.gov.au	-	NT Government: Tourism

Industry Panel	Information on project N schedule and student's course overviews.	Ionthly 7	BC	000	Various communications leaders in Darwin
Adam Blackburn, CU in the NT	Information on project N schedule and student's course overviews.	lonthly to	eam@ntunofficial.com		Guerrilla NT Tourism and eCommerce business
Jessica Searle,	Project overview, information N on industry visits, and list of panel members.	/	8 8946 6947 essica.fell@cdu.edu.au	Collaborate on the panel members and assist with coordinating on- day logistics.	Marketing Officer at CDU
		Influentia	al Stakeholders		
Stakeholder Name/Group	What is to be communicated	Communication frequency	Communication method	Responsibility	Comments/Notes
UCOMMS Committee	Program details and status	Monthly	ucommsevents@gmail.com	Program sponsorship	Catch ups with project team members to discuss the trip.
Jason Bainbridge, Arts and Design Executi	Project documentation and ve budget	Quarterly	jason.bainbridge@canberra.edu.au	Approval and endorsement	High-level project details.
FAD Undergrad Student	Engaging messaging about the program	Monthly, becoming weekly	Shaun.Cheah@canberra.edu.au	Engagement with the program and submit expression of interest.	Directing enrolled students towards submitting an application.
FAD Post-Grad Students	Engaging messaging about the program	Monthly, becoming fortnightly	Shaun.Cheah@canberra.edu.au	Advertisement target market.	Directing enrolled students towards submitting an application.
Larrakia Nation	Maintain connection leading u to the trip and coordinate time/day scheduled	pBi-monthly	liaison@larrakia.com	Educating students on cultural teachings of the Larrakia People	Representatives of the Larrakia People, traditional owners of the Darwin region.
VC & Executive Team	Provide project documentation	n Bi-monthly	Ph: 02 6201 5000	Approval of the program	Approval of program and messaging across the University.
		Grou	p Bookings		
Stakeholder Name/Group	What is to be communicated	Communication frequency	Communication method	Responsibility	Comments/Notes
Darwin City Hotel	Number of attendees, dates and duration of the stay and deposit.	When making the booking and the fortnight prior to commencement.	stay@darwincityhotel.com 08 7981 5125	Provide accommodation for the trip attendees	To be pre-booked 6- months prior.
Top End Day Tours	Number of attendees, scheduled date, and deposit.	When making the booking and the	info@topenddaytours.com.au 1300 324 914	Whole team day tour	To be pre-booked 6- months prior.

		fortnight prior to			
		commencement.			
Thrifty Car & Truck Rental Darwin Airport	Driver details, duration of the hire, and invoicing details.	When making the booking and the fortnight prior to commencement.	08 8924 2480	Shuttle bus rental	To be pre-booked within 6- months of the trip.
TBC: Group Dinner Bookings	Number of attendees and deposit.	When making the booking and the fortnight prior to commencement.	TBC	Project Lead/Project Manager	To be pre-booked within 3- months of the trip.
lastminute.com.au, Airline Booking	Personal details of passengers and invoicing details.	As needed	Online booking portal: https://www.lastminute.com.au/	Project Lead/Project Manager	To be pre-booked within 6- months of the trip.
	Unive	rsity of Canbe	erra Internal Stakeholders		
Stakeholder Name/Group	What is to be communicated	Communication frequency	Communication method	Responsibility	Comments/Notes
Katherine Jefferies Risk and Audit Coordinator	Send project itinerary and risk analysis, request to review and provide feedback.	Quarterly	Katherine.Jefferies@canberra.edu.au	Provide feedback on project documentation and audit/risk considerations.	Ensure accuracy of documentation is reviewed.
Dr Petrina Schiavi Associate Director, Policy and Compliance	Send project documentation and request to review and provide feedback.	Quarterly	Petrina.Schiavi@canberra.edu.au	Provide feedback on project documentation and alignment to university policy frameworks.	Ensure accuracy of documentation is reviewed.
Eileen Wise, Faculty Manager	Provide with project documentation, budget overview, and staffing schedule.	Quarterly	Eileen.Wise@canberra.edu.au	Coordinate FAD Professional Staff as needed to support the program.	General support from the faculty.
FAD Teaching Staff	Provide project overview and information to use for endorsements and advertising.	Monthly	Prue.Robson@canberra.edu.au	FAD Teaching Staff liaison to assist with advertising the program in-class.	Important to ensure the program is being discussed in appropriate marcomms units.
Media & Communications Team (internal)	Provide project overview and highlight key opportunities for Comms & Media students to take advantage of.	Monthly	UCMedia@canberra.edu.au	Including of the program in published media to reach prospective students and enrolled students.	Internal and externally published media.

Marketing Team (internal)	Provide project overview and highlight key opportunities for Comms & Media students to take advantage of.	Monthly		Including the program in the universities marketing content to reach prospective students and enrolled students.	Inclusion in the email marketing and social media calendars.
-	Provide project overview and details of the cross-cultural elements of the trip.	Quarterly		Guidance and approval of the cross-cultural element of the program.	Assistance and guidance.
Student Life (internal)	Provide with project overview and affiliation to UCOMMS.	Monitor	uclifeclubs@canberra.edu.au	Help getting the word out about the program.	Word of mouth.
Student Centre (internal)	Provide with list of key contacts to direct enquiries to.	Monitor	student.centre@canberra.edu.au		Support for students.

Risk Analysis

Excursion details					
Date (s) of excursion.	17 th September – 24 th September 2022				
Proposed activities. List all activities that will take place during the excursion.	Cross cultural excursion Agency visit, panel discussion learning, Communication firm and industry visit, picnic, Cultural excursion tour,				
List of location and destination	Darwin, Northern Territory Charles Darwin University Mindil Beach Sunset Markets True North Strategic Communication firm Digital Growth Agency Tourism NT Slim digital Arnhem land Injalak art and craft centre CU in the NT				
Means of transports E.g. public bus, private bus, coach, private car, taxi, tram	Airplane (Domestic travel to Northern Territory) and Shuttle bus for most of the trips in excursion				

Number and full names of	10-22 Particinants	
each adult involved in the		
excursion.		
E.g. service staff, family		
members, volunteers		
The number of educators	2 adults responsible	
/ responsible adults,	1x Unit coverner	
appropriate to provide	1x Professional or A	cademic staff
supervision, and whether		
any adults with		
specialised skills are		
required.		
E.g. for children's		
individual needs.		
The number of children	0	
involved in the		
excursion.		
Excursion checklist – item	s to be readily avai	lable during the excursion
(please tick)		
□First aid kit		List of adults involved in the excursion
List of children involved	in the excursion	Contact information for each adult
Contact information for	each participant	Mobile phone / other means of communicating
		with the service &
		emergency services
□Medication, health plans	s and risk	□Other items, please list
assessments for individual		
children		

Risk assessment	- Before the trip /	Planing			
Activity/Item	Risk/Hazard	Risk	Elimination/control	Who	When
	identified	assessment	measures		
		(use matrix)			
Planning	Proposed plan	(possible,	Prevention &	Planning	Planning
	rejected by Dean	catastrophic)	Monitoring	team	stage
		Extreme	Doing all the bits		
			research to optimize		
			increase success rate.		
			Keep in touch with the		
			faculty and keep		
			making proposal.		
	Unpredicted	(Likely,	Monitoring	Planning	Planning
	budget spikes	Moderate)	& Prevention	team	stage
	(airplane,	High	Always keep an eye for		
	accommodation,		airplane fares update		
	etc)		Booked all the flight		
			and accommodation as		
			early as possible.		

Students pulling out of the trip	(Possible, Moderate) High	Monitoring Make sure to always contact every participant for their update and updates from the trip	Planning team	Planning stage
Northern territory border close	(possible, Major)	Monitoring & Accept	Staff & students	Planning stage

Risk assessment – D	Ouring trip (chronc	logically)			
Activity/Item	Risk/Hazard identified	Risk assessment (use matrix)	Elimination/control measures	Who	When
Airplane boarding	Covid-19 virus infection	(possible, Major) High	Prevention Make sure everyone follows the current procedure of Covid-19 in the destined state.	Staff & students	To and from destination
	Flight delay	(Possible, Minor) Moderate	Monitor and Transfer Keep in touch with Airlines updates etc Purchasing travel insurance 	Staff & students	Before departing
	Flight cancelled	(Possible, Catastrophic) Extreme	 Transfer and Contingency Purchasing travel insurance for refund Get in touch with the airlines If available, take the next flight on the same day 	Staff& Students	
	Plane sickness	Possible, Minor) Moderate	Prevention and reducing Making sure every participant has their own medicine if necessary and having spare medicine		
	Losing member/students	(unlikely, Minor) Low	Prevention and Monitoring Student must remain in a group Taking attendance list 		
Landing and arriving	Lost or forgot belongings	(Unlikely, Minor) Low	Prevention Check everything before and after flying	Every participant	After landing

Checking into accommodation	Forgot id	(Unlikely, Minor) Low	Prevention Check everything before and after flying	Every participant	Arriving at the hotel
	Technical issue (bookings not found, etc)	(Possible, Minor) Moderate	Prevention Making sure everything checks out when planning	Planning team	At the hotel
Day 2 Day 3 (panel discussion) Day 4 (communication					
industry visit) Day 5					
Day 6 (cultural extraction tour)	Exhaustion	(likely, Minor) Moderate	Reducing and monitoring Rest when necessary	Staff & students	During the tour
	Bug bites	(likely, Insignificant) Low	Reducing Have bug spray ready or when bite make sure to have ointment	Staff & students	During the tour
	Ankle sprain from walking	(Possible, Moderate) High	Prevention and reducing Watch every step. When it happened, make sure to call for help and ready the necessary first aids.	Staff & students	During the tour
Day 7 (Mindil Beach Sunset Markets activity)	Separate from the group	(Possible, Insignificant) Moderate	Prevention and monitoring Make sure everyone stays in the group. If separated, contact to make sure everything ok	Planning team, participants	Nightlife explore activity
Day 8	Student overslept	(Unlikely, Moderate) Moderate	Prevention • Student ensure to sleep at designated time	Staff & Students	Final day
	Late boarding	(Unlikely, Moderate) Moderate	 Setting up alarm at least 3 hours before plane boarding 	Staff & Students	Final day

Risk assessment –	Overall trip				
Activity/Item	Risk/Hazard	Risk assessment	Elimination/control measures	Who	When
	identified	(use matrix)			
	Covid-19	(Possible, Moderate)	Prevention	Staff &	During the trip
	spread	High	 Do always follow 	students	Taking
			the current procedure		transportation
			of Covid-19 (Mask,		Staying in
			hand sanitiser, etc)		accommodations.
			 Not going near 		
			place that reportedly		
			has virus case.		

	Not meeting the		Prevention and Monitoring	Staff &	During the trip
	learning expectation	Insignificant) Low	 Proposed enough Academic material to undergo during the 	students	When Visiting firm and University
			trip. • Proposed		
			evaluation. Everyday feedback for each day		
			after every session		
	Bad	(Unlikely, Minor)	Prevention and Monitoring	Every	During the trip
	experience	Low	 Proposed interesting activity aside from learning and giving academic 	participant	After finishing the trip
			materials.		
			 Proposed evaluation. Survey at 		
			the end of the trip		
	University of Canberra bad	(Possible, Moderate)	Monitoring and Prevention • At least one	Represented	During the trip
	reputation	High	At least one responsible	University (UC)	
			adult accompany the		
			students during the		
			trip		
			Before the trip,		
			held an online meeting to talk about customs,		
			tradition, common		
			things, etc in Northern		
			Territory to avoid		
			misconduct during the		
			trip		
Mental stress and	· · ·	(Likely, Moderate)	Monitoring & Prevention	Staff &	During the trip
fatigue	stress, anxiety etc	High	 Build appropriate rest time into the 	students	and after the trip
	eic		program itinerary for		
			both staff and		
			students		
			Regular hydration,		
			healthy food		
			consumption, and		
			sleep to be available and encouraged		
			 Participants to 		
			consider their fitness		
			for the tasks required		
			and to seek		
			counselling/assessment from a medical		
			irom a medical		

			professional as		
			appropriate		
Injury and	Plane sickness,	(Possible, Moderate)	Monitoring, preventing, and	Student and	During the trip
personal illness	ankle sprain,	High	reducing	Staff	
	etc		A First Aid kit is		
			carried, and an		
			accompanying staff		
			member is qualified in		
			First Aid		
			Student & staff to		
			have necessary vaccinations prior to		
			departure		
			Pre-departure		
			workshop for		
			participants to outline		
			the possibility of this		
			hazard		
			 Access to medical 		
			facilities is available if		
			required		
Security/violence	Mugging,	(Possible, Major)	Monitoring, Preventing, and	Student and	During the trip
Security, violence	robbery,	High	reducing	Staff	burng the trip
	harassment,		 Students to travel 	otan	
	etc		with a buddy or in		
			groups		
			Plan routes		
			carefully avoiding		
			known problem areas		
			To report an		
			incident of sexual		
			assault or sexual		
	Conthe cure lie		harassment	Chudantand	Duning the tria
Natural disaster	Earthquake, cyclone, fires,	(Unlikely, Major) High	 Reducing and monitoring Ensure a reliable 	Student and Staff	During the trip
	etc	nigh	• Ensure a reliable means of	Starr	
	eit		communications and		
			an established contact		
			schedule		
			Students provided		
			an emergency contact		
			card at pre-departure		
			workshops to carry on		
			them.		
			Pre-departure		
			workshop for		

	participants to outline the possibility of this hazard	
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			C	onsequence to the	ne trip	
ikelihood		Insignificant	Minor	Moderate	Major	Catastrophic
	Almost certain	Moderate	High	High	Extreme	Extreme
	Likely	Moderate	Moderate	High	Extreme	Extreme
	Possible	Low	Moderate	High	High	Extreme
	Unlikely	Low	Low	Moderate	High	High
	Rare	Low	Low	Low	Moderate	High

Budget

FST Budget

Student numbers	
Min. number of students	
10	
Max. number of students	
22	

Additional Funding]
UC Life	\$1500

Staff Expenses (total)					
description	Quantity	unit cost	amount	Included in additional funding	notes
Return Flights	2	918.00	1,836.00		
Additional Meals	21	20.00	420.00		
Accomondations	2	710.00	1,420.00		
One Day Arnhemland Tour	2	279.00	558.00		
Dinner Day 2	2	30.00	-	60	\$30 cost covered
Dinner Day 7	2	30.00	-	60	\$30 cost covered
Travel Insurance	2	20.00	40.00	60	\$50 per staff mem member covered
Water for each day	1	1.00	1.00		Aqua to go from offic
Sunscreen for each day	2	20.95	41.90		\$20
			-		
			-		
			-		
			-		
				Total funding discount on staff expenses	
Total Staff\$Expenses4,316.90180.00					

Student Expenses (cost per student)

6
ed by UC life funding
ed by UC life funding
ember - \$30 per staff ed by UC life funding
fice works (20 pack) \$6.00
20.95 per litre bottle

Northern Territory Domestic Study Tour

description	quantity	unit cost	amount		notes
Return Flights	1	918.00	918.00		
Ground Transport	1	328.16	328.16		total cost \$3281.58 for 2 shuttle buses (22 students)
Additional meals	21	20.00	420.00		
Accomondations	1	355.00	355.00		710 per 2x students
Dinner Day 2	1	30.00	-	30	Anything additional students to cover - \$30 cost covered by UC life funding
Dinner Day 7	1	30.00	-	30	Anything additional students to cover - \$30 cost covered by UC life funding
Travel insurance	1	50.00	50.00		
petrol for transport vehicles	3	5.00	15.00		
Water for each day	1	1.00	1.00		Aqua to go from office works (20 pack) \$6.00
Sunscreen for each day	1	20.95	20.95		Cancer Council SPF 50
			-		
			-		
		<u>.</u>		Total funding discount per student	-
		Total Student Expenses	\$ 2,108.11	\$ 60.00	

Contingency			
description Quantity	unit cost	amount	
Contingency	210.81	210.81	
	Total Contingency	\$ 210.81	
Total Student Program Fee		\$ 2,318.92	
			Total funding used (based on minimum numbers)
	Total Student Program Fee with Staff Costs (based on min. numbers)	\$ 2,750.61	\$ 780.00
Total Student Program Fee with Staff Costs (base	d on min. numbers) - Additional funding used - \$72 per student	\$ 2,678.61	\$ 1,500.00

1 1	
Total fund	
minimum	
s (based on max. \$	Total Student Program Fee with Staff Costs (based on max.
numbers) 2,515.14	

used (based on mbers)

