

# Workshop Procedures for Educators & Exhibitors

## Guidelines for First-time Participants

### 1. ICEF Workshops

ICEF Workshops are designed to provide educators, service providers and study abroad agents with the opportunity to meet and undertake brief discussions during pre-scheduled business appointments. The beginning and end of each appointment is indicated by a bell/gong.

These discussions are useful for purposes such as

- to hold introductory meetings between parties who have not previously worked together
- to examine the possibility of business co-operation in the future
- to have liaison discussions between already established partners

More extensive discussions with a potential partner can be arranged by scheduling another business appointment or if required, by scheduling appointments during meals, refreshment breaks, receptions (**Marcom eSchedule PRO allows you to unblock these timeslots**).

If you are using eSchedule PRO for the first time, we recommend to have a look at the [▶ Getting Started Information](#).

#### Workshop Code of Conduct

Participants may not organise any hospitality, seminar event or tour which encourages agents to leave the event during official workshop hours and functions. Agents may not use the workshop for their own commercial purposes by trying to sell their services or products (e.g. advertisements in publications or web-sites, fairs, tours, etc.) to other workshop participants. Should this happen, please inform us immediately.

#### Appointment No-Shows

As a courtesy to other workshop participants, please keep all appointments once they are confirmed. If you cannot keep an appointment, please inform the other party ahead of time so that they can re-schedule a meeting with somebody else. Should an agent miss an appointment with you, please complete one of the yellow forms that can be found on your meeting table. ICEF will collect these forms on a regular basis during the appointment sessions and will endeavour to follow-up with the agent immediately.

### 2. Educator Meeting Tables

Discussions take place at meeting tables allocated to each participating educator, which are identified by name cards provided by ICEF. The only type of display material which may be used are laptops, relatively small posters, photographs, etc. which can be placed on your table or attached to the covering table cloth. Materials that obstruct the view of other educators' tables are not permitted.

### 3. Exhibitor Display Tables or Booths

Exhibitor display tables or booths are located in a dedicated area of either the workshop hall or the foyer area. ICEF will allocate tables/booths and comply, as far as possible, with the wishes of the exhibitor.

## 4. Message Boxes for Agents

As it can be a challenge to locate agents who will be moving from one appointment to the other in the workshop hall, each agency has a message box which providers can utilize to leave individual messages and additional appointment requests. Message boxes will be located in the workshop area and are in order by country and in alphabetical order by agency name.

## 5. Badges

At the ICEF hospitality and registration desk you will receive your registration package including your badge, print-out of your meeting schedule as well as the workshop catalogues.

To easily recognise potential partners, agent badges will be provided with a red lanyard; provider badges will have blue lanyards. Your badge is not transferable. Please wear it at all times during the workshop as it assists participants to address you correctly and acts as a “passport” to attend the workshop sessions and receptions.

As the workshop is a protected trading environment, **anyone not wearing a badge may not be admitted** into the workshop area. Please also understand that for the same reason we cannot allow non-registered family, friends or staff to enter the workshop hall.

## 6. Workshop Catalogues

Upon registration you will receive two workshop catalogues listing participating organisations with a brief description:

- Agent Catalogue: listed by country
- Educator & Exhibitor Catalogue: listed in alphabetical order, by country, by programme and by table number.

Each catalogue contains a floor plan of the workshop hall indicating the location of the tables. Please take care not to lose your catalogues, as replacement copies may not be available.

**Please note:** If you cannot find an organisation in the country list of the catalogue, please check the International section or Addendum.

Please complete your own company profile on eSchedule Pro and send us your representative photo and logo four weeks prior to the workshop to ensure that your complete company profile is included in the printed Educator & Exhibitor Catalogue that agents will receive upon registration.

## 7. Scheduling Appointments

For a comprehensive overview of how to schedule appointments prior to and during the event please refer to the separate document ► [Scheduling and Preparing Appointments – Useful Hints & Tips for Educators & Exhibitors](#).

## 8. Follow up after the Workshop

Please remember that every working relationship needs time to develop. It is important to keep in touch with participants you have met and to answer any particular information request they might have had during the workshop. Please consider that you are competing with other educators for the agents’ mind space, their attention and loyalty.

► [ICEF Online](#) is the ideal platform for your post-Workshop follow-up: You will be able to view full profiles of all registered agents, educators and exhibitors and you can use your account to communicate (via text and voice messaging) and share documents with other participants by uploading them into your ICEF Online Workshop profile.

All participants at each event receive a free ICEF Online Workshop membership for this purpose. You will receive logins for your account approx. two weeks before the event. Please contact ► [info@icefonline.com](mailto:info@icefonline.com) for further information, or see an ICEF team member at the workshop to learn more about the features & benefits of your ICEF Online Workshop account.

We wish you a successful event!