



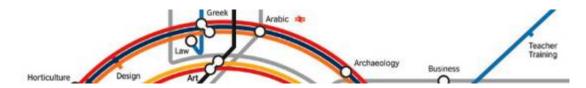
# **Education UK Exhibition**

Astana, Almaty, Bishkek 2015

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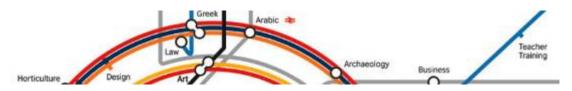


# 1. Event fact file

Venue	Rixos Hotel, Astana, 31 October 2015		
Opening hours	13.00–18.00		
Opened by	Sara Pickering, Deputy Head of Mission, British Embassy to Kazakhstan Nasser Ameri, Director English Language Services, British Council Kazakhstan Aibek Zhupankhan, Director department of training and monitoring JSC "Center for International Programs"		
Stand costs	£1,400.00 (exc. VAT), £1,680 (incl. VAT)		
Partners	Centre for International Programs, Costa Coffee, Education First, Macmillan Education, Lewis School of English, The Burlington School of English, Avalon School of English		
Unique features to add value	<ol> <li>Alumni Talks</li> <li>Social media competitions and various prize draws (including 2 fully-funded and partly-funded English courses in UK language schools).</li> <li>Interactive press wall at the event to draw more digital buzz and interest</li> <li>Two presentation halls, with workshop topics ranging from IELTS, ACCA to Business and Management, Employability, Funding studies, Engineering and General Interest.</li> <li>Re-usable eco-friendly bags instead of paper welcome packs</li> <li>Agent networking reception</li> </ol>		
Seminars	12 workshops were conducted in total by UK providers, CIP and alumni. For details, see <a href="Appendix 2.">Appendix 2.</a>		

Venue	Rixos Hotel, Almaty, 1 November 2015		
Opening hours	13.00–18.00		
Stand costs	£1,400.00 (exc. VAT), £1,680 (incl. VAT)		
Partners	Centre for International Programs, Costa Coffee, Education First, Macmillan Education, Lewis School of English, The Burlington School of English, Avalon School of English		
Unique features to add value	<ol> <li>Alumni Talks</li> <li>Social media competitions and various prize draws (including 2 fully-funded and part-funded English courses in UK language schools).</li> <li>Interactive press wall at the event to draw more digital buzz and interest</li> <li>Two presentation halls, with workshop topics ranging from IELTS, ACCA to Business and Management, Employability, Funding studies, Engineering and General Interest.</li> <li>Re-usable eco-friendly bags instead of paper welcome packs</li> <li>Agent networking reception</li> </ol>		
Seminars	12 workshops were conducted in total by UK providers, CIP and alumni. For details, see Appendix 2.		

Venue	Golden Tulip Hotel, Bishkek, 3 November 2015
Opening hours	15.00–20.00

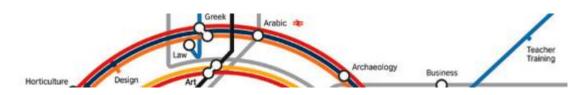


Opened by	Richard Dewell, Deputy Head of Mission/ HM Consul, British Embassy Bishkek Neil Winston, English Partnerships Development Manager, British Council Kazakhstan Dogdurbek Chontoev, Head of Professional Education Department, Ministry of Education and Science		
Stand costs	£1100.00 (exc. VAT), £1,320.00 (incl. VAT)		
Unique features to add value	<ol> <li>Alumni Talks</li> <li>Social media competitions and various prize draws</li> <li>Two presentation halls, with workshop topics ranging from IELTS to</li> <li>Business and Management, Employability, Funding your studies, Engineering and General Interest.</li> <li>Agent networking reception</li> </ol>		
Seminars	12 workshops were conducted in total by UK providers and alumni. For details, see Appendix 2.		

# 2. Key statistics

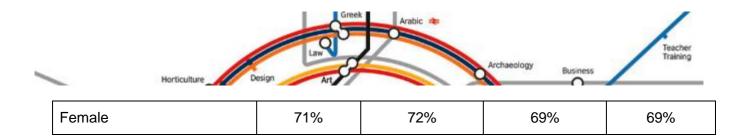
Attendance	2012	2013	2014	2015
Visitors				
Almaty	534	2,000	1,708	1,267
Astana	427	1,000	965	1,120
Bishkek	-	-	1,467	661
Total Number of Visitors	961	3,000	4,140	3,048
Exhibitors *				
FE and English Language Schools	9	5	9	9
HE Zone	32	35	41	26
Total Number of Exhibitors	41	40	50	35

Visitors' Primary Market Objectives	2012	2013	2014	2015
Level of Study				
Language Courses	10%	14%	32%	15%
Summer Courses	6%	9%	28%	10%
Boarding School	4%	2%	5%	9%



Bachelor's Degree	17%	7%	34%	14%
Master's Degree/PhD	26%	27%	60%	25%
MBA	N/A	N/A	20%	13%
Certificate courses/non-degree courses and NVQ	7%	8%	8%	7%
Specialised studies	11%	8%	17%	7%
Main Subjects of Interest				
Business, Economics, Management	25%	23%	46%	22%
Humanities, Social sciences	8%	7%	20%	8%
MBA	N/A	N/A	17%	9%
Computer Science, IT, Telecommunication	9%	6 %	15%	6%
Art and Design	N/A	N/A	14%	6%
Education	9%	7 %	13%	6%
Tourism and Hotel Management, Gastronomy	4%	5%	13%	6%
Law	5%	5%	12%	7%
Media, Communication	4%	4%	11%	13%
Engineering	8%	9%	11%	6%
Architecture, Urban Planning	2%	1%	11%	4%
Medicine, Health	2%	3%	6%	N/A
Beauty culture and Cosmetology	N/A	N/A	2%	1%
Agriculture and related subjects	N/A	N/A	N/A	21%
Applied and Pure Sciences	N/A	N/A	N/A	2%

Demographics of Visitors	2012	2013	2014	2015
Gender				
Male	29%	28%	31%	31%



### 3. Workshops

(Full event programme in Appendix 2).

Two parallel workshop programmes ran concurrently, with most of the workshops being very well attended. The most popular workshop sessions were on IELTS, followed by the informal Alumni Talks. A variety of workshops was presented to address the interests of the audience – including common popular topics such as the application process to the UK educational institutions, funding your studies, building a successful career in engineering and passing the ACCA and IELTS exams. Workshops were well attended. The alumni talks were particularly popular. Alumni spoke about their own personal experience of applying to a UK university, applying for scholarships, and living and studying in the UK. Participants of the workshop on IELTS had the chance to win a free IELTS examination.

The workshop sessions were advertised on the British Council website and through other media in advance. This allowed visitors to plan their visit efficiently and prepare their queries. Banners with the timetable of workshops were also placed in venues' entrance areas.

### 4. Market developments

The fair was organised in partnership with the Centre for International Programs (CIP) for the third year running. CIP administers the Government of Kazakhstan's Bolashak Scholarship Programme, which funds academic postgraduate degree programs as well as a new non-degree Fellowship Programme, launched in 2012.

The UK remains the top choice for Bolashak scholarship holders – over the 21 years of the programme's existence 40% of all Bolashak scholarship awardees (4000 students out of 10000 awardees) have chosen the UK as their place of study. And 53% of all current Bolashak students are studying in the UK.

Kazakhstan's national development plans (such as the overall 'Strategic Development Plan of the Republic of Kazakhstan 2050', the 'State Program for Accelerated Industrial and Innovative Development for 2015-2019', the 'National Programme on Education Development for 2016-2020', and most recently the '100 Concrete Steps', all stress the importance of the education and learning English as a way of developing human capital, increasing employability of the youth and helping to diversify the state economy.

Following a sharp devaluation of the national currency, the Tenge (which has fallen by around 65% against the dollar since an exchange rate peg was abandoned in June 2015) and the fall in commodity prices over the past year, state funding for many government programs has shrunk significantly. However, ambitious plans to reform Kazakhstan's education system remain in place and upcoming international events including EXPO 2017 in Astana and the Winter Universiade 2017 in Almaty should also present opportunities for foreign education providers in Kazakhstan.

Exhibitors noticed a growing interest in MA, PhD and Summer Schools in 2015, as well as:



- 1. Business and Economics still remains the number one area of interest among exhibition visitors.
- 2. STEM subjects are growing in popularity, especially at postgraduate level (in particular, for PhD study).
- 3. The exhibitions attracted a good number of high-quality visitors, with several exhibitors remarking that visitors' English language skills have improved as compared to previous years.
- 4. The exhibitions attracted a good mix of students at all levels (undergraduate, postgraduate) and for various subjects (Engineering, Accounting, Marketing, Tourism, Hospitality, Management, Architecture, Education, etc.).
- 5. Several exhibitors noted a growing interest in UK boarding schools.
- 6. Exhibitors commented that there was less interest in and queries about scholarships than in previous years.

A full report of visitors' subjects of interest can be found in Appendix 4

### 5. Key internal and external influencers on the Exhibition

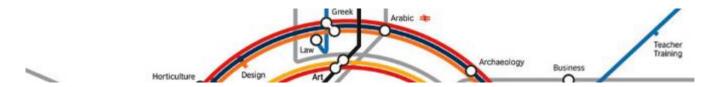
The number of visitors attending the exhibition for Almaty and Astana slightly decreased as compared to 2014. We believe that this was probably related to the difficult economic in Kazakhstan. However, many exhibitors noted that the quality of visitors improved as compared to previous years, with 65% per cent of exhibitors considering that visitors were both of good number and good quality.

This year's marketing campaign was improved and promotion was more targeted than in previous years, with a focus on establishing better connections with schools, universities and agents. The media plan, focusing on digital promotion, was the main PR campaign component, and was supported by traditional advertising (newspaper articles and email distribution). The British Council worked directly with private and state schools and universities, as well as education agents, to ensure wide outreach to target audiences.

### 6. Visitor survey analysis

- The total number of Registration forms completed was 3048. This represents 100 per cent of the total number of visitors. The total number of visitors was calculated on the basis of completed online VRS registrations (1669) plus registration forms completed at the events (1379).
- In total, 550 Visitor Survey forms were completed. This represents 18 per cent of the total number of visitors.
- Ninety-three per cent of visitors were satisfied with the quality of the event and 95 per cent said their expectations were met.
- The majority of the visitors were interested in postgraduate / master's degrees, language courses and summer schools. There was also a substantial interest in undergraduate degree programmes.
- According to responses to visitor enquiries, visitors requested information about UK universities' rankings, scholarship programmes, IELTS preparation courses and examinations.

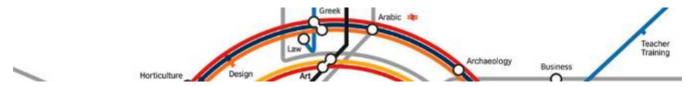
For more detailed visitor survey information, please refer to Appendices 3 and 4.



### 7. Exhibitor survey analysis

- A total of 33 Exhibitor Surveys was completed. This represents 91 per cent of the total number of exhibitors.
- Most of the institutions came to the fair both for recruitment and for profile-raising purposes.
- 94 per cent of the exhibitors rated the exhibition as excellent and good (the figure was 88 per cent in 2014).
- Exhibitors rated the British Council's support before and during the exhibition as 4.6 out of 5.0.
- The length of the exhibition was rated by exhibitors as 4.5 out of 5.0.
- The Market briefing was rated by exhibitors as 3.9 out of 5.0.

More detailed information on the exhibitors' survey can be found in Appendix 5.



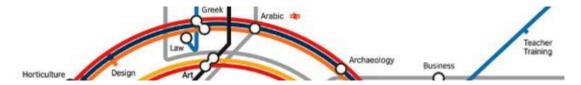
### 8. Conclusions and follow up

# Key findings and recommendations for the British Council (based on exhibitor feedback)

- The exhibitors were generally pleased with the level of English, number and quality of the students.
- Several exhibitors who attended the 2014 exhibition commented that the issues from that event had clearly been solved and their previous feedback had been taken on board.
- The online registration system worked well. Sixty-eight per cent of exhibition visitors completed preevent registration online, with the remaining 32 per cent completing registration forms on the day of the event.
- Pre and after fair wrap-around activities should be added such as visits to the companies who
  could send their employees to study abroad, visits to the international and local schools,
  universities and especially Alumni Nights.
- The agents networking event should be retained, with changes made to the format and structure. It could be organised in a 'speed-dating' format, with agents' profiles distributed beforehand.
- Invite school directors, career advisers, company representatives to the fairs.
- A bigger venue should be chosen for the Bishkek event.
- Event duration: 5 hours is the optimal event duration.
- The focus on the quantity of visitors with annual tendency to raising targets should be revised to another evaluation format that focuses on the quality of visitors instead.

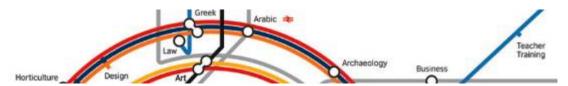
### Key recommendations for UK institutions

- Exhibitors should submit all exhibition registration documentation in line with the published deadlines.
- Exhibitors should undertake profile-raising activities in Kazakhstan throughout the year.

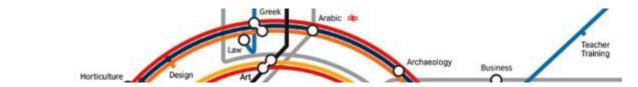


# **Appendix 1: List of participating institutions**

Higher education institutions			
Brunel University	University of East Anglia		
Cardiff University	University of Glasgow		
City University London	University of Huddersfield		
Coventry University	University of Leeds		
Heriot-Watt University	University of Reading		
Newcastle University	University of Salford		
Queen Mary University of London	University of Southampton		
Royal Agricultural University	University of St Andrews		
The University of Manchester	University of Surrey		
The University of Nottingham	University of Sussex		
University College London	University of Warwick		
University of Aberdeen	University of Westminster		
University of Bath			
Secondar	y education institutions		
Adcote School	Kaplan International Colleges		
Broadway Education	Oxford International School		

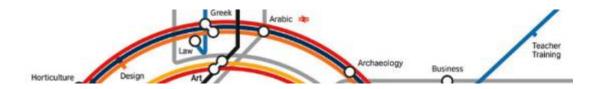


Cardiff Sixth Form College	Ruthin School	
Concord College Boarding School	The Manchester College	
Professional institutions		
ACCA (the Association of Chartered Certified Accountants)		
Language Schools		
Kaplan International English		



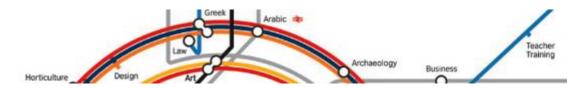
# **Appendix 2: Event programme**

Saturday October 31, 2015				
	Astana (Astana			
11.00 – 11.30	Presentation of the "Bolashak" program for British universities, questions and answers	Aibek Zhupankhan, Director of the Department of Training and Monitoring, JSC "Centre for International Programs"		
13.00 – 18.00	Exhibition working hours	"Zheruyik" ballroom, Rixos President Hotel.		
13.00 – 13.20	Opening Ceremony and welcome speeches	Sara Pickering, Deputy Head of Mission, British Embassy to Kazakhstan  Nasser Ameri, Director English Language Services British Council Kazakhstan  Aibek Zhupankhan, Director of the Department of Training and Monitoring, JSC "Centre for International Programs"		
13.30 – 17.20	Seminars on the "Bolashak" program, British higher education institutions, opportunities with the British Council, meetings with UK Alumni	"Shanyrak" and "D hall" conference halls, Rixos President Hotel		
18.00	Closing			



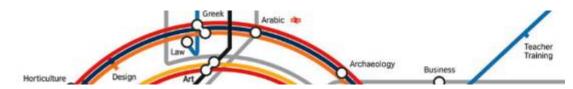
	Sunday November 1, 2015						
	Almaty						
11.00 – 11.30	Presentation of the "Bolashak" program for British universities, questions and answers	Gaini Yessembekova, Director of the Department for Admission and Selection, JSC "Centre for International Programs"					
13.00 – 18.00	Exhibition working hours	The ballroom, Rixos Hotel					
13:30 – 17:20	Seminars on the "Bolashak" program, British higher education institutions, opportunities with the British Council, meetings with UK Alumni	"Diamond "4" and "Diamond "5" conference halls, Rixos Hotel.					
19:00	Closing						

	Tuesday November 3, 2015					
	Bishkek					
15:00 – 20:00	Exhibition working hours	Golden Tulip Hotel, ballroom				
15:00 – 15:20	Opening Ceremony	Richard Dewell, Deputy Head of Mission/ HM Consul, British Embassy Bishkek				
		Neil Winston, English Partnerships Development Manager, British Council Kazakhstan				
		Dogdurbek Chontoev, Head of the Professional Education Department, Ministry of Education and Science				
15:30 – 19:20	Seminars on British higher education institutions, opportunities with the British Council, meetings with UK Alumni	«Sapphire» and «Sultan» conference halls, Golden Tulip Hotel				
20:00	Closing					

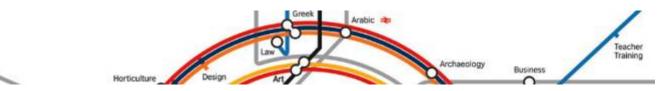


# Full programme of seminars for visitors to the exhibition:

Saturday, October 31, 2015, Shanyrak							
What	When	Who	Speaker				
"Bolashak" International Scholarship	13.30-14.00	Centre of International Programmes	Aibek Zhupankhan				
Identifying the most appropriate PG Management Programme	14.10-14.40	University of Warwick	Debby Lin-Read				
Digital offers for English learners	14.50-15.20	British Council Kazakhstan	Gulmira Rymbayeva				
The Newton – Al-Farabi Partnership Programme	15.30-16.00	British Council Kazakhstan	Albina Tortbayeva				
How to gain an MSc Degree in Professional accountancy and ACCA qualification at the same time	16.10-16.40	ACCA (The Association Of Chartered Certified Accountants)	Zhanna Iskenova				
IELTS exams	16.50-17.20	British Council, Kazakhstan	British Council				
Saturday, October 31, 2015, D-hall							
What	When	Who	Speaker				
Alumni talk	13.30-14.00	UK Alumni	UK Alumni				
Top 5 Reasons to Study in the UK	14.10-14.40	University of Surrey	Lucy Thomas				
Engineering Your Future	14.50-15.20	Heriot-Watt University	Bob Tuttle				
Insider tips on getting onto an MBA at a prestigious business school	15.30-16.00	University of Reading	Chris Rice				
Alumni talk	16.10-16.40	UK Alumni	UK Alumni				
IELTS exams	16.50-17.20	British Council,	British Council				
TEETO GAGIIIS		Kazakhstan					
	amond 4	Kazakhstan					
Sunday, November 1, 2015, Di	amond 4 When	Kazakhstan Who	Speaker				



How to apply for a UK PhD	14.10-14.40	British Council,	Aitzhamal Mansurova and
		Kazakhstan	Dr.Aslan Tanekenov
The Newton – Al-Farabi Partnership Programme	14.50-15.20	British Council, Kazakhstan	Aitzhamal Mansurova
IELTS exams	15.30-16.00	British Council, Kazakhstan	British Council
How to gain an MSc Degree in Professional accountancy and ACCA qualification at the same time	16.10-16.40	ACCA (The Association Of Chartered Certified Accountants)	Zhanna Iskenova
Making the most of your Career	16.50-17.20	University of Southampton	Donna Haynes
Sunday, November 1, 2015, Di	amond 5		
What	When	Who	Speaker
IB Diploma – entering the world's leading universities without exams and getting educational grants in UK	13.30-14.00	Miras School	Igor Guralnik
A-levels Programme	14.10-14.40	Haileybury School	Mary Eckersall
Identifying the most appropriate PG Management Programme'	14.50-15.20	University of Warwick	Debby Lin-Read
IELTS exams	15.30-16.00	British Council, Kazakhstan	British Council
Top 5 Reasons to Study in the UK	16.10-16.40	University of Surrey	Lucy Thomas
Alumni talk	16.50-17.20	UK Alumni	UK Alumni
Tuesday, November 3, 2015, S	Sapphire hall		
What	When	Who	Speaker
IELTS exams	15.30-16.00	British Council, Kazakhstan	British Council
Making the most of your Career	16.10-16.40	University of Southampton	Donna Haynes
Engineering Your Future	16.50-17.20	Heriot-Watt University	Bob Tuttle
Foundation Programmes at UK Universities: What to expect	17.30-18.00	University of Reading	Jonathan Swindell



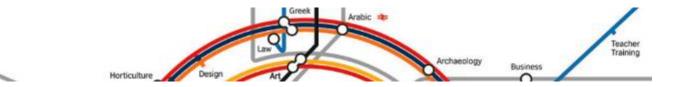
English for Academic Purposes	18.10-18.40	British Council, Kazakhstan	Neil Winston
IELTS exams	18.50-19.20	British Council, Kazakhstan	British Council
Tuesday, November 3, 2015, S	ultan hall		
What	When	Who	Speaker
Why study under UK system	15.30-16.00	Oxford International School	Pauline Stulberg
Alumni talk	16.10-16.40	UK Alumni	UK Alumni
Maximising your Employability: Dreams and Practicalities	16.50-17.20	University of Bath	Virginia Irwin
English for Academic Purposes	17.30-18.00	British Council, Kazakhstan	Neil Winston
Alumni talk	18.10-18.40	UK Alumni	UK Alumni

UK Alumni

UK Alumni

18.50-19.20

Alumni talk



# **Appendix 3: Visitors' survey results**

1. I would recommend the British Council to my friends (on the scale of 1-10, where 1 is NO and 10 is YES)

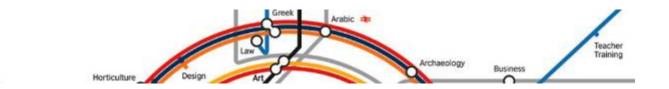
10	9	8	7	6	5	4	3	2	1	0
76,0%	7,8%	7,0%	3,5%	2,0%	1,5%	1,1%	0,2%	0,2%	0,2%	0,5%

2. The event met my expectations:

Strongly agree	Agree	Neither	Disagree	Strongly disagree
34,0%	60,5%	3,2%	1,8%	0,5%

3. It was a high quality event:

Strongly agree	Agree	Neither	Disagree	Strongly disagree
36,0%	57,0%	4,9%	1,6%	0,5%



# Appendix 4: Visitor registration data analysis

#### 1. Gender:

Male	Female
31%	69%

#### 2. Age:

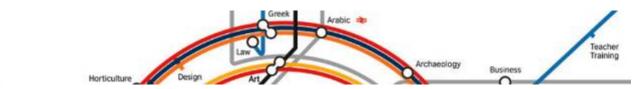
11 – 17	18 – 22	23 – 27	28 – 35	35 - 59
8%	43%	27%	18%	4%

#### 3. What are you interested in?

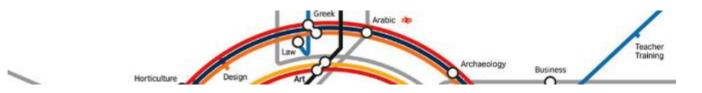
Language Courses	15%
Summer Courses	10%
Boarding School	9%
Bachelor's Degree	14%
Master's Degree/PhD	25%
MBA	13%
Certificate courses / non-degree courses / NVQ	7%
Specialized studies	7%

#### 4. What subjects are you interested in?

Business, Economics, Management	22%
Humanities, Social sciences	8%
MBA	9%
Computer Science, IT, Telecommunication	6%
Art and Design	6%
Education	6%



Tourism and Hotel Management, Gastronomy	6%
Law	7%
Media, communication	13%
Engineering	6%
Architecture, Urban Planning	4%
Medicine, Health	N/A
Beauty culture and Cosmetology	1%
Agriculture and related subjects	21%
Applied and Pure Sciences	2%



# **Appendix 5: Exhibitors' survey results**

Total number of exhibitors: 36

Total number of received feedback questionnaires: 33

#### 1. What was your main aim in coming?

Recruitment	12%
Profile raising	0%
Both	88%

#### 2. What is your primary market interest in this event?

Undergraduate	67%
Postgraduate taught	73%
Postgraduate research	42%
Higher national diploma and equivalent	6%
Pre-university foundation courses	24%
Foundation	33%
Post-16 A-level	12%
Pre-sessional English School	21%
Secondary education	18%
Summer courses	15%
PhD	27%
Fellowships/Internships	0%

#### 3. What is your assessment of the visitors?

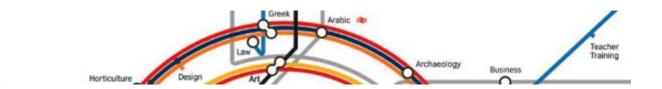
#### **Number of the visitors**

	Astana	Almaty	Bisnkek
Good number	66%	63%	82%
Average number	31%	31%	18%
Disappointing	3%	6%	0%

"Quality" of the visitors	Astana	Almaty	Bishkek
Good quality only	62%	57%	55%
Good number only	35%	40%	27%
Disappointing	3%	3%	18%

#### 4. Have you developed new links or built on existing feeder or agent relationships by coming?

Yes	84%
No	16%



#### 5. Please give your overall assessment of the exhibition.

Excellent	19%
Good	75%
Average	6%
Bad	0%
Very bad	0%

#### 6. Please rate the following, with 1 being very bad and 5 being excellent:

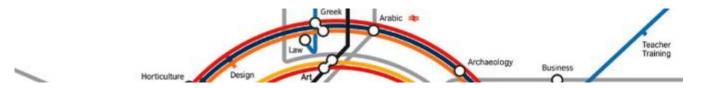
British Council support before the exhibition	4.7
British Council support during the exhibition	4.8
Quality of the venue	4.5
Quality of the accommodation	4.5
Length of the exhibition	4.4
Value for money	4.2
Seminars programme	4.2
Briefing session	3.9

#### 7. How does this year's exhibition compare to last year's?

Much better	0%
Better	14%
About the same	28%
Worse	6%
Much worse	0%
Did not attend last year/myself	52%
N/A	0%

#### 8. How likely are you to recommend the British Council to colleagues?

Very likely	55%
Likely	45%
Unlikely	0%
Very unlikely	0%



# **Appendix 6: Marketing and Promotion**

# **Promotion in the Almaty Metro**

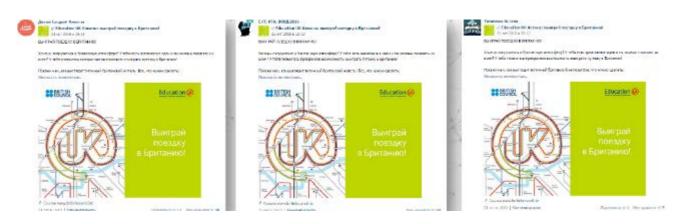


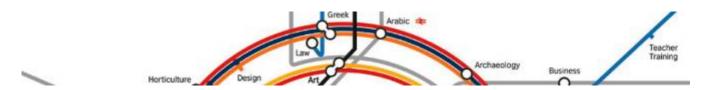
# **Outdoor promotion**





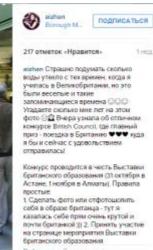
### Social networks





### **Cooperation with bloggers**







Заглинула но мне в офис обворожительная Aigerim Bekpaeva и

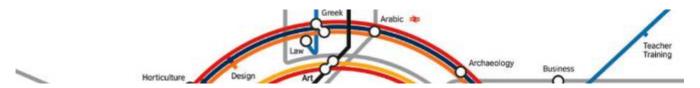
Арман Толубаев 31 октября в 13.07 - втрау



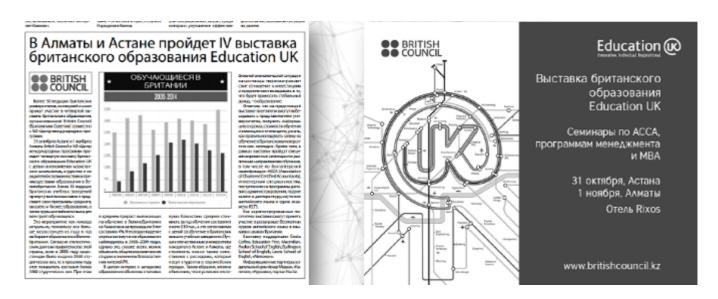


подписаться





# **Print advertising**



### **Online promotion**



### Competition for Instagram users (hashtag #eduvuk)

