



LAUREA
UNIVERSITY OF APPLIED SCIENCES
Together we are stronger

Bachelor Thesis

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2018 Laurea





Laurea University of Applied Sciences

LAUREA
UNIVERSITY OF APPLIED SCIENCES
Together we are stronger

Safety and security pre-planning for out-bounding student
in Laurea University of applied science.

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Security Management
Bachelor's Thesis
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This thesis was done in cooperation with Laurea University of Applied Science international study department. The main purpose of the thesis was to develop a risk-based pre-departure preparing list for out bounding student to help them when managing safety-related issues while they are studying aboard. The needs for the tool arise from the needs and interest of the head of safety and security of Laurea to improve safety management.

In the theoretical framework of this thesis is included the basics of risk management based on ISO31000 combined with literature review partially. In the framework, there is also described the definitions of some words used in this thesis and the definitions of risk management framework and situational awareness, which are applied in the process of producing pre-departure checking list.

A short questionnaire was done to support the development of the preparing checklist with finding out what kind of opinion university student has towards to traveling safety and how well the school safety orientation is done nowadays around Finland. The questionnaire was answered by a fairly small group of students from a different background as well as different major, but even the small number of respondents gave a rough picture on how safety management is done in the University of applied science and how they feel about their safety culture.

The main focus of the thesis was to make a tool for exchange student safety management, requested by the Head of Security in Laurea University of applied science Tiina Rnta together with Head of International Affairs, Arja Majakulma. The tool is presenting a form of leaflet and tables which help the student to have a quick brainstorming during Laurea orientation week for exchange students. One main feature of the tool is that it is providing an easier and faster method for students to find out solutions according to the situation one may encounter by given information from safety checklist leaflet and glossary definition which author made.

The pre-departure checklist is given to the coordinator of international affair office of Laurea University in autumn 2017, thesis itself never received any certain confirmation by any parties thus, result from using the tool can only be seen after the implementation.

Keywords: safety, security, risk based, travel securiry

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1 Introduction

With the wave of globalization strengthening, the more and more valuable property has been well exchanged worldwide. Not only the intellectual property but most importantly, human beings, the carrier of knowledge. However, with the movement made, risk tendency is getting higher coherently. International SOS and Control Risks organization based in London UK, two of the world's leading medical and security specialists launched industry-leading Travel Risk Map for 2017. It provides a comprehensive overview world destination determined by its risk level, in the year 2016 over 32% of decision-makers in all kinds of industries changed their ordinations travel plans base on it. Based on the newest release at the end of 2016 and foreseeing 2017, 72% of people believe travel risks have increased over the past year, 57% anticipate a further rise in risk levels.

This thesis is requested by Head of security and safety of Laurea University of applied science Tiina Ranta together with the director of International Affair office of Laurea Arja Majakulma due to the blank of updated and effective way of controlling and profiling student's awareness towards to safety and security preparation before the mobility. The goal of this thesis is to research what are the key concepts in traveling safety while designing a concrete safety and security pre-check up for out-bounding exchange student to enhance their safety awareness when they are in a relatively unfamiliar destination while maintaining efficient study conditions.

1.1 Safety and security cultural at Laurea University of Applied Science

Established in 1991 with the former name Espoon-Vantaan Ammattikorkeakoulu, Laurea University of applied science is a polytechnic education institution which offers varies from study programs both in Finnish and English. Laurea has a rather long history of cultivating safety and security culture in all the campuses, also Laurea safety and security conduct are playing a lead role among all the polytechnic universities inside Finland and it is also the only University of applied science which offers security management bachelor degree in Finnish and English. Laurea pursues proactive security work with risk-based means of conduct which has always been the core element of all Laurea's activities. Safety and security management is well-structured of the entire organization of all its levels, the President is responsible for the security activities of the entire university community, working in collaboration with the Head of Safety and Security in guidance and development tasks linked with security management. The Head of Safety and Security is responsible for the activities of the Security Services of Laurea University of Applied Sciences. Everyday security work is guided and implemented by the campus security officers in collaboration with personnel,

students, and stakeholders. Also, working in proactive and development tasks of the security activities is a security development group specifically appointed for this task. (Laurea Facts)

1.2 Exchange program offers

A wide range of international exchange programme is taking place in Laurea University of Applied science such as Erasmus+ which stands for EU programme for education, training, youth and sports Programme includes student study exchange and training ship. It covers most of EU countries as well as Norway Iceland, Liechtenstein, Turkey well as Macedonia and Switzerland. The aim of Erasmus+ is to raise the level of higher education inside European countries to promote openness and a greater level of recognition of academic qualification within Europe. Length of Erasmus+ is based on the bilateral agreements, it is up to 3-12 months. FIRST is one of the programmes for Finnish-Russian Student Exchange, which aims to enhance existing co-operation between institutions of higher education, help student to create contacts inside Finland and Russia. Depending on the bilateral agreement, the study exchange and training ship could up to from 3months to one year. Nordplus is another student mobility programme which is only targeting the student mobility inside the Nordic university, which includes mobility for students, teaching staff and also joint courses between universities, most of the programme is granted by Nordplus fond which is financed by The Nordic Council of Ministers(NORDEN, headquarter in Copenhagen, Denmark).Some other exchange program offered by Laurea such as Asia exchange which includes a handful destination such as China, Japan, South Korea, Indonesia, Malaysia as well as Thailand.

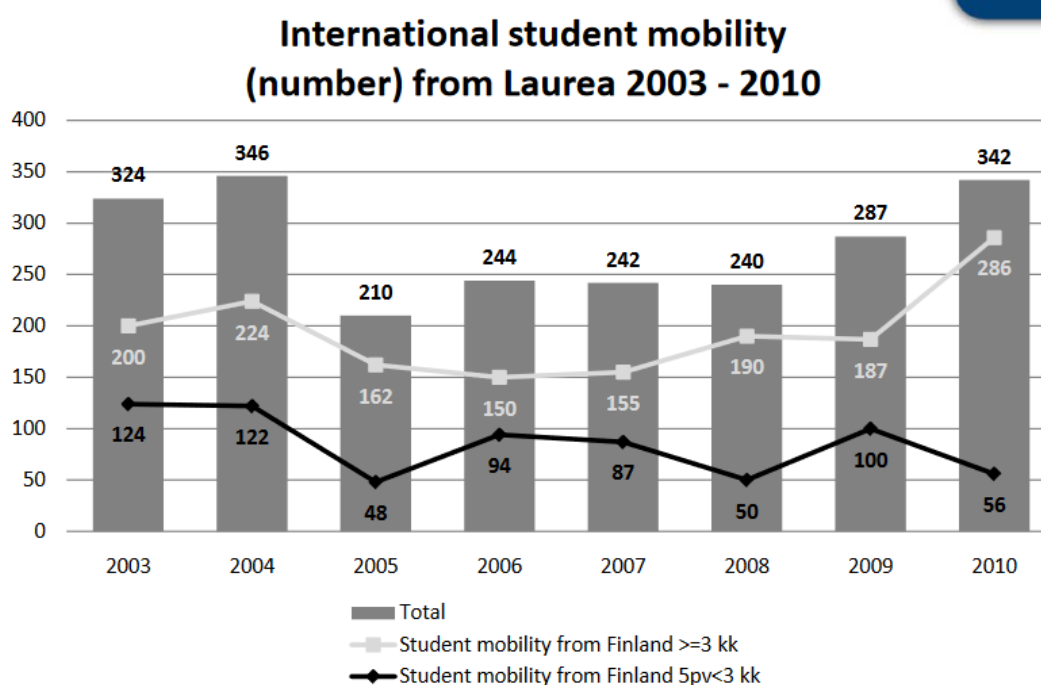


Picture 1 International exchange program destination for Laurea University of Applied Science

	Outbounding >=3 months	Inbounding >=3 months	Outbounding 5days<3 months	Inbounding 5days<3 months	Total Outbounding	Total Inbounding
v. 2015	244	231	144	82	388	313
v. 2014	272	242	113	54	385	296
v. 2013	280	245	93	34	373	279
v. 2012	248	233	100	39	348	272
v. 2011	270	245	81	15	351	260
v. 2010	286	228	56	33	342	261
v. 2009	187	173	100	37	287	210
v. 2008	190	204	50	21	240	225
v. 2007	155	218	87	14	242	232
v. 2006	150	161	94	18	244	179
V. 2005	162	131	48	49	210	180
v. 2004	224	106	122	21	346	127
V. 2003	200	98	124	56	324	154

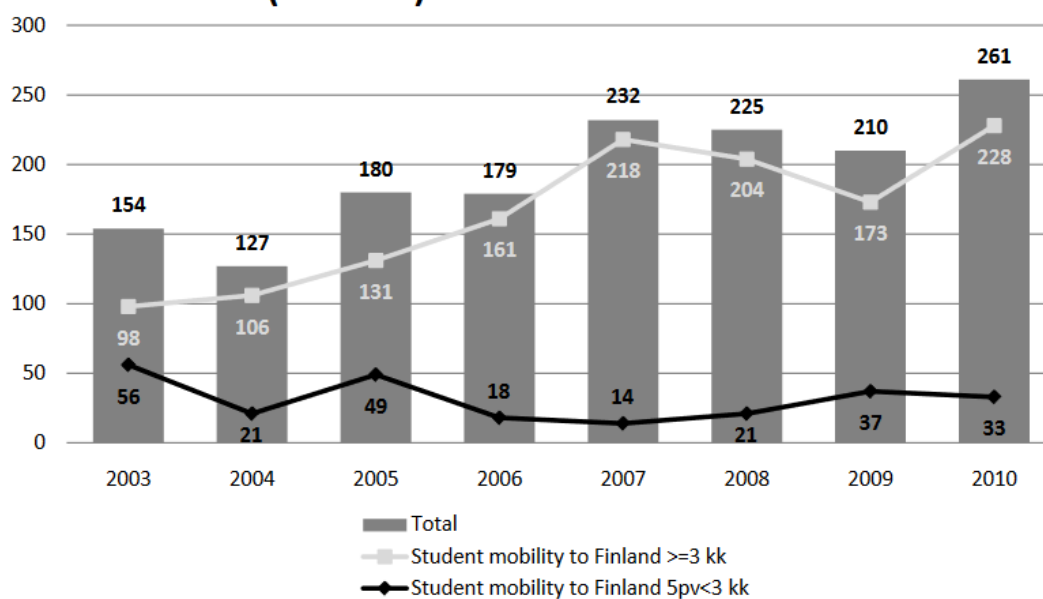
Table 1 Exchange students flow from year 2003 to 2015 in Laurea University of applied science.

The table above was provided by International affair office coordinator Arja Majakulma of Laurea University of applied science. As we can observe from the table, the total number of out bonding student is increasing steadily with year goes by as well as inbounding students.



Graph 1 Internation Student mobility (number) from Laurea 2003-2010

International student mobility (number) to Laurea 2003 - 2010



Graph 2 International Student mobility (number)to Laurea 2003-2010

1.3 The need for effective checking up before departure

Currently, there is limited information concerning about student traveling safety available in Laurea internal webpage for exchange student yet it requires longer period time for dedication reading which is written by Laurea alumini Mr. Matias Lehtomäki which was named "Around the World, Safely-Safety Guide for Traveler's" in 2012, and publised online as a document for student to read before departing for their exchange study. The main idea of making a printable checkup list besides Mr Lehtomäki's work is to let the student have a fast and concise impression about what should they prepare and act if they are planning to on an exchange study. One main feature of the tool is effectvely to be read according to the given information from checklist leaflet and glossary definition.

2 Methodology and theoretical framework

In this chapter, the method of research used for this thesis will be discussed. Kothari emphasis that "Research methods may be understood as all those methods/techniques that are used for conduction of research. Research methods or techniques, thus, refer to the methods the researchers use in performing research operations. Since the object of research, particularly the applied research, it to arrive at a solution for a given problem, the available data and the unknown aspects of the problem must be related to each other to make a

solution possible. Thus, when we talk about research methodology we not only talk of the research methods but also taking the logic behind the methods we use in the context of our research study into account and explain why some method or technique were chosen, so that research results are capable of being evaluated either by the researcher or by others.” (Kothari, C.R 2004)

2.1 Research method, research questions, and research limitations

This thesis is a project based thesis while researching part will be based on literature review, semi-structured interviews as well as through quantitative research method. So far, there are few publications already available online in Laurea Intranet about safety in general, and one publication was written by Mr. Matias Lehtomäki which was named “Around the World, Safely -Safety Guide for Traveler’s”. It was well-structured and widely informed in all the possible aspects, which will be a literature source for this thesis as well.

The main goal of this thesis is to make concrete and handy safety guidelines for the out-bounding exchange student from Laurea University of Applied Science, thus, research question will be understudied to contributes to the topic: *What should be included in the safety and security guidelines in order to maximize its functionality through a set of orientation training before departure to exchange study with a combination of international risk management framework ISO31000 into safety guidelines for exchange student in Laurea.*

2.2 Theoretical framework

This thesis is a practice of utilizing risk analysis measurement to create a risk-based traveling safety guideline which risk management is the fundamental and core of the making process. Traveling risks for the student are often categorized into two main area: personal safety and information safety. Personal safety-related risks such as mental health, physical health, traveling risks, as well as personal belongings and risk of accident; Information safety-related risks are personal information fraud, personal computer loss, and bank card phishing. Risk management is more than taking or avoiding risks. Risk management is the development of a clear understanding of the risks that are important to the enterprise and managing them as the organization evolves and the operating environment (physical, environmental, financial and social) changes through time. Safety and security guideline for Laurea Exchange student will tightly following international risk management guideline ISO31000:2009 which published by International Organization for Standardization which is an independent, non-governmental membership organization and the world’s largest developer of voluntary International Standards. Consisting 162 member countries who are the national standards bodies around the world, with a Central Secretariat that is based in Geneva, Switzerland. Considering Laurea University of applied science be functioning as a SMEs (small medium enterprises) which

creates more possibilities of business model however at the same time it also exposes more risks than the bigger organization. The characteristic of ISO3100:2009 is helping the organization to come into existence by supporting a move from event-orientated risk management, to risk management that is strategic, focused on final goals, reliable.

3 keywords and literature reviews

In this chapter the key concept of thesis are presented as well as deeper reviews from literatures analyzed using references which giving the support to perceive author's idea.

3.1 Risk

Risk is unavoidable in day to day life. It transcends virtually every human situation and is in present in our daily lives and in public and private sector organizations. Although there are many acceptable definitions of risk in use across various industries and organizations, the most common concept in definitions is the uncertainty of outcomes. Risk can be represented and formulated by a general formula which consists of threats, assets and vulnerabilities o when these three factors overlapped we can easily draw a formula out like risk= impact probabilities, where impact is the asset's value and probability is the likelihood of a threat meeting a vulnerability.

3.2 Risk management framework (RMF, Tanya 2013)

In 2013, Tanya Spencer announced a risk analysis solutions called RMF: Risk Management Framework in her book *Personal security-a guide for international travelers*. She concludes that with due to the globalization of dynamic world every event has different impact towards to human activities, instead of suffering from the aftermath of any possible disruptions of life events, and the nature of its flexibility allows readers apply it wherever and however you travel, Tanya raised a 5-stage framework: RMF 1: Being informed of the threats and the likelihood of meeting those threats. RMF 2: Understanding your vulnerabilities and strengths from the local perspectives and in the situational context. And being aware of the extent to which you are potentially exposed to a threat. RMF3: Creating options for yourself that reduce the likelihood and impact of a threat. RMF 4: Continuedly monitoring and adjusting to the situation. RMF 5: Having confidence in your security precautions and reactions (Tanya, 2013)

3.3 Situational awareness and analysis

When traveling occurs to one's life event, there are so many uncertainties that hardly be anticipated in advance. For different events requires different reactions. In 2013, Tanya also introduced a critical thinking concept when it comes to pre-planning your trip called situational awareness and analysis. Situational awareness Situational analysis entails the same

component as the contextual analysis but it is focused on the current and ongoing circumstances. When one tries to analyse a certain situation, he or she should be aware of how external factors might have consequences for the person him or herself. Tanya used an example of traveling in countries with a constant underlying tension such as Yemen, what should one to consider before going:

- Keep track of the world's news, and remember that one could be affected by events taking place in countries far away-news has no geographical boundaries.
- Developing and maintain a good relationship with the inhabitants of the country one is visiting- this could give one life-long friends and in many countries context this is also vital to one's safety and security.
- Don't be afraid of discussion about religious politics and cultural differences. But one should make sure that the person he or she is talking is trustworthy. One should always show his or her respect to the country's religion and culture-even if one doesn't agree with all the customs.
- If possible, learn the language or at least a few keywords.

In general, it can be concluding as trigger points that one should pay attention on. Typical triggers are: Economics; Politics; Social issue; Historical; Legal and legislations; Interrelations; Climatic; Infrastructure such as building; cultural. (PEST)

3.4 Risk Analysis

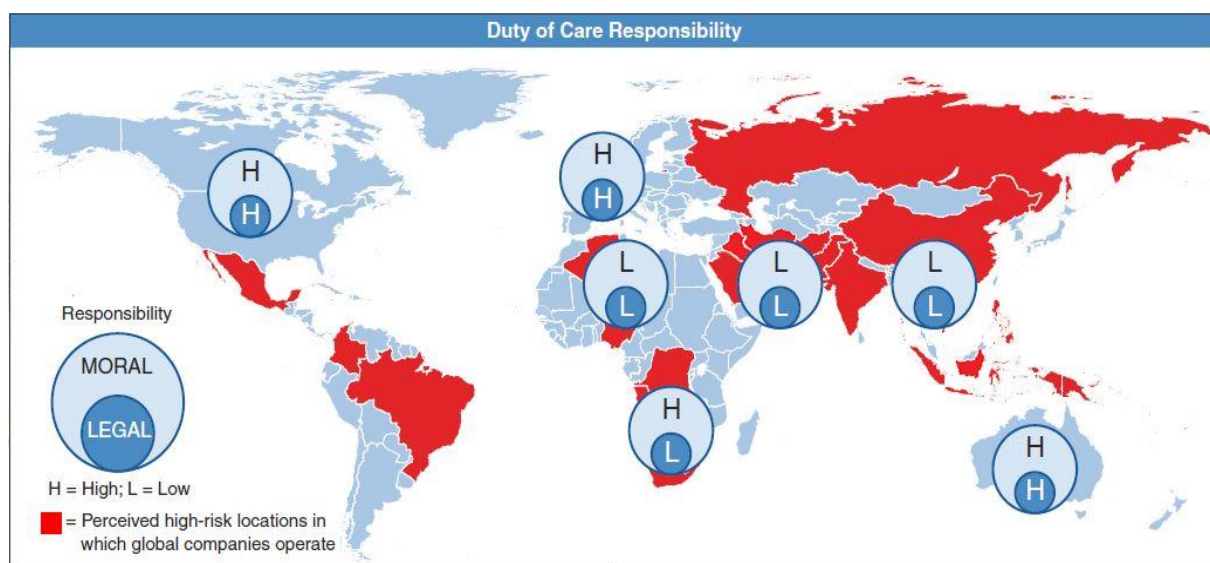
Risk analysis is a management tool, the standards for which are determined by whatever management decides it is willing to accept in terms of actual loss. To proceed in a logical manner to perform a risk analysis, it is first necessary to accomplish some fundamental tasks: Identify the asset(s) in need of protection (people, money, manufactured products, and industrial processes, to name a few). Identify the kinds of risks (or threats) that may affect the assets identified (kidnapping, extortion, internal theft, external theft, fire, and earthquake, for example). Determine the probability of the identified risk(s) occurring. Here one must keep in mind that the task of making such a determination is not an exact science but an art— the art of projecting probabilities. Remember this rule: “Nothing or no one can ever be made 100 percent secure; there is no such thing as a perfect security program.” Determine the impact or effect on the organization in dollar values when possible, if a given loss does occur.

3.5 Duty of care

Understanding and mitigating risks is extremely important for traveling employees, their families and their employers. Often companies do not seem to provide the right level of care. As Tanya mentioned in Personal security 2013: Duty of care are the legal, economic and moral

obligations borne by the companies to take reasonable steps to protect their employees (or dependents) from risks associated with their work activities. It requires organization maintain high alert of many different aspects such as safety, security, health as well as staff's wellbeing while on a work-related trip.

International SOS published *Duty of Care and Travel Risk Management Global Benchmarking Study* white book in 2011. Through the Global Benchmarking Study and conducted using information from 628 companies and 718 respondents worldwide from November of 2010 through February of 2011 to develop an initial Duty of Care baseline.



Source 1 Duty of care based on worldwide location stability and safety. International SOS 2011 white book.

It indicates that 5 functional groups are playing the leading role in terms of responsibilities and coordination's inside organization, they are: Human resources, Security, Risk management, Senior management and Travel department which also drives out ten Best Practice recommendations from International SOS white book are list below:

- Increase awareness
- Plan with key stakeholders
- Expand policies and procedures
- Conduct due diligence
- Communicate, educate and train
- Assess risk prior to every employee trip
- Track traveling employees always
- Implement an employee emergency response system
- Implement additional management controls
- Ensure vendors are aligned

Based on Finnish occupational safety and health, we can find similar regulations towards travelling safety. It doesn't contain express provisions on the employer's obligations when sending employees (or any kind of passenger) abroad for work. However, the employer is, under its general duty of care, required to take care of the health and safety of its employees also when they perform their work tasks abroad. When it comes to the employer sending its employees to work abroad, the assessment of risks and hazards as well as the training and guidance of employees get importance over some of the other obligations which require the employer's presence at the workplace. In addition to having a general policy for action to promote safety and health in place, the employer should also prepare instructions for working abroad. Those instructions could be included in the general policy for action, but due to various details relating to international working situations, a separate policy is a recommended alternative. (738/2002, OSHA)

3.6 Duty of loyalty

For employee, wise, a certain code of conduct they must follow as well, in this case is the duty of loyalty. It is originally recognized by the courts before being codified in article 2088 of the Civil code of Quebec in year 2009:

The employee is bound not only to perform his work with prudence and diligence, but also to act faithfully and honestly and not use any confidential information he obtains in the performance or during his work. - 2088 (Labor and Employment Law Client Conference Québec Region 2009)

Later, Tanya also emphasized that if the organization has a well-made safety and security policies, then it is employee's responsibility to follow it while adding a certain amount of common sense to mitigate different cases in life. (Tanya. 2013)

4 Data collecting

In this chapter, it will provide how the first and second data got collected for this project. It will also determine which method were used for data collecting process. There are many research methods available for academic writing, in this project there are two research method were involved qualitative research and quantitative research.

4.1.1 Qualitative research

Qualitative research is aimed at gaining a deep understanding of a certain project for an organization, rather than illustrate a simple description of a large sample of a population. It aims to provide a sharp and direct of the structure, order, and form found among a group of

participants. It is also called ethnomethodology or field research. It generates data for the chosen group with social order. It does not introduce solutions or control variables, or impose the researcher's operational definitions of variables on the participants. Rather, it lets the meaning represent the participants to reflecting researcher's perspectives. It is rather flexible than any other research method which setting can be adjusted during the research progress. For instance, concepts, data collection tools, and data collection methods are some common variables which are often changing during the research. The most common sources of qualitative data are

- Interviews, which may be structured, semi-structured or unstructured;
- Focus group, which involve multiple participants discussing an issue;
- Postcard or small-scale written questionnaires that ask, for example, three or four focused questions of participants but allow them space to write in their own words;
- Secondary data, including diaries, written accounts of past events, and company reports;
- Observation, which may be on site, or under 'laboratory conditions', for example, where participants are asked to role-play a situation to show what they might do

4.1.2 Quantitative research

Quantitative research is "explaining phenomena by collecting numerical data that are analyzed using mathematically based methods (in particular statistics)." (Aliaga and Gunderson 'Interactive Statistics '3rd Edition 2005)

In quantitative studies, the research methods are set before observation begins and specify the methods of observation which may be used and the type of data which may be collected. Observations are collected before analysis begins. After analysis is complete, no more observations are taken.

The most common sources of quantitative data include:

- Surveys, whether conducted online, by phone or in person. These rely on the same questions being asked in the same way too many people;
- Observations, which may either involve counting the number of times that a phenomenon occurs, such as how often a word is used in interviews, or coding observational data to translate it into numbers; and
- Secondary data, such as company accounts.

4.2 Data collecting

In this project, there is one online survey were made and three semi-structured interviews were arranged to support my project.

4.2.1 Online survey

The survey was done with online survey tool from freeonlinesurveys.com. There are multiple choices with multiple select options available where else open-ended answering area was provided in the survey to support the accuracy. All the question was closely relevant to traveling safety from an exchange student point of view. The purpose of the question is explicitly focusing on how does exchange student who has already done their exchange study as well as incoming out bounding exchange student in the Laurea University of Applied Science reacting to current safety and security briefing before departure to abroad. The survey was distributed to few online group includes International student mobility of the Laurea University of Applied Science, Aluminit-Laurea University of Applied Science and Foreigners in Finland. All the mentioning groups are found through social media which considering more accessible while eye-catching yet time efficient than spreading survey through student email which they tend to get neglected among all the other emails. A total number of users from all three group are 11377 with an unknown quantity of active users. The total period of survey publicity were 63 days during 28th January 2017 to 4th April 2017. Total response from all three groups were 46 and responses were all archived as a valid answer. Survey questions attached to appendix as well as result archives.

4.2.2 Survey result

The sample is consisting of 72% student, 4% teacher and 24% others which are mostly graduated students from the university, with 40% of female and 52% of male. 20% of the respondent is from Laurea University of applied science while 15% others which mainly coming from Aalto University. Total of 39 % of the respondent has never heard about "traveling safety" terms while 4% of respondent would like to get to know about it. Up to 46% of student claimed there are any safety-related lectures or orientation material was hand out before their exchange study while 20 % of respondent think there are lacking information based on current safety and security introduction material. 67% of the respondent to obtain a valid travel insurance while they are study outside their home country while 28% of respondent think is unnecessary. 52% of respondent do research about their destination risk level ahead of departure while having enough knowledge about how to maintain in safe and secure condition. Majority of respondent reflected that female traveler general facing more vulnerabilities than male which up to 71% out of all the respondent. When it comes to the actual needs of the front-line student outside their homeland, a 24/7 emergency contact was highly insisted by 64% of respondent, while second most expected support from either home institution or receiving institution could provide nearest medical access.

Besides multiple choices question, here are some answers from the open end the discussion:

Student A: *"Create more awareness. People tend to think they are not vulnerable and resulting from that, they can quite risk prone - do not be ignorant -> prevent this with making the people aware of the risks they are subjected to. For university itself: everything that happens to the traveler does not only affect them but also the reputation of the university. That is why it is important to mitigate the risks of traveling by making the people aware of their surroundings, the do's and don'ts, and arranging proper transportation (in some countries taxis can be very unsafe to use)"*

Student B: *"Some kind of information package about the safety subject. To have some basic training about traveling safety."*

Student C: *"Few hours lecture on this issue at the beginning of the study would somehow help a newcomer to anticipate the social situation in terms of safety."*

Student D: *"This point I'm working. I have graduated 2013. I was an Erasmus-student 2010 in Vilnius, Lithuania. Before going there my organization gave a security lesson for ALL the Erasmus students. Didn't matter if you go to Sweden or to Syria. Advises were same for everyone: use the condom, don't drink too much alcohol, don't go into fights etc. After that, we had a chance to meet some students who had been abroad before in similar area and ask some questions. That was very good :) I had great luck with the two guys who were answering had studied in the same city where I was going to. Few other students were not so pleased as they had another country to go, and these two guys could answer nothing more than you can find on the internet."*

Student E: *"It should be done better because I personally don't remember a single lecture on that topic. Once a student made a presentation about traveling safety but not the teacher."*

Student F: *"all faculty members (especially the tutor teachers) should be aware of the insurance policies of the institution to reduce false information."*

4.2.3 Interview

There is two semi-structured interviews were arranged with MS Tiina Ranta recommendation. The first interviewee was with Arja Majakulma and Annukka Korvenranta from International Affairs Office of Laurea University of applied science and second was with safety and security officer Pertti Hukkanen from the Diak University of Applied Science. The contracting process and the interviews were made during the 12th January of 2017. The interview was conducted around themes that were partially based on the research questions. The research questions were:

1. What is current situation of safety and security implementation for the exchange student in laurea? What should be included in the new guidelines to maximize its utilization?

2. How to build better safety and security awareness for students through a set of orientation training before departure to exchange study?

A total of 8 pre-determined questions were tailored idea for the semi-structured interview. Several new questions were added by the author to support the interviews' themes during the process. The objective was to estimate whether the asked questions would gather enough information about the different interview themes so that analysis and valid conclusions could be made about them. The content of the interview is mainly consisting of open-ended questions to gather as much information as it can be. The interview was held in Laurea Lupanar campus with Arja Majakulma and Diak Kyläsaari with Pertti Hukkanen respectively, the interview was recorded by the author under the permission of both interviewees. The content of interview attached to appendix.

4.3 Discussion about interview and online survey

Obviously, there are still a lot of progress can be improved in order to create a safer and stable pre-exchange foundation for outbound student. There are few common issues shown in both student perspective as well as program implementer or exchange study planner from University of Applied science which are

- There is not enough informing session which only concentrated on safety and security issue before departure for out bounding student.
- The school offered relevant instructions and step by step guide both on school intranet as well as orientation lectures. However, the restriction for following the guideline is not so strict which may cause neglection from out bounding student.
- Long-term safety and security awareness building is the goal to be archived.

5 Planning and creating the pre-checkup plan

A quick before departure checkup list will help student arose the awareness of preparing and scheduling. There are two main components in the pre-departing check-up list: a sequence of tick box which is using for acquiring essential documents for the trip such as passport, visa, as well as forms for the school and self-traveling insurance. Following up on the second precheck part is to create a risk management based form where the student can fill in different scenario and analyses the outcome of each situation. "Risk assessment is a systematic, step-by-step approach for evaluating risk. It is the process for determining the probability of a risk occurring and the consequence of that risk. It is a fundamental component of an effective risk management program. This program is a basic management tool consisting of risk assessment and risk control. Risk assessment is the data gathering component, while risk control is the application of the risk assessment evaluation." (Ostrom, Lee T.; Wilhelmsen, Cheryl A. 2012).

5.1 Pre-checkup leaflet idea

The idea of a pre-checkup leaflet is to give a vivid and realistic preparation follow up for the student who is soon heading to exchange study. It is a tri-fold, double-sided flyer includes important contact information where also highlighted to create the contrast with other text. Laurea University of applied science logo is shown at all most visible place among all the other information.

At the front page where the student can go through clearly the following information: what is it about this leaflet; depending on a different scenario where to call when it comes to an emergency; all the social media channel that could connect with Laurea University of applied science; FUAS logo and Finnish foreign ministry 24h emergency contact. On the other side of the flyer contains information which requires a student to fulfill all the necessary conditions to form a pre-departing consciousness. There are three levels presented which classified by either student should achieve a certain goal on their own or they will need to participate, for instance; in offering courses from Laurea or to get a health check from a local hospital to go through the pre-departing preparation.

Finnish Foreign Ministry 24h emergency +35891605555

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EMERGENCY CONTACT

Hospital nearby
Police
Residence
Your supervisor

Tutor teacher

Insurance hotline

Embassy contact of your nationality

ALWAYS TELL:

- Who you are!
- Where you are now located!
- What happened!
- When and what action will you needed!

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MEMBER OF FUAS
FEDERATION OF UNIVERSITIES OF APPLIED SCIENCES

Yhdessä enemmän
Together we are stronger

✓ ✓ ✓
BEFORE YOU GO
FOR A SAFER EXCHANGE STUDY

Picture 2 Pre-check leaflet sample front page

Tick them all !



LEVEL 1	LEVEL 2	LEVEL 3
<ul style="list-style-type: none"> • Done with "Analyze before you go" form? • Attending "Study abroad orientation" ? • Gone through all the sources in "Laurea Link" and "SoleMove"? • Register yourself to Foreign ministry (Matkustus Ilmoitus)? • Make sure get to know your destination crystal clear before you go! 	<ul style="list-style-type: none"> • Travel documents: Valid passport; Visa requirements for your destination country. • Insurance plan besides Laurea's offer • Proper packing for any possible weather conditions • Vaccination needed? • Make all your documents at least one copy for each of them. 	<ul style="list-style-type: none"> • Keep in touch with your tutor teacher regularly. • Make sure your contact info is always up to date. • Ask yourself "what if..., I will..." types of question such as: what if I lost my passport in Amsterdam, where should I go." • Get to know your local relations.

Picture 3 pre-check leaflet back page

5.2 Risk analysis table

The use of the following table will be based on the risk analysis theory. At first roll, attendees will be brainstorming possible accidents or event which they may possibly encounter in foreign country or an unfamiliar location, right after that they may also picturing what will be the worst possible outcome triggered by the event; Base on all possibilities attendees may consider the severity of the event which following the third row on the table, also attendees should be picturing the what will be the frequency of the event. Base on the risk rating result student should and give a hypothetical response towards to different possible scenario beforehand.

Analyze before you Go						
	Possible scenario	Possible outcome	Severity	Possibilities	Risk rating = Severity x possibilitie	On hand solutions
1	Car accident	Life threatening	3	2	6	CALL LOCAL EMERGENCY DEPARTMENT. Contact the person in charge from receiving school
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						

Table 2 Risk assessment tool for Exchange students

5.3 Student traveling frequently used glossaries

A traveler frequent used glossaries is a document mainly compensating pre-checkup leaflet to fulfill fundamental preparation that required in the leaflet. Procedures such as how and where to get a passport and applying for a valid visa, where to check country risks, health-related issue. The main idea is to helping the student get to know unfamiliar terms such as vaccinations and how to actually hands on in order to prepare a passport. The form shown below shall be handing out at prior than Pre-Checkup leaflet.

Traveler Glossary			
Item	What	Where and How	In addition
Travel documents	Passport	<p>A passport is a travel document, usually issued by a country's government. When you have obtained the citizenship of Finland, you may apply for a Finnish passport from the police or from an embassy.</p>	<p>If you have lost your old passport or it has been stolen abroad, report the matter to the local police and submit a written clarification of the case at the nearest Finnish embassy, consulate general or consulate (mission lead by a career consul).</p>
	Visa	<p>Visa include limits on the duration of the foreigner's stay, territory within the country they may enter, the dates they may enter, the number of permitted visits or an individual's right to work in the country in question. The actual visa may still be a sticker or a stamp in the passport, or may take the form of a separate document or an electronic record of the authorization, which the applicant can produce on entry to the host country.</p>	<p>1. Apply early. As with applying for a visa, for example, in the United States, wait times for interviews and issuing visas vary.</p> <p>2. Things to be prepared in advance: A valid passport; Your birth certificate; Your social security card; Transcripts from any previous higher learning institutions you attended.</p>
Medical	Vaccination	<p>A vaccine is a biological preparation that provides active acquired immunity to a particular disease. Country requirements are subject to change at any time mainly for yellow fever and malaria. It is important that travellers ensure they know the requirements of the country to which they are travelling by checking with the relevant consulate or embassy.</p>	<p>The vaccination programme in Finland also provides for the vaccination against influenza of children under the age of three, adults of 65 and over and others at risk. People in risk groups for hepatitis A and B and tuberculosis are also vaccinated.</p>
		<p>1. Check with your local health center. 2. Find a travel clinic in your area. You can search the International Society of Travel Medicine (ISTM) for travel medicine specialists or the American Society of Tropical Medicine and Hygiene (ASTMH) for infectious disease specialists who may or may not practice travel medicine. 3. For the yellow fever vaccine, you will need to go to an authorized vaccine center. Many yellow fever vaccine centers also provide other pre-travel health care services. Find an authorized center.</p>	

Table 3 Traveller glossaries first page

issue	Medication and supplyment	Medication is the use of legal drugs to treat or cure an illness. Some drugs are freely sold. They are called over-the-counter (OTC) drugs. Other drugs are so powerful or dangerous that a doctor must give permission to use the drug. The note from the doctor is called a "prescription." These drugs are called prescription drugs, prescription medicines, or prescription only medicines (POM).	Be sure your physician provides you with a copy of the prescription and/or a physician's statement. You may also want to have your doctor prescribe substitute or alternate prescriptions in case your exact medication is not available overseas. You should also write down the generic name of your medication(s), as medical practitioners in other countries may not be familiar with brand names used in your desinated country.	<p>1.Always keep medications in original labeled bottles.</p> <p>2.Make sure you have a back-up plan in case of lost/stolen medications - many prescription medications are not readily available overseas.</p>
Country Risks	Destination reconsideration	Travel Risk Map provides a comprehensive overview of risks by destination, it empowers organisations and their mobile workers in their travel risk mitigation efforts.	Internation SOS assication issuing travel warning as they insist you consider very carefully whether you should go to a country at all. Examples of reasons for issuing a Travel Warning might include unstable government, civil war, ongoing intense crime or violence, or frequent terrorist attacks. They want you to know the risks of traveling to these places and to strongly consider not going to them at all. Travel Warnings remain in place until the situation changes; some have been in effect for years.	<p>Always check your destination before you even decide which major or program you are going to choose.</p> <p>Combine all the information you have about the destination you are going to then make final decision.</p>
Personal wellnes	Mental Health	Any of you with an interest in a study abroad program, in the spirit of their "duty of loyalty," needs to be forthcoming and transparent with Laurea officials and parents regarding any mental health issue. The decision to participate in the study abroad program should be thoroughly discussed among everyone with a unanimous decision to participate. Underlying mental-health problems can be a time bomb by the stress of studying overseas, as you adjust to being alone in a foreign country, far from friends and family.	Recognize yourself what kind of mental and psychological factors are affeting your study progress: loss and separation; travel stress; culture shocks and more; adjust to local conditions; social pressure; preexisting or dormant conditions; change in medication; unforeseen events. If you happen to have interfere with any of this symptoms please contact your school mental health professionals, if its not available at spot in your destination country, make a call back to your tutor teacher and discuss about what would be the solutions.	<p>Additionally, you needs to be aware of the fact that challenging programs overseas can easily exacerbate psychological conditions. Prior to travel, the student needs to confirm that his or her insurance provides mental health benefits abroad. Mental health resources may be extremely limited, if available at all.</p>

Table 4 Traveller glossaries last page

5.4 Implementation suggestion

Safety and security orientation module usually are taking place during according to Laurea exchange study regulations: "Those chosen to go on study exchange should complete the compulsory orientation studies as project studies in Optima 'Going abroad' (5cr) before the exchange." (Laurea facts 2017) The course contains varies topic such as planning studies, language skills improving and most importantly safety and security orientation. "Laurea is the only University of Applied Sciences in Finland to offer a degree programme in safety, security and risk management." At the same time, Laurea teaching style is an emphasis on learning by doing, it is rather a practical way for security student to understanding their subject by informing the exchange student during the orientation week. Suggestively, it could be one of the fixed security management degree program projects as the student planning the project how to give a throughout the introduction of the safety issue for a student going abroad. What should be prepared, what should be aware when traveling alone, how to deal with the emergency situation calmly, etc.

6 Conclusion and research limitation

The purpose of this thesis was to research how to improve the current situation of Laurea exchange student towards to safety and security awareness during their preparation period. It was based on three main question, they were: 1. What is current situation of safety and security implementation for an exchange student in laurea? 2. What should be included in the new guidelines to maximize its utilization? How to build better safety and security awareness for students through a set of orientation training before departure to exchange study? 3. How to combine international risk management framework ISO31000 into safety guidelines for an exchange student in Laurea. The thesis had few limitations were mainly occurred by my poor time management. There was three interviewee who accepts my request and all three interviews were done within one week in the beginning of 2017, however, due to my poor time arrangement, work was never started on time at first place. Secodly, obvious limitation to this research which prevents work from making summarization about target group from the data collected. the lack of probability of enough samples is a fatal flaw, due to the failure of mass emailing in Laurea system, there is only 45 participant were able to be reached which may have impacts on research result. Even though the results of the questionnaire were not so wide range covered however it still revealed the need for the development of safety and security pre-checking for Laurea exchange student.

Personally I think I did a satisfactory work base on the resources that I acquainted no matter in contacts wise or time wise. Sincerely hope this work does not benefit only one unit , but it has the potential to be used in other organization well. But this requires firstly implementing

to Laurea and only then we can really see if pre-checking list for Laurea exchange student functioning well or not.

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Online trifold tool: <https://www.canva.com/>

8 Picture

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12 Appendix

12.1 Appendix 1 Online Interview question and result

Are you? Student/Teacher/Other (Please Specify) _____

And you are? Male/Female/Other (Please Specify) _____

Your age? 18-25/25-30/30+/Other (Please Specify) _____

Which of the following organization do you belong to?

- Arcada University of Applied Science
- Cetria University of Applied Science
- Diak University of Applied Science
- Haaga-Helia University of Applied Science
- HUMK University of Applied Science
- HAMK University of Applied Science
- Jyväskylä University of Applied Science
- Kakkoois-Suomen University of Applied Science (XAMK)
- Kajaani University of Applied Science
- Karelia University of Applied Science
- Lahti University of Applied Science
- Lapi University of Applied Science
- Laurea University of Applied Science
- Metropolia University of Applied Science
- Novia University of Applied Science
- Oulu University of Applied Science
- Saimaa University of Applied Science
- Satakunta University of Applied Science
- Savonia University of Applied Science
- Seinäjoki University of Applied Science
- Tampere University of Applied Science
- Aalto University
- Vaasa University of Applied Science
- Other (Please Specify) _____

Have you ever heard of traveling safety?

- Yes, I think I am fully equipped with the knowledge from my own and university.
- No, never heard it before but willing to get to know it!
- No, but I am all good without the knowledge of it.
- Other (Please Specify) _____

As for any traveling involved during your study or working in your home university, do you think your home institution provides sufficient safety training before your trip?

- Yes, it was quite well arranged traveling safety and security courses (or material) before my trip.
- They provide some informing lectures but I don't feel it is enough for me to prevent and mitigate the risks at destination.
- No. There isn't any safety-related lectures or material were hold (or offered.)
- Other (Please Specify) _____

Do you tend to buy travel insurance while planning your trip?

- Yes, I always have my travel insurance updated
- No, I don't think is necessary.
- Other (Please Specify) _____

Can you distinguish and categorize what is a high-risk country and what is a low-risk country?

- Yes, I do. At the same time, I know how to maintain highly concentrated and alerted at destination no matter where I am located.
- No I don't see it is related.
- I always go online and check my destination risk level before I leave.
- No idea how to do it but looking forward to get taught.
- Other (Please Specify)

Do you consider female travellers has more vulnerabilities than male?

- Yes
- No
- Other (Please Specify)

What kind of helps and provides which you think is crucial when you are traveling aboard 24/7 emergency contact

- Risk messaging updates
- Nearest medical access provided
- Other (Please Specify) assigned by your home institution?

Which contents would be important to include in the safety information and what kind of situations you were involved in where you wished you could have better knowledge of safety and security issue? _____Survey Result

Quick Report

You are?

	● Student	● Teacher	● Other (Please Specify)	Standard Deviation	Responses
All Data	33 (72%)	2 (4%)	11 (24%)	13.02	46

Survey Archive 1

And your are?

	● Female	● Male	● Other (Please Specify)	Standard Deviation	Responses
All Data	22 (48%)	24 (52%)	0 (0%)	10.87	46

Survey Archive 2

	● Laurea University of Applied Science	● Other (Please Specify)	● Aalto University	● Haaga-Hella University of Applied Science	● HAMK University of Applied Science	● Lapi University of Applied Science	● Metropolia University of Applied Science	● Satakunta University of Applied Science	● Arcada University of Applied Science	● Cetria University of Applied Science	● Diak University of Applied Science	● HUMK University of Applied Science	● Jyväskylä University of Applied Science	● Kakkois-Suomen University of Applied Science (XAMK)	● Kajaani University of Applied Science	● Other	Standard Deviation
All Data	20 (43%)	15 (33%)	5 (11%)	2 (4%)	1 (2%)	1 (2%)	1 (2%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5.73

Survey Archive 3

Have you ever heard of traveling safety?

	● Yes, I think I am fully equipped with the knowledge from my own and university.	● No, never heard it before but willing to get to know it!	● No, but I am all good without the knowledge of it.	● Other (Please Specify)	Standard Deviation	Responses
All Data	22 (48%)	18 (39%)	4 (9%)	2 (4%)	8.65	46

Survey Archive 4

As for any traveling involved during your study or working in your home university, do you think your home institution provides sufficient safety training before your trip?

	● Yes, it was quite well arranged traveling safety and security courses(or material) before my trip.	● They provide some informing lectures but I don't feel it is enough for me to prevent and mitigate the risks at destination.	● No. There isn't any safety related lectures or material were hold (or offered.)	● Other (Please Specify)	Standard Deviation	Responses
All Data	11 (24%)	9 (20%)	21 (46%)	5 (11%)	5.89	46

Survey Archive 5

Do you tend to buy travel insurance while planning your trip?

	● Yes, I always have my travel insurance updated	● No, I don't think is necessary.	● Other (Please Specify)	Standard Deviation	Responses
All Data	31 (67%)	13 (28%)	2 (4%)	11.95	46

Survey Archive 6

Can you distinguish and categorize what is a high-risk country and what is a low-risk country?

	● Yes, I do. At the same time I know how to maintain highly concentrated and alerted at destination no matter where I am located.	● No I don't see it is related.	● I always go online and check my destination risk level before I leave.	● No idea how to do it but looking forward to get taught.	● Other (Please Specify)	Standard Deviation	Responses
All Data	24 (52%)	2 (4%)	16 (35%)	3 (7%)	1 (2%)	9.2	46

Survey Archive 7

Do you consider female travelers has more vulnerabilities than male?

	● Yes	● No	● Other (Please Specify)	Standard Deviation	Responses
All Data	34 (71%)	7 (15%)	7 (15%)	12.73	48

Survey Archive 8

What kind of helps and provides which you think is crucial when you are traveling aboard assigned by your home institution?

	● 24/7 emergency contact	● Risk messaging updates	● Nearest medical access provided	● Other (Please Specify)	Standard Deviation	Responses
All Data	30 (64%)	5 (11%)	9 (19%)	3 (6%)	10.76	47

Survey Archive 9

12.2 Appendix 2 Interview

- If you could tell me briefly about your roleplay and position at your organization and what do you in charge of?

Arja Majakulma(A): I am the head of international affairs for all the international affairs within all Laurea Campus, for example, student exchange and relevant issues.

Pertti Hukkanen(P): I am the safety and security director of Diak University of Applied science, and I am in charge of safety and security regulations building of Diak campuses

- By far, what kind of safety and security orientation is currently briefing to the out-bonding exchange student? Are they compulsory for all the students?

A: "Right now and have always been doing is we have compulsory general briefing courses for all the exchange student is not only about safety issues but all the general information which might be involved in exchange study, for instance, curriculum arrangement also. However, we do insist students to following certain safety and security checking up routine which is first reporting themselves to Ministry of Foreign Affairs and registering to matkustusilmoitus.fi where they can get 24/7 updated information about the country they are traveling to; recommend student purchase traveling insurances if do not obtain one and some general roll up for the exchange study. The orientation course is starting few months ahead of student exchange which also has the credibility to student's study model."

P: "For Diak, we don't have as much student exchange programs as other University of applied science instead of student's practical training abroad and destinations are much riskier such as Kenya, Zambia where we have cooperated institutions located most. So far we have a safety and security checkup form to fill for out bonding student which was done by international teams roughly ten years ago. It is not only about checking safety issue but also health and politics environment of the destination. On the other hand, after the trip, we will

ask the student to write a reflection about the trip which is also a good material for the following students who are going to the same destination.

- What is the most needed measurement or solutions for fighting against safety for the student during mobility study and living?

A: For now, what we need is a fast pre-departure self-checking list where students must pass through fulfilling the list to pass the orientation course module. For instance, description of tick box can be "have you register in matkailmoits.fi?" All the question should be answered to finishing the module. Concerning about during the trip we do not have much too involved in but we do check-up our students from time to simply by asking how is everything going by sending an email."

P: "I think for now what we are looking forward is some system is response really fast that I think for now what we are looking forward is a system which could response for our student's different scenarios when they are on mobility and it should be working 24/7. Sending the checking up messages to student regularly and they are obligated to reply the message so that we could observe students more efficiently."