

EuroCHRIE 2021

Magnus Hultberg & Palle Nørgaard

Negotiating exemplarity and example –  
accommodating the student's  
needs for real world authenticity by  
**'long term practice arena'-integration**



# Program: Service, Hospitality and Tourism Management

## Practice-based Volunteer Management



# NorthSide Music Festival, Aarhus, Denmark

# Why this course?

Based on data from two previous analysis on

Volunteers experiences of participating in events:

- Sailing World Championships 2018
- Aarhus Sailing Week 2017



# Course structure

## FIRST YEAR

## Practice-based Volunteer Management

- Day 1** Theory + Groups working on scenarios
- Day 2** Theory + Groups working on scenarios
- Day 3** Partner teaching: Team Leader role, Work Task Venue, Work flows on Venue, Disc profiles
- Day 4** Partner teaching on site, Security, Radio control
- DAY 5-7** 3 days during festival Team leading long days daily video logs
- ½ day** Evaluation on participation with organisation

## EXAMINATION (FIRST YEAR):

- Synopsis hand-in
- Databased: Video Logs
- Oral examination

## SECOND YEAR

- Meeting with organisation
- 3 days as Mentor and Team Leading
- Class-Contribution: Scenario-development and discussions



FIRST YEAR

Day 1 Theory + Groups working scenarios

Day 2 Theory + Groups working scenarios

Day 3 Partner teaching: Team Leader role, Work Task Venue,  
Work flows on Venue, Disc profiles

Day 4 Partner teaching on site, Security, Radio control

DAY 5-7 3 days during festival Team leading long days daily video log

½ day Festival Evaluation on participation + next steps with partner



EXAMINATION:

Synopsis hand-in

Databased: Video Logs

Oral examination

SECOND YEAR

- Meeting with organisation
- 3 days of Festival participation  
Incl. Mentoring next years students
- Contributing at course with scenario-discussions



# The didactic reasoning behind the course structure

## Initially - business as usual

- 1) The students read theory and cases from home
- 2) In class they start by reflecting on experienced conflicts in their own (work)life
- 3) They roleplay based on these conflicts and use specific theories and techniques for preventing or deescalating the conflict



## Practice-based Volunteer Management 5 ECTS

### FIRST YEAR

**Day 1** Theory + Groups working scenarios

**Day 2** Theory + Groups working scenarios

**Day 3** Partner teaching: Team Leader role, Work Task Venue,  
Work flows on Venue, Disc profiles

**Day 4** Partner teaching on site, Security, Radio control

**DAY 5-7** 3 days during festival Team leading long days daily [video log](#)

**1/2 day Festival Evaluation** on participation + next steps with partner



### EXAMINATION:

Synopsis hand-in

Databased: Video Logs

Oral examination

### SECOND YEAR

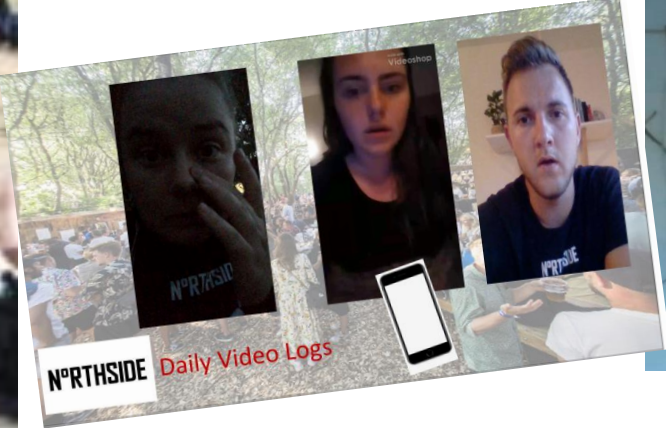
- Meeting with organisation
- 3 days of Festival participation  
[Incl. Mentoring next years students](#)
- [Contributing at course with scenario-discussions](#)



# Scenario-exercises



# The 2nd year obligatory participation



1st year mentee, 2nd year mentor

# Identity and/in Learning

Understanding **the value**  
through the experience of  
authenticity in learning

<https://tidsskrift.dk/dut/article/view/118780/169792>



Venue

Doing the work

Becoming the Team Leader/the Mentor

Objective Authenticity -

Perfomative Authenticity -

-

Existential Authenticity - **Iterative Authenticity**



# Scalable ?



# - Thank you -

Contact:

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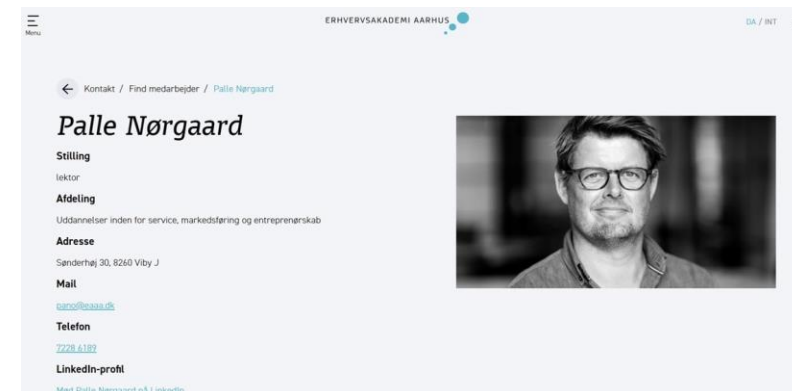
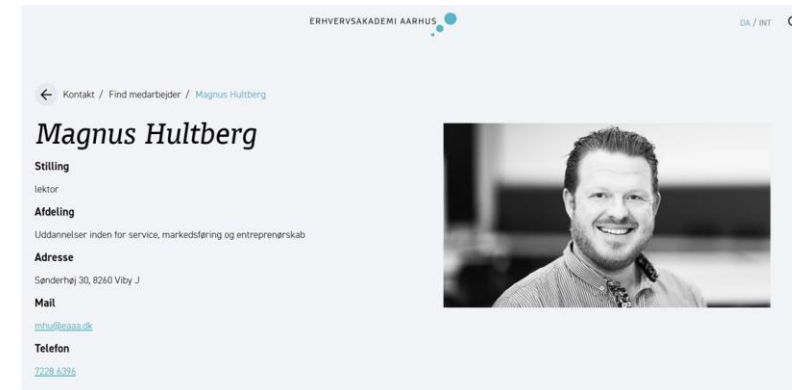
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**ARE YOU  
EXPERIENCED?**

