

Research Outlook

Message from the Chairman

For ICL Education Group 2023 has been an incredible year of growth, with the Language Division climbing from 200 in January to 565 in November, and the Graduate Business School even more spectacularly, from 187 to 630. Both Master's degrees are over 170 students and the Graduate Diploma in Teaching ECE is over 190. Forward applications are strong with an expected 100 arrivals in January. And because arriving cohorts were so small during border closure, the number of graduations now is also small. Thus, by the March intake we might well hope to be around 800 in the GBS alone. This will however depend on the policies of Immigration NZ and we are already concerned about the rising visa decline rate in some markets and increase in processing times.



Growth has obviously had a huge impact on class size and we now run several classes at around 50, and for the last two months a merged class of over 80. This has been successful, and we are grateful for our lecturer team for bearing with us while we investigate alternative models for assessing and marking these large numbers. We are particularly looking into how AI can assist us.

The increase in our research activity has also been geometric, with an anticipated 100 concurrent supervisions in 2024. And possibly the greatest single leap in ICL's research development will come in early 2024 when we expect to launch our MBI by Thesis. The first of two Type 2 changes has been approved by NZQA and we hope the second will be approved in January.

Thank you to our wonderful academic team and our invaluable external supporters on our Research Advisory Board and our Stakeholder Advisory Board. I wish you all a Happy Christmas and an excellent New Year.

Ewen Mackenzie-Bowie
Principal and Chairman

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Welcome to the December 2024 research update!

As we navigate through the last chapters of 2023, it brings me immense pleasure to share with you the remarkable strides we have made at ICL Graduate Business School. The past year was a testament to our collective dedication and resilience, and the fruits of our labour are now more visible than ever.

First and foremost, we have witnessed a significant surge in student numbers for our flagship programmes, the Master of Management and the Master of Business Informatics. It is with great pride that I announce more than 50 students will embark on their Applied Research Project in the first quarter of 2024 alone. This milestone not only underscores the growing appeal of our curriculum but also the trust placed in our institution by aspiring professionals.

In our continuous quest to innovate and provide tailored educational pathways, we are excited to introduce a new avenue for the Master of Business Informatics (MBI) students - the Master by Thesis study pathway. Set to commence in the first half of 2024, this initiative will offer a deep dive into research-driven learning, fostering a new generation of thought leaders in the field.

Equally thrilling is the planned launch of a novel study option for the Master of Management. Responding to the evolving landscape of healthcare in New Zealand, we are incorporating a strand in Healthcare Management. This specialization, designed in alignment with the core competencies advocated by the Australasian College of Health Service Management (ACHSM), marks a significant step towards bridging the gap between management education and healthcare needs. We plan to introduce this new strand in the first half of 2024.

Adding to our suite of offerings, March 2024 will see the inception of our Bachelor of Business Information Systems qualification. This curriculum is meticulously crafted to meet the digital era's demands, equipping students with the necessary tools to excel in the business information systems domain.

Lastly, but most importantly, I wish to extend my heartfelt gratitude to our academic team. Your unwavering commitment and hard work throughout 2023 have been the backbone of our success. To all our stakeholders, whose support has been instrumental in our journey, your faith in ICL has propelled us to new heights. Together, we have laid a robust foundation for an even brighter future.

As we forge ahead, let us carry forward the momentum with the same zeal and dedication that have become hallmarks of our collective efforts. Here's to a year of ground-breaking achievements and transformative learning experiences.

Ngā mihi nui,
Markus Klose
Academic Director - ICL Graduate Business School



ICL Research Seminars

Research active staff and those with research interests regularly gather at research seminars. Here are some exciting research papers presented by academic staff from October to December 2023. More research-sharing sessions are scheduled in 2024.

Presenter	Topic	Date
Dr Michèle Akoorie	<p style="text-align: center;">Cyber security awareness for remote workers during the COVID-19 pandemic in New Zealand</p> <p style="text-align: center;">Abstract</p> <p>The purpose of this research is to determine the level of cybersecurity awareness among telecommuters due to the COVID-19 pandemic, to increase the level of cybersecurity awareness among people working from home, and to provide recommendations for them to avoid the risk of cyber threats. Building on previous studies on the same topic in other countries, this research focused on the experience of New Zealand workers.</p> <p>A 19-question questionnaire targeted individuals who experienced working from home in the aftermath of the pandemic in New Zealand. The survey revealed that there is a minimal level of security awareness. Cyber security is not a fundamental part of organisational culture. Training within organisations is needed to ensure that employees and managers are aware of the potential risk of cyber-attacks. The use of up-to-date software and tools, and devices should be encouraged so as to comply with the necessary security regulations.</p> <p>From this study, workers and managers should be able to understand the importance of cultivating a strong cyber security culture. Workers will have more tools to identify potential threats and safeguard both their privacy and the organisation's sensitive data.</p>	October 2023
Hemal Manaktala	<p style="text-align: center;">Huakina mai: Opening doorways for ākonga in Aotearoa</p> <p style="text-align: center;">Abstract</p> <p>Early childhood education (ECE) in Aotearoa is unique as it offers play as a framework for learning and development of tamariki. The tertiary education (TE) sector in Aotearoa has a range of undergraduate courses for training ākonga to become certificated kaiako in Aotearoa. These courses offer theoretical and hands-on learning opportunities for ākonga and equip them to gain knowledge and understanding about creating authentic and meaningful learning opportunities for tamariki.</p> <p>Studies suggest that brain development is paramount in the first five years of a tamaiti. Hence, kaiako must provide high-quality learning opportunities for tamariki under their care. The creation of an optimal learning environment for tamariki requires leadership. Though leadership is embedded within the everyday practice of kaiako and is an implicit part of the undergraduate courses offered by the TE in Aotearoa, leadership is</p>	November 2023

taught explicitly in postgraduate studies. Hence, there is a lack of knowledge and understanding about how leadership is perceived and enacted within ECE settings.

Given that the ECE in Aotearoa is unique, there is a surge in the number of international ākonga enrolled in the undergraduate teacher training courses offered in Aotearoa. It leads to rich and diverse perceptions and understanding of leadership based on the knowledge, culture, and life experiences of ākonga.

Although leadership is embedded implicitly within the undergraduate courses offered by the TE in Aotearoa, there is a lack of knowledge and understanding about how leadership is perceived and enacted by national and international ākonga enrolled in the undergraduate teacher training courses offered by the TE in Aotearoa.

This kōrero proposes research at the ICL Graduate Business School about the perceptions and experiences of leadership of ākonga as teachers-in-training in Aotearoa. Though it will be small research in the vast tertiary education sector in Aotearoa, it will be precious.

“Ahakoa he iti, he pounamu” – Māori Whakataukī
 Literally translated, the whakataukī says, ‘Although it is small, it is pounamu’.



Glossary:

- ākonga learners
- kaiako teachers and co-learners
- kōrero discussion
- tamaiti child
- tamariki children

These sessions help boost ICL’s research culture. They allow for discussing possible collaborative projects and exploring research topics from previous recommendations.



Hemal Manaktala, ECE Lecturer, at an ICL research seminar

Professional Development

As part of professional development, staff members attended and facilitated professional development sessions conducted by ICL Graduate Business School and other professional organizations.

Dr Syed Jamali, Programme Manager (Postgraduate) and Senior Lecturer attended the following Webinars organised by The Education Hub:

- *Determining the implications for education from the hype of AI– 18th of September 2023.* Over the past months, a series of articles has appeared across popular media focused on the arrival of Artificial Intelligence (AI) and exploring what this means for education. In this webinar, the presenters explained in plain language the recent developments in AI, what they may mean for education, and importantly, what some strategies might be that teachers and schools can use to engage effectively with AI.
- *Educational technology and inequality -3rd of October 2023.* This webinar explored trends, issues, and possibilities related to the role of technology in education, with particular focus on the continuing digital inequalities that exist and the social and educational implications of these disparities.

Hemal Manaktal, ECE Lecturer, also attended the following symposiums organised by different institutions:

- Inclusive Education, ITE symposium by Teaching Council of Aotearoa New Zealand on September 20, 2023
- Building Effective Cross-Provider Associate Teacher Networks, ITE symposium by Teaching Council of Aotearoa New Zealand on October 18, 2023
- Interpreting Turnitin’s AI Writing Report by Turnitin team on October 26, 2023
- Mana o te whenua – Maunga, ITE symposium by Teaching Council of Aotearoa New Zealand on October 26, 2023
- Curriculum Refresh Hui 6, ITE symposium by Teaching Council of Aotearoa New Zealand on November 29, 2023
- ITE Provider symposium by the Teaching Council of Aotearoa, New Zealand, and the Ministry of Education on December 6, 2023.

Research Projects Undertaken by Master of Business Informatics (MBI) and Master of Management (MM) Students

Cohort 29 has finished their final Applied Project Reports of 15,000-20,000 words under their supervisors. These research projects have been completed and submitted on time. In addition, the students have investigated some exciting and relevant areas:

Researcher	Topic	Supervisor
Wenlong Wu	The effectiveness of online customer satisfaction using Chatbots in One New Zealand	Dr Ahmad Wedyan
Surabhi Talwar	Fostering business transformation in the IT Industry: The influence of agile project management methodology	Dr Michèle Akoorie
Sonali Chadha	Empowering Indian Banks – AI powered dispute resolution for better customer service	Dr Sid Sirisukha

Publications

Jamali, S., & Parmar, K. (2024). *The usage of online platforms by international students to choose New Zealand as an education destination*. Paper in progress. This paper has been accepted to present at the 7th International Conference of Advanced Research in Education, which will be held in Cambridge, the United Kingdom during June 07 – 09, 2024.

Editor: Dr Syed Jamali