Institution: University of Surrey

Unit of Assessment: UOA 26 Sport and Exercise Sciences, Leisure and Tourism

a. Overview

In RAE2008, tourism and hospitality were incorporated in Business and Management, but in 2013 are submitted to UoA 26, reflecting the growth, independence and continuing success of the unit, and panel guidance. New appointments (*italics below*) have strengthened existing research clusters, and created new clusters to engage with end-user agendas. Overlapping cluster memberships ensure interactions amongst these.

Applied Philosophy and Society (Co-ordinator Tribe): Epistemology & education (Tribe, Airey); Sustainability & ethics (*Cohen,* Miller; Scarles); Social access & inclusion (Miller, *Morgan*).
Economic Modeling and Innovation (Co-ordinator Li): Demand & consumer modeling (*Chen*, Li), Innovation & risk (*Williams*).
Marketing and Branding (Co-ordinator *Morgan*): Product & destination marketing (*Park*, *Morgan*); IT & social media (*Park*).
People, Places and Mobility (Co-ordinator *Williams*): Mobility & migration (*Cohen, Janta, Nolan, Williams*); Visualizing tourism (Scarles); Social conflicts (Y*ang*), Culture, food & tourism (*Yoo*).
Policy and Governance (Co-ordinator Airey): Tourism policy & governance (Airey; *Kimbu, Yang*).

The UOA's research is underpinned by its critical and sustainable mass, research culture, ability to recruit and produce world class researchers, and international and end-user collaboration. We have increased peer-reviewed funding, especially since 2011, with staff having 9 UKRC and 3 international research council awards, and 5 large EU grants (>€100k). Numbers of publications in top journals have increased sharply (all submitted papers ABS 3/4*), and we edited 5 journals in the REF period, including *Annals of Tourism Research* (the highest impact tourism and hospitality journal). Our substantial PGR community (37 individuals, 25 FTEs) includes 3 ESRC studentships.

Research highlights (elaborated below) include our contributions to epistemology, social access, sustainability, modelling and innovation, destination management, and migration and mobility. In 2013 the School received the Tourism Society Award for *its outstanding contribution to tourism*.

b. Research strategy

The Changing Internal and External Research Environment

A School of Hospitality and Tourism Management (SHTM) was created in 2011, recognising our research strength, global reach and increasing size: from 15 academics in 2008 to 24 in 2013. This created opportunities to reorganise our 5 research clusters, with *new appointments* targeting cutting-edge areas, e.g. innovation, migration and social media.

Our publications and research funding demonstrate continuing strength to address *national and international research agendas* including the ESRC's 3 priorities: a) Economic Performance (e.g. ESRC grants, Marie Curie); b) Influencing Behaviour (e.g. EPSRC MILES; Leverhulme Fellowship); and c) Vibrant & Fair Society (e.g. ESRC seminar series, EU DG Enterprise grants). We also engage with UNWTO priorities in educational research, EU priorities in sustainability & social access, and national priorities e.g. VisitEngland in sustainability, and BIS in productivity.

From RAE 2008 to REF 2014: strategies and achievements

RAE2008 specifically commended tourism and hospitality for our outputs, research students, and industry links. The narrative also emphasised strengthening these research areas. Our 2008-13 achievements are assessed against the *current School Research Plan's 6 research priorities*:

- *To create a substantial, inter-disciplinary and internationally diverse academic community*. *Achievements:* staffing has increased to 24 with appointments across the scale - Professor (2), SL/Reader (2), Early Career Researchers (ECRs) (7). 9 of 11 new appointments are international, and from 7 disciplines*.*
- To establish *a supportive and dynamic research culture*, especially for ECRs. *Achievements:* extensive research collaboration evident in publications; and ECRs are mentored and included in successful applications (e.g. Park, ESRC standard grant; Chen, EU DG Enterprise grant).
- To ensure our *research clusters remain world leaders* through intellectually and methodologically cutting-edge, rigorous research. *Achievements:* each cluster has submitted 2-

5 members to REF based on quality publications, and secured significant peer reviewed funding – Applied Philosophy (EU, ESRC), Economic Modelling/Innovation (ESRC, Hong Kong Grants Committee), Marketing/Branding (Norwegian Research Council), People, Places, Mobility (ESRC, Leverhulme, EU Marie Curie); Policy and Governance (UNWTO).

- To *maximise our impact* on national and international end users, through addressing their agendas via high quality research. *Achievements:* see Impact Case Studies, which demonstrate particular impacts in demand modelling, social access and sustainability.
- To *subject publications and funding applications to demanding external peer review*. *Achievements:* 100% of REF publications are in ABS 3/4* publications; and individuals have been awarded 9 UK Research Council grants.
- To enhance our *substantial and vibrant PGR community*, strengthening our research culture and contributing to subject-area sustainability. *Achievements*: maintained high quality PGR community (25 FTEs), securing ESRC DTC training status, and 3 ESRC studentships.

Building on these achievements, *we have widened our leadership role* in the subject area and in social science, including editorship of five journals (Section e). Our global reach and reputation are reflected in regularly being ranked first in the major subject league tables, and fourth ranked in the latest world league table for tourism research (Denver et al 2009, Jnl. of Hosp. & Tour. Res.).

Beyond 2013: future strategic aims and their monitoring

    a) Short/medium term (1-2 years)

- *To strengthen existing clusters* through further increasing high quality publications, and intensifying user engagement. Drivers: both individual scholarship, and completion of currently funded projects (FP7, Marie Curie, EPSRC MILES, ESRC, EU DG Enterprise. etc.).
- *To expand existing research clusters through 5 new appointments by 2014*, while improving the research effectiveness of existing staff. Drivers: appointments are in Faculty Plan.
- To *strengthen our PGR community*, via recruitment into our traditional +3 and new 1+3 doctoral routes. Drivers: ESRC studentships, Faculty scholarships, and government bursaries.

    b) long term (3-5 years)

- To *develop emerging research agendas*, particularly in health care-leisure interfaces, tourism as engine of growth in the Global South, social embedding of new technologies, and transport. Drivers: Faculty support for new posts.
- To further *internationalise research collaboration*. Drivers: our partnerships with world-leading Universities (São Paulo, Queensland, HKPU, Central Florida, & Sun Yat-Sen).
- *To increase end users' involvement in our research.* Drivers: increased joint postgraduate supervision (ESRC CASE awards), and funding applications (grants & KTPs).
- To further *strengthen our research environment and culture*, ensuring we remain sustainable, vibrant and globally attractive. Drivers: appointments across disciplines, and career stages, and new levels of support for funding applications, dissemination and impact.

Monitoring Research performance is monitored at six levels: a) University and Faculty research committees benchmark our performance; b) the School research director (Williams) and school research committee (all professors) review progress; c) quarterly School research meetings disseminate best practice, and discuss research; d) cluster leaders co-ordinate activities; e) annual away days for all staff; and f) annual performance reviews for all staff, and mentoring of ECRs. Research Governance is multi-level: The Faculty has an Associate Dean Research and the Deputy VC (Research and Innovation) provides oversight of University and Faculty Research Committees.

Developing, disseminating, and supporting research

Individual research is supported by the University (e.g. meetings with funders), cluster meetings, and quarterly School Research Meetings. We have a collegial research culture, make presentations about all funding successes, and share successful bids with colleagues. All funding applications are subject to internal peer review. Appraisals review individual funding targets. ECRs are supported by reduced (0.75) teaching loads, can bid for University and School (2-3 awards annually, e.g to Nolan 2012) for pilot projects, and their first external research bid is mentored.

Our *dissemination strategy* prioritises and supports open access publication in the highest quality journals (ABS 3*/4* or similar) because we value demanding peer review. Tribe, editor of Annals

of Tourism Res., leads on publication strategies at School Research Meetings. ECRs are encouraged to publish jointly with experienced researchers or work with mentors. The University's Surrey Research Insight publications database had 136,000 UOA 26 downloads in 2012-13.

The *publication strategy is reinforced by conferences/workshops*. Our flagship is the quinquennial Surrey Advancing the Social Science of Tourism conference: the fourth conference, 2011, attracted 162, mostly international, participants. School of Hospitality and Tourism events include joint workshops with the RGS/IBG Geography of Tourism Group, ESRC Net-STaR seminar series, and HE Academy Olympics & Paralympics Interest Group. The Surrey Think Tank inter-disciplinary workshops, initiated in 2013, explore cutting-edge research agendas. The first think tank was on Family & Friends Mobility, and the second (jointly with the School of Computing) is on Tourism and Technology. We also organise external conferences e.g. Morgan with Critical Tourism Studies. All staff have individual annual £1200 conference budgets, and research students £1000 over 3 years.

Interdisciplinary and collaborative developments/research
Our staff are interdisciplinary, being from Economics, Geography, History, Hospitality & Tourism, Management, Statistics, and Drama, and engage in *internal and external interdisciplinary collaborations*. They participate in joint funding bids and workshops with Surrey's world-leading Centre for Environmental Strategy. They also collaborate with Mathematics and Computing in two EPSRC MILES projects, on using mobile technology to encourage children's sustainable local travel, and augmented reality in exhibition spaces (Scarles). Externally, Williams' FP7 SECOA project on coastal mobilities collaborates with marine scientists.

c. People, including:

i. Staffing strategy and staff development
We aim to support existing staff to produce world-class research, and recruit new international and interdisciplinary researchers. Staffing increased from 15 in 2008 to 24 in 2013.

Recruitment and vitality All new staff are expected to have high quality publications, with senior appointments expected to have excellent funding records. New appointments have facilitated reorganising our research clusters (Section a), especially in creating the new People, Places & Mobility, and Marketing & Branding clusters. We have strategically recruited interdisciplinary and international researchers. An EU Marie Curie fellowship (2013-15) also contributes to our vitality.

Demographic profile and sustainability A policy of recruitment at all levels, 2008-13, ensures a well-balanced age structure. Amongst the REF submitted staff from this group, 2 were recruited as professors, 2 as SLs and 7 as ECRs. Overall, only 3 submitted staff are aged 60+, 2 professors are younger than 48, 5 SLs/Readers are aged under 40, and the others are ECRs. A further five new posts have been approved by the Faculty as the next stage in a long-term growth plan.

Career development The University's Staff Development Unit provides a comprehensive staff development programme/service. This is supplemented at School level by a strong focus on research expectations and culture in staff induction, annual performance reviews, and provision of mentors. All academic staff can apply for *sabbatical leave* and, since its inception, three junior SHTM staff have been awarded research sabbaticals. Additionally, Williams, Airey and Li had international research visitor leave at the Universities of Canterbury, Queensland and HKPU.

Career Development for Research Assistants and ECRs 24 University training workshops were run in 2011-12, and in 2011 the University developed an action plan to implement The Concordat to Support the Career Development of Researchers. The University Careers Service provides guidance to produce personal career plans for fixed-term researchers. The School is proud that 7 out of 8 fixed term staff moved to established posts in the REF period. At the *regional and national levels*, Surrey's Researcher Development (SRD) team are a leading member of Vitae South-East Hub. At national level, SRD participates in the Vitae Intrapreneurship Project, and UKCGE events.

Supporting Equality and Diversity Surrey is committed to its responsibilities under the Equality Act 2010, and to attracting the best staff and students and fully harnessing their skills. An Athena SWAN Bonze university award was granted in April 2013, and the University has signed the HR Excellence in Research Concordat. The School staff profile is diverse: there is a 50-50 gender balance, and 9 of 11 appointments since 2008 were international.

Maintaining Research Standards is integral to our strategy because research quality informs

impact. All research projects are approved by the University Ethics Committee. The School advocates the British Sociological Association ethics code as a model of good practice.

ii. Research students

Training and Supervision The University and Faculty Research Degrees Committees coordinate PGR recruitment, progress, confirmation, and examination. The School Postgraduate Director (Cohen) reports to the School Research Committee, and quarterly to School Research Meetings. PGRs are represented at School Research Meetings, and actively shape our PGR programme.

Research training is delivered at three levels:

a) The *University's Researcher Development Programme* (RDP) currently provides c.200 workshops annually, and addresses employability via the Vitae Researcher Development Framework. All PGRs complete an induction course and produce individualised training programmes. There are further compulsory courses on 'The Confirmation Process', and 'The Viva'. Thesis Writing Retreats support overcoming writing hurdles. Support for PGRs based off-campus uses online resources including Skills Portal links to open educational resources, and social media to keep in contact. Residential events include an 'Effective Researchers' course.

b) *At Faculty level*, various forms of training are provided. A compulsory training programme involves an induction programme and weekly training events in Year 1. All doctoral students take three core modules in research skills, including Advanced Quantitative and Qualitative methods. In addition, a more intensive training programme is in place for some doctoral students via a 1+3 Integrated Doctoral Studies Programme; the UOA provided full bursaries for two students in the programme's first year. A fully funded intensive residential summer school is available to all.

C) *The School* is a member of ESRC's South East Doctoral Training Consortium, which offers advanced research training (see below). All PGR students attend and present to the School Staff-PGR research seminars. Research training includes co-authoring publications with supervisors.

Prestigious studentships and ESRC South East DTC The School has so far been awarded *3 highly competitive ESRC studentships*. The South East DTC is one of a very small number of ESRC DTC opportunities in tourism/hospitality, nationally. Students attend ESRC approved training programmes, inter-disciplinary Master Classes (e.g. on QDA Miner and Worstat), and an annual inter-disciplinary Conference. Two PhD candidates obtained *Commonwealth Studentships*.

A strong and dynamic PGR culture A large cohort of doctoral students (currently 37 students, 25 FTEs) fosters a dynamic and interdisciplinary PGR culture. The provision of training across all three years and Faculty summer schools facilitate interaction and student integration. The integration of doctoral students and staff is facilitated by staff-PGR research seminars, and the provision of PGR and staff accommodation in the same complex. Visiting PhD students, supported by our Santander Mobility Fund, contribute to an international PGR culture: 6 were hosted 2008-13.

Evidence of CASE awards and other co-operation We encourage interaction between PGR students and users to maximise impact: e.g. ESRC CASE award (2012, jointly supervised by Scarles and Explore Worldwide), and an ESRC-funded 3 month internship with Tourism Concern.

PGR recruitment The School's research reputation attracts high numbers of applications, but our focus on quality means only 14% were accepted, 2008-13. The pursuit of excellence was facilitated by securing *ESRC studentships* and 9 *School full bursaries*, while attracting international candidates with *government scholarships. Each cluster has at least three PGRs*.

PGRs	08-09	09-10	10-11	11-12	12-13
Total number (FTE)	27.0	26.8	29.6	23.7	25.1

Contribution of staff to doctoral programmes Cohen leads the Faculty doctoral programme. Yoo co-ordinates a training module in the ESRC programme. Scarles delivered an ESRC Masterclass in 2012 on 'Visual methodologies'. Williams is on the SE ESRC DTC committee. Scarles co-organised a PGR workshop with the RGS/IBG Geography of Tourism Group, 2012.

Monitoring and support for doctoral students The University Research Degrees Committee monitors the frequency of supervisor-student meetings, six monthly review meetings, and annual

progress reviews. Confirmation reviews, for continuing to a PhD, are undertaken by 2 independent academics after 12-15 months. PGRs are supervised by 2 or more (trained) supervisors. At least one supervisor will have supervised a successful completion of a doctoral degree.

d. Income, infrastructure and facilities

Infrastructure and organizational infrastructure *University investments* include a £13.2m Library extension (2011), redevelopment of library archives and special collections (2012), and the £34m Surrey Sports Park development (2010). The University Research and Enterprise Office (42 staff) provides information and training about funding, and advises on funding applications. *The Library provides* access to over 140 databases of bibliographic and other information, 42,000 subscribed e-journal titles, and over 300,000 e-books. Surrey is one of only three UNWTO depository libraries in the UK, and hosts the British Guild of Travel Writers archives. The *Faculty provides* IT support, recording and filming equipment and services, 3 IT advisors, 3 events organizers, and finance and administrative staff to support research.

Research Income We especially value income from peer-reviewed resources, as they tend to support strong research outputs. Research income has sharply increased and diversified since 2011. Recent EU, ESRC and EPSRC grants mean the annual total will almost double in 2013-14. Funding is distributed across all research clusters, and increasingly involves non-academic partners.

a) Reflecting the increased setting of the clusters' research in the wider social sciences since 2008, members of four clusters have received *12 competitive national research council grants* (9 from ESRC/EPSRC). 1. ESRC standard grant, Migration, flexibility and productivity (Williams & Park, £250k, 2013-) 2. ESRC First Grant, Tourist photography (Scarles, £64k), 3. ESRC Researcher Devpt., Visual methodologies (Scarles with Essex, £81k), 4. ESRC AIM Research grant, Migration & innovation (Williams at London Met with Exeter, £205k), 5. ESRC Seminar Series, *in*VISIO (Scarles et al), 6. ESRC Seminar Series, Social tourism & regeneration (Miller, with Westminster), 7. ESRC Seminar Series, Tourism & social justice (Morgan at Cardiff, Page, Aitchison), 8. EPSRC MILES small grant, Mobile technology and travel, 9. EPSRC small grant, Augmented reality in exhibitions (Scarles and Surrey science researchers, £70k, 2013-). There are also two grants from Hong Kong Universities Grants Committee for Li (with HKPU) on competitiveness and tourism demand, and a grant for Morgan from the Norwegian Res. Council on winter tourism (2013-).

b) *Peer-reviewed research charities*: Mobility, risk and uncertainty (Williams, Leverhulme, £37k).

c) *EU funding:* 1. ENAT Networks for tourism competitiveness & sustainability (Miller, DG Ent. & Ind., £60k), 2. Sustainability indicators (Miller, DG Enterprise & Industry, £192k), 3. Environmental coastal contrasts (Williams, EU FP7, £100k), 4. First European travel experience (EU DG Ent. and Ind., £110k), 5. Economic impact of accessible tourism (Li, Chen, Miller, EU DG Emp. 2012-, £200k), 6. Global SME competitiveness (Williams, EU Marie Curie fellowship, 2013-, £220k).

d) *Other international funders*: 1. Tourism labour markets, MENA (Airey, UNWTO); 2-4. H.K.'s competitiveness & satisfaction indexes; Automatic tourism forecasting; and Supply chains (Li, with HKPU, HKPU Res. Fund), 5. Social media 2.0 & branding (Morgan at Cardiff, with U. of Tarragona, Spanish Min. Tourism), 6. Public understanding of sustainability (Miller, Scarles & Tribe, DEFRA).

e) 3 *Knowledge Transfer Partnerships*: see Impact Case Studies for details.

Sponsorship. Indicative of our industrial collaboration, the School received c£37k pa 2008-11 from the International Travel Catering Association, as part sponsorship for a Chair.

Research funding in larger research consortia Examples include: Williams collaborates with marine scientists from 8 countries (£5m EU FP7 SECOA project); Morgan collaborates with Scandinavian and USA universities on winter events (£1.7m Norwegian Research Council); Miller works with USA, Belgian and UK consultants, NGOs, and market researchers on sustainability indicators (EU). Gang and Chen have long term HKPU collaboration in researching tourism demand. The three ESRC research seminar series involved broad inter-disciplinary collaboration.

Funding and high quality research outputs External funding is essential for many types of research, and also facilitates end-user collaboration. Therefore, external bids are encouraged, particularly from strong peer review bodies such as Research Councils. The most cited funded

(ESRC) paper was Williams' 2009, 'Knowledge transfer and management', TM (40 citations). The School also strategically supports non-funded research that produces high quality outputs and impacts: e.g. Tribe's 2010, 'Tribes, territories and networks', ATR (37 citations).

Strategies for generating grant income Williams' recruitment in Jan. 2011 to strengthen grant bidding is reflected in sharp research income growth, 2011-13. The School's integrated funding strategy starts with induction and annual performance review procedures, which emphasise grant applications as part of our research culture. ECRs usually apply initially for University or School pilot grants, and their first external bids are then mentored by senior colleagues. All staff are supported in making funding bids by the University's Research & Enterprise Office, by obligatory internal peer review, and by training provided at quarterly School Research meetings (e.g. learning from successful research bids). The Surrey Think Tanks also facilitate research bids e.g. the 2013 VFR Think Tank led to a Leverhulme application. We are committed to collaborative international and inter-disciplinary research because of the creativity at knowledge interfaces. Future collaboration with science as well as social science/ humanities will broaden our funding base.

e. Collaboration or contribution to the discipline or research base

Collaboration beyond the University: international and inter-disciplinary The School Research Strategy prioritises *international collaboration*. For example: the Economic Modelling & Innovation cluster has joint projects with Hong Kong; the Applied Philosophy & Society cluster collaborates with the USA and Greece in an EU DG Employment. project; the Mobility cluster has an 8-country FP7 project involving EU and Asian countries; the Marketing & Branding cluster works with Scandinavian and USA partners in the Norwegian Research Council project on winter tourism; and the Policy cluster with Australia (Queensland) on tourism policies. The internationalisation of our research is reflected in the significant number of submitted REF publications involving at least one non-UK co-author. National academic collaborations with leading research universities include: the Universities of Oxford (Miller), Exeter (Williams), and Bath and Sheffield (Scarles).

Inter-disciplinarity is equally important in our research collaborations, and – reflecting our multi-disciplinary staff – includes geography (Scarles), economics (Li), sociology (Cohen), environmental science (Williams). Co-leadership of three ESRC seminar series has also enhanced inter-disciplinary collaboration. For example, the Network of Social Tourism and Regeneration (Miller et al) involved planning, sport, cultural studies and history. Recently, we increased co-operation with science researchers: Scarles is involved in EPSRC MILES funded research with several Surrey science departments, and Williams with environmental scientists in an FP7 project.

External collaboration is supported in 3 main ways. A) Specific funds support Surrey's inter-university partnerships, e.g. Miller's work with São Paulo was funded by the Santander Mobility Fund, and Airey received a University of Queensland fellowship. B) Hosting of 15 Surrey Visiting Research Fellows since 2008: e.g. Jago (Tourism Australia), Pechlaner (Germany), Takeuchi (Japan), Kim (Korea). C) Academic staff have annual conference funds.

Leadership in the wider research community

Journal editorship We have edited five journals since 2008. Tribe edits the highest impact tourism journal, *Annals of Tourism Research;* under his editorship, the IF increased to 3.5 in 2012. He also edits the *Journal of Hospitality, Leisure, Sport and Tourism Education*. Williams is co-editor of *Tourism Geographies*, and editor (until 2009) of *European Urban and Regional Studies* (IF 1.5), the seventh ranked urban studies journal. *Tourism and Hospitality Research* was edited from the School until 2013. We are associate editors for the Cornell Hospitality Quarterly and the Journal of Destination Marketing & Management. In addition, we have 43 representations on the editorial boards of leading journals such as Journal of Sustainable Tourism and Tourism Management. We also edit special theme issues, e.g. JOST 2013 (Cohen), Jnl. of Destination Marketing 2013, (Morgan), Current Issues in Tourism 2011 (Miller), and Jnl. of Cleaner Production (Miller).

Wider academic leadership and recognition

Our role in the *wider social science community* is recognised by having three elected fellows of the Academy of Social Science (Airey, Tribe, Williams). Scarles is member of the ESRC Peer Review College, and Williams was a member of the ESRC CASE studentship panel (to 2009). Airey is a Fellow of the Royal Society of Arts.

Recognition of our leadership in tourism and hospitality is evidenced in having three elected members of the prestigious International Academy for the Study of Tourism (Airey Vice President, Tribe, Williams), and of the Higher Education Academy (Airey, Scarles, Tribe), where Airey was Chair of the Hospitality Leisure Sport & Tourism Network. We have two elected members of AIEST's Tourism Research Centre (Airey and Williams), three fellows of the Tourism Society (Airey, Morgan and Tribe), and two elected fellows of the Association for Tourism in Higher Education (Airey and Tribe). Additionally, Airey is a Fellow of the Institute of Hospitality.

We also contribute to *subject area leadership*. Foundational roles include: Morgan and Tribe's leading roles in creating the Critical Tourism Network; and Tribe as international advisor, and Scarles and Miller as executive members of BEST Ed. Network. We also play key roles in leading tourism/leisure bodies across disciplines. Scarles is Chair of the RGS Geography of Tourism & Leisure Group, and on the Board of Directors for the Recreation, Tourism & Sport Res. Group of the Assoc. of American Geographers. Williams was a committee member for the Int. Geog. Union Tourism Commission (2002-10). Miller was elected to the executive of the Assoc. Tourism in Higher Education, and Li is an executive member of the Int. Assoc. for Tourism Economics.

Visiting Fellowships We have been awarded 2 prestigious research fellowships: Williams (Leverhulme Fellowship, on mobility and risk) and Airey (James Whyte Visiting Research Fellow, Univ. of Queensland, on tourism governance). Additionally, five staff have been Adjunct/Visiting Professors: Tribe (South Pacific), Williams (Canterbury), Miller (Wakayama, Japan), Airey (Breda, and Central Lancashire), and Morgan (Tronso, Finnmark, Auckland Tech., and Milan).

National, international advisory board membership Our expertise is recognised by serving on key international advisory boards: Board of Trustees, Ulysses Foundation (Airey), Aga Khan Foundation Think Tank for Hospitality & Tourism Education in East Africa (Tribe), Commonwealth Scholarship Panel (Airey, Tribe), Fáilte Ireland Research Board (Tribe), Portuguese Universities. Tourism Accreditation Commission (Airey, Tribe, Williams), and Chair of Accreditation Panel for Science and Higher Education, Croatia (Airey). We also served on University International Advisory Panels: e.g. Cyprus University of Technology (Tribe), and the European Academy, Bolzano (Airey).

As well as extensively refereeing for international journals and ESRC, we evaluate research proposals for international research councils: Qatar National Research Fund, Failte Ireland Research Review, MIUR (Italy), Irish Humanities Res. Council, Canada's Social Sciences Res. Council, Swiss National Science Foundation, and Korean Research Council.

Conference programme chairs, invited keynote lectures In the REF period, our staff have been invited to make 48 keynote presentations in 15 countries.

Collaboration with external bodies We prioritise strong links with external bodies based on high quality research e.g. UNWTO (Airey and Tribe, co-chaired the UNWTO Education & Science Committee 2007-11), Explore Worldwide (Scarles, ESRC CASE studentship), Eproductive (Park, ESRC grant) and Elliot People (Miller, KTP). Morgan led the Older People Research Network (Welsh government), while Miller is a WTTC Knowledge Partner (see Impact Case Studies).

Collaborative arrangements for PGR training. Explore Worldwide are partners in an ESRC CASE studentship (Scarles and Miller). Staff jointly supervise PhDs in the Universities of Lisbon, Wakayama (Japan), and Canterbury (NZ).

Responsiveness to national & international priorities Our research addresses research council, EU, government, and industrial research agendas (see Section b).

Awards and prizes *Individual awards*: Airey, the Tourism for Peace & Development Medal, Russian Acad. of Tourism, 2011; Janta 2010 and Yang 2012, Emerald/EFHD highly commended thesis awards; Cohen, selected Emerging Scholar of Distinction to attend the 2013 Int. Academy for Study of Tourism conference. Individuals have also received best conference paper awards: Park 2008, International CHRIE Conference; Li, Seventh China Tourism Forum, Scarles 2010, BESTEN Conference; and Janta 2009 and 2010, CHME Conferences. Park was awarded journal article of the year at the 2013 ENTER conference. In 2013 the School received the Tourism Society Award for *its outstanding contribution to tourism*, the first academic body thus honoured.