

HEaTED London Key Contacts Meeting – Summary Report

Monday 17th March 2014, 12:30pm to 4:30pm, King's College London

A copy of the agenda, this report and the associated handouts referred to throughout will be placed in the [HEaTED London Region Online Group](#) topic created for this meeting. You will need to register for free to access this group if you have not done so already.

The aims of the meeting were:

- To strengthen the London Network.
- To introduce the HEaTED Regional Network Grant Scheme (details attached), establish future hosts and a programme of events for all levels of technical staff.
- To conduct a needs analysis of training requirements and establish increased training provision in the London Region.
- To share information on how to become a course provider with HEaTED and the benefits it can bring to your Institution.
- To update attendees on HEaTED activities and resources, ensuring each Institution is able to get maximum value out of their membership, and provide information around Professional Registration.

Key Outcomes and ACTIONS

1) Regional Network Events

Three Institutions volunteered to host the a future London Regional Network Event through the [HEaTED Regional Network Grant Scheme](#):

- Middlesex University – Summer Term 2014
- Richard Leach, Technical Manager, City University London – Autumn 2014
- Steve Franey, King's College London, Guy's Hospital – Spring 2015

ACTION: We invite each University to propose dates for their event within the term indicated. HEaTED will liaise directly with the host Institution to set up each event. These events will be open to technical staff from all levels and all disciplines. Any Institutions wishing to host future events please contact k.forsey@slcs.ac.uk

2) HEaTED Courses running in London

One Institution volunteered to host a HEaTED Training Course:

- Leadership & Management Skills for Technical Staff ([Module 1](#) and [Module 2](#)), 09-10 June 2014. King's College London. Bookings are now being taken.

ACTION: We still require one London Institution to volunteer to host our popular Teaching & Learning Skills for Technical Staff (Module 1 and Module 2) course. We only require use of a standard training room for 2 consecutive dates. If you would like to host this course please contact c.martin@heated.ac.uk

3) Training Needs Analysis

The group took part in a training needs activity to assist with identifying courses of interest and help guide the future direction of course provision in the London Region beyond those already set up in April and July. The data was collected and will be shared with the event summary.

ACTION: HEaTED will work to source new providers, approach existing providers and members to set up the demanded courses in London Region wherever possible.

ACTION: All attendees to book on to courses that meet their requirements through the HEaTED website and volunteer to host on-demand courses.

4) Becoming a course provider with HEaTED

Several attendees offered up training courses that could be delivered by themselves or their Institution. A copy of the new course providers form and information will be circulated to all with this summary report.

ACTION: All who offered new courses – complete paperwork and return to HEaTED

HEaTED | Myscience.co Limited | University of York | York YO10 5DD | T +44 (0) 1904 328 173 | F +44 (0) 1904 328 328
admin@heated.ac.uk | www.heated.ac.uk | @HEaTEDtechs

5) Apprenticeships

Several attendees were planning to attend HEaTED's [Developing an Apprenticeship Programme in HE Course](#), 14 May 2014, Liverpool.

The group felt a London Apprenticeships Network Group would be useful. To support this, HEaTED has set up a group topic in the [HEaTED London Region Online Group](#).

HEaTED are also holding a dedicated seminar on Apprenticeships in York on 01 May 2014. Further details will be emailed to all registered HEaTED members and key contacts as soon as they are available.

ACTION: Register free to use the [HEaTED London Region Online Group](#) and contribute to the London Apprenticeships Network Group topic. The group will only be valuable if members contribute to it.

Full Meeting Summary and ACTIONS

1) HEaTED Update

Katherine Forsey covered the new HEaTED Competency Assessment Toolkit for Technical Staff (CATTS) resource, Professional Registration opportunities for Technical Staff and the full range of HEaTED member services available to you. Including time for questions and discussion.

Katherine covered progress made by HEaTED to date, key statistics and areas of future work, including:

- 75 Member Institutions with over 3000 individual members registered via the HEaTED website.
- 1900+ members also registered for [HEaTED Online Community Groups](#).
- HEaTED membership has been expanded to FE colleges, please let your contacts in the Region know.
- A full series of [Regional Network Events](#) is planned across the UK in Spring/Summer 2014.
- Three new courses developed by HEaTED Member Technicians were launched;
 - [Developing an Apprenticeship Programme in Higher Education](#), University of Liverpool, 14 May 2014.
 - [Introduction to Flow Cytometry](#), University of Sheffield, 26 March 2014.
 - [Basics of light microscopy - hands on alignment and set-up](#), University of York, 17 March 2014.

Katherine also discussed the new HEATED Competency Assessment Toolkit for Technical Staff (CATTS):

HEaTED has received many requests for help with organisational and individual performance assessment. In response to this and a wider UK need, we have developed a new resource exclusively for HEaTED members.

The CATTS resource has been designed to change the way that the professional technicians in HE (and FE) explore performance. It provides a benchmark for all professionals (regardless of specialism or discipline) of their current competencies, development areas, and future direction. The aims of the resource are covered in detail in the slides.

The toolkit recognises each discipline on a competency related basis. The Toolkit is evidence based and allows for skills mapping and skills gap identification across your Institution. The CATTS is a resource/toolkit for continual monitoring, assessment and development.

There are 5 key competency areas as modules:

1. Professional Practice
2. The Student Experience
3. Leadership & Management
4. Planning and Organising Resources
5. Governance and compliance (incl.H&S)

There are 5 levels of competency for the reviewee to be matched against:

1. Learner
2. Experimentalist
3. Practitioner
4. Specialist
5. Expert

An example of one of the modules (Student Experience) was showcased.

The resource is now for sale at £250 for HEaTED member institutions and £450 for non-member. There will be a HEaTED [Online Community Group](#) to support this resource where members can share their experiences.

2) New HEaTED Regional Network Grant Scheme

Katherine Forsey provided an overview of the [HEaTED Regional Network Grant Scheme](#) with up to £1000 available to your Institution for hosting a HEaTED Regional Network Event.

Katherine explained the new Regional Network Grant Scheme which is available to member Institutions wishing to run Regional Network Events in the South East, South West and London Regions.

Katherine detailed what is expected from the host Institution in order for the grant to be awarded:

Events must be inclusive, attractive to staff from all technical levels and disciplines, informative, engaging and facilitate networking. The grant awarded is subject to the number of attendees and can be used to cover items such as catering and refreshments, activities, speaker's expenses and off-site visits. Administrative support is provided by the central HEaTED team.

Following Katherine's information, the following member Institutions have expressed an enthusiastic interest in holding events:

- Middlesex University – Summer Term 2014
- Richard Leach, Technical Manager, City University London – Autumn 2014
- Steve Franey, King's College London, Guy's Hospital – Spring 2015

ACTION: We invite each University to propose dates for their event within the term indicated. HEaTED will liaise directly with the host Institution to set up each event. Any London Institutions wishing to host future events please contact k.forsey@slcs.ac.uk

3) Training Needs Analysis Workshop

To establish your requirements and increase HEaTED training provision in the London Region through group procurement. Attendees were asked to come prepared with an overview of the training needs of technical staff at your institution. The new HEaTED Course Directory will be used and can also be downloaded [here](#).

The group took part in a training needs activity to assist with identifying courses of interest and help guide the future direction of course provision in the region beyond those already set up in April and July. The data collected will be added to a spreadsheet and shared back with the group with the event summary.

ACTION: ALL – book to attend training courses or contact HEaTED if you wish to host an on-demand course.

ACTION: ALL - Ask your colleagues, team members and other network groups (Unions and Staff Developers) to register independently on the HEaTED website to ensure everyone receives information direct from HEaTED and can take full advantage of your Institution's Membership.

ACTION: ALL – if you would like to host a HEaTED course at your Institution contact admin@heated.ac.uk

ACTION: HEaTED to add the courses identified to the training needs analysis to a spreadsheet, add links to course details and share back with the event attendees.

Katherine summarised the responses to the Training Needs Analysis Workshop and explained that the central HEaTED team would input the training needs analysis to a spreadsheet and work with providers and members to set up the demanded courses in London Region wherever possible.

4) Becoming a Course Provider with HEaTED: a revenue generating opportunity.

HEaTED has a variety of courses for which we are currently seeking providers. Our 'To Be Sourced' course lists were provided to all attendees and information was provided to take away. Copies of this information was circulated with the meeting agenda and will also be posted in the [HEaTED London Region Online Group](#) topic created for this meeting.

Katherine provided information on becoming a course provider for HEaTED. We would like more than one provider of the specialist courses to ensure that members are able to access training across a varied geography and we are able to provide a larger availability of dates.

Katherine explained the 'to be sourced' documents in the delegate packs (can also be found on the HEaTED website) and supplied the group with time to read through the course titles which members have requested HEaTED to run.

Several attendees offered up training courses that could be delivered by themselves or their Institution. A copy of the new course providers form and information will be circulated to all with this summary report.

Ruth Rose, Queen Mary University of London, recommended the Oxford Protein Production Facility, Didcot, for the members who would like HEaTED to provide a 'Introduction to Macromolecular X-ray Crystallography' course. If the member would just like theory training, Ruth Rose is able to run the course. Ruth informed that the University of York also has a Protein Production Laboratory.

ACTION: HEaTED to provide new course providers paperwork and follow up on recommended course provider in Oxford.

5) Questions and group discussion

Alison Hunter, KCL, how do different Institution's fund access to external training courses?

- Lindsay Comalie, Imperial College London, said that they have an internal training programme and if staff members required additional training then the department would pay for the specific course/s.
- Katherine Forsey mentioned that the University of Salford have a central fund to pay for staff to attend accredited courses.
- Tony Leon, Middlesex University, devolved budget, each dept has own pot for technical training.

Group discussion regarding different types of technicians (research grant v's HEFCE funded) receiving different levels of access (sometimes limited) to funding for training.

Group discussion about accredited courses:

Clive Daws, KCL, shared his view that non-accredited courses may not be recognised as highly when used on CV/by future employers and are less powerful a tool to demonstrate transferable skills. This is important for young people looking to show they have skills/employability.

Katherine Forsey explained the decision to accredit courses is constantly under review and HEaTED courses could be accredited through member Institutions if there is demand. The process can take up to 1 year and courses usually come at a higher cost. The majority of members would rather access the same training at a lower cost than pay for an accredited version.

Barry Harte, Middlesex University agrees with Katherine's point that there could be two levels of courses – non-accredited and accredited. He states that individuals, Institutions and/or departments may pay more/separately to take the exam and gain accreditation for certain courses. This still enables Institutions to put staff on to cheaper courses if they do not require accreditation.

Group discussion on technical apprentices:

Hilary Bolton, University of Westminster, opened a discussion on apprenticeships after asking the group who has currently got or works with technician apprentices.

Richard Leach and Barry Hart both said that they work with apprentices and Richard is considering the Liverpool course - [Developing an Apprenticeship Programme in Higher Education](#).

Chris Pambou, City and Islington College explained that they work with apprentices and they also provide them with training.

Katherine Forsey provided the group with details on the Liverpool course and responded to Hilary's question regarding whether the course is set to run in London. She explained that it is not currently scheduled to run in London, but if there was sufficient demand HEaTED would work to set this up.

Lindsay Comalie, Imperial, made a suggestion to form a London Network of Institutions to share best practice around apprenticeships.

Katherine Forsey offered up the HEaTED London Online Group as a suitable place for members to discuss apprenticeships, HEaTED will set up a dedicated topic on this area.

Alison Hunter described her experience at a conference in Liverpool – they had apprentices helping out and as they especially needed apprenticeships in Chemistry, members of staff were providing training. Apprentices receive 2 years of employment and the University of Liverpool received money from NW consortium. This enables the Institution to train apprentices at a reduced cost and ensure they can supply appropriately skilled staff to fill roles within the Institution when vacancies arise.

Hilary Bolton suggested a Supervising Apprentice's in the Workplace course which she believes team leaders would be keen on.

Katherine mentions the mentoring and coaching training course. However Hilary feels that the course needs to be tailored to supervising apprentices and junior members of staff.

ACTION: Katherine Forsey to follow up on Kingston University, previous HEaTED member. Mike Phillips is the Technical Manager there and does work on Apprenticeships. Edith Simm – STEM.

ACTION: Cindy Martin to create Personal Development to be sourced document and circulate in biweekly eNewsletter and a HEaTED website news article.

ACTION: Jasmine Hinton (HEaTED) to send all key contacts 10 copies of the Spring/Summer HEaTED Update – done w/c 24/03/14

ACTION: Register free to use the [HEaTED London Region Online Group](#) and contribute to the London Apprenticeships Network Group topic. The group will only be valuable if members contribute to it.

Acknowledgements

Sincere thanks to Steve Franey, John Darker and Allison Hunter at King's College London for hosting the meeting.

For Further Information

Contact Dr Katherine Forsey, HEaTED Membership & Network Manager
E: k.forsey@slcs.ac.uk T: 07740 407882

Attendees List

Birkbeck University of London	David Renouf - Technical Services Manager
City and Islington College	Chris Pambou - Chief Science Technician Phil Punyer - Principal Technician
City University London	Jennifer Hircock - HR Director Richard Leach - Technical Manager
Imperial College London	Lindsay Comalie - Learning and Development Centre
Kings College London	John Darker - Steve Franey - MDL Manager, School of Biomedical Sciences
London South Bank University	Michael Goring - Technical Support Supervisor
Middlesex University	Tony Leon - School Technical Manager - Performing Arts Howard Taylor - School Technical Manager - Art and Design Barry Harte - School Technical Manager - Science and Technology
Queen Mary University of London	Dr Ruth Rose - Protein Facility Manager, School of Biological and Chemical Sciences
Royal Holloway, University of London	Andy Alway - Technical Operations Manager Susan Oke - Staff Development Manager
St George's University of London	Lynn Plowright -
Stanmore College	Apologies received
University College London (UCL)	Apologies received
University of East London	Apologies received
University of Roehampton	Mary Mackenzie - Technical Manager
University of Westminster	Hilary Bolton - Staff Learning and Development Adviser
HEaTED	Dr Katherine Forsey - Membership & Network Manager Cindy Martin - Course Administrator