

## HEaTED Regional Network Event – Event Report

**Region:** North West

**Date:** 16/12/13

**Venue:** University of Salford, MediaCityUK

### Agenda:

- 9.00am**      **Welcome** - Dr Arthur Nicholas, HEaTED North West Regional Network Co-ordinator
- 9.10am**      **HEaTED Update and HEaTED Competency Assessment Toolkit for Technical Staff (CATTS)** - Dr Katherine Forsey, HEaTED Course and Regional Networks Coordinator
- 9.40am**      **National Network of Arts Technicians** - Steve Carroll, Plymouth University, Faculty Technical Manager, Faculty of Arts & Humanities
- 10.10am**      **Tea & Coffee**
- 10.25am**      **The N8 Research Partnership; Sustainable North – looking at how the economic, social and environmental development of the North are connected and how they can be made sustainable and resilient** - Dr Abigail Gilmore, The University of Manchester, Senior Lecturer in Arts Management
- 10.55am**      **An interactive introduction to technical support and technology at MediaCityUK** - Ameera McQueen, MediaCityUK, University of Salford, Technical Services Manager  
To include an introductory film followed by behind the scenes visits to;
1. Quays News (Broadcast Journalism)
  2. TV Studios (Green screen demo etc)
  3. Audio Post Production; and/or stop frame Animation/Computer & Video Games
- The group will be split into three and rotated around the above areas in 20 minute slots.
- 12.25pm**      **Complimentary lunch, networking opportunities**
- 1.00pm**      **Discussion Items Requested at Previous North West Regional Network Event:**
1. Is there a role for technical consultants out there? Teaching consultancy skills and what Tech skills are worth on the open market?
  2. Looking outside of tech role to increase expertise and broaden experience.
  3. Do we still want/need Techs to know what's in the box & how to put it right when it goes wrong?
  4. As professionals are we now above housekeeping and removals?
- 2.00pm**      **Summary and Action Points:**
- Overview/summary/conclusions/action points/action planning
  - Planning date/venue/theme for next meeting
  - Evaluation form completion
- 2.30pm**      **Departure**

### Key discussion points from each agenda item:

**HEaTED Update and HEaTED Competency Assessment Toolkit for Technical Staff (CATTS)** - Dr Katherine Forsey, HEaTED Course and Regional Networks Coordinator

**HEaTED Update:** A copy of Katherine's slides can be found in your HEaTED [Online Community Group](#). Katherine covered progress made by HEaTED to date, key statistics and areas of future work, including:

- 74 Member Institutions with 3000 individual members registered via the HEaTED website.
- 1900+ members also registered for [HEaTED Online Community Groups](#).
- Stanmore College, Harrow, has become the first FE College Member after HEaTED widened it's remit
- The [HEaTED Annual Conference](#) will take place on 16<sup>th</sup> January 2014. Booking deadline 18<sup>th</sup> Dec.
- The Autumn Series of [Regional Network Events](#) are taking place in 8 UK Regions between Sept and Dec 2013.

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- Three new courses developed by HEaTED Member Technicians were launched;
  - [Developing an Apprenticeship Programme in Higher Education](#), University of Liverpool, 11 Feb 2014.
  - [Basics of light microscopy - hands on alignment and set-up](#), University of York, 17 March 2014.
  - [Introduction to Flow Cytometry](#), University of Sheffield, 26 March 2014.
- Course running in the North West following requests from members in the Region;
  - [Teaching & Learning Skills for Technical Staff](#), 13 Dec, Salford, MediaCityUK
  - [Leadership & Management Skills for Technical Staff](#), 23-24 Jan 2014, Salford, MediaCityUK
  - [Servicing & Maintenance of Routine Optical Microscopes](#), University of Liverpool, 9 Jan 2014
  - [Developing an Apprenticeship Programme in Higher Education](#), University of Liverpool, 11 Feb 2014.

### 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.

**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](mailto:admin@heated.ac.uk)

**ACTION:** If you would like further information on the CATTS please contact Rachel Crossley, [r.crossley@slcs.ac.uk](mailto:r.crossley@slcs.ac.uk)

**ACTION:** Use the [Online Community Group](#) to make comments and feedback on what you have heard today.

**National Network of Arts Technicians** - Steve Carroll, Plymouth University, Faculty Technical Manager, Faculty of Arts & Humanities

A copy of Steve's slides can be found in your HEaTED [Online Community Group](#). Click here for further information on the [National Network of Arts Technicians](#) (NNATs). **What About The Arts.....**

The Creative Industry in the UK is the largest in Europe! Steve ran through organizations that exist to support technical staff – but none of them support the arts. There are a range of Institutes and Societies that support the arts but no one over-arching/umbrella body. The Arts Council mostly provide funding for large and small scale arts projects, not look after professional development, despite it being in their aims, so no real professional body.

Steve hosted a session at the 2013 HEaTED annual conference in January to find out what art's based Technical Staff want. From this event NNATs was born and Steve was asked by HEaTED to be the Coordinator.

HEaTED launched a survey which has provided a great steer as to the direction that the NNATs should take. 21 Institutions replied to the survey. Sharing best practice was one of the key things respondents wanted.

Professional Registration will also be lobbied for as it was identified by the survey as a key requirement. So far the IST have launched a [Registered Practitioners Scheme](#) as a holding bay for non-science/engineering technicians, which is based on a similar set of competencies. The HEA is also supporting Arts Technicians via the [Arts & Humanities Tech of the year award](#).

HEaTED are actively seeking training providers in the Arts areas and would like your requests for courses in this area.

**ACTION:** ALL - Share this update with Arts based colleagues and encourage them to get involved with this vibrant network. Colleagues in the SW are particularly fortunate to have the NNATs Coordinator based in their Region. Steve can be contacted on [arts@heated.ac.uk](mailto:arts@heated.ac.uk)

**ACTION:** ALL - We are seeking a second Coordinator, if you work in the Arts and are interested in the role contact [arts@heated.ac.uk](mailto:arts@heated.ac.uk)

**ACTION:** ALL – Do you have a specialist skill or area or expertise? Do you already train students and colleagues internally? Would you like to become a training provider for courses in the Arts sector? Contact [arts@heated.ac.uk](mailto:arts@heated.ac.uk)

**ACTION:** ALL - Contact a technical manager in your arts faculty and tell them to sign up to HEaTED and get in touch with [arts@heated.ac.uk](mailto:arts@heated.ac.uk)

**ACTION:** HEaTED - Put HEA event in York an arts and humanities technician of year award on HEaTED website as news article

**ACTION:** NNATs Facebook Group will be set up by Steve and the link shared through the HEaTED Network

Post meeting note: Marion Poulton, in conversation with Arthur Nicholas, confirmed that her 1.2.1 discussions with Steve had been most useful.

**The N8 Research Partnership; Sustainable North** - Dr Abigail Gilmore, The University of Manchester, Senior Lecturer in Arts Management

A copy of Abi's slides can be found in your HEaTED [Online Community Group](#) #N8AH. The N8 partnership is made up of 8 research intensive HEIs across the North.

Abi outlined the [remit of the N8 partnership](#) and focused on the University of Manchester's lead on the Sustainability theme, the role & remit of universities' in sustainable arts and humanities research. . An N8 workshop held, Oct 2013, at the University of Manchester had incorporated a visit to the [Biospheric Project](#) in Salford, whilst primarily a science based sustainable communities' project it has a very close arts based linkage. Abi went on to explain how cultural strategies driven by the Arts & Humanities can refuel reinvention, helping people to adapt to change and generate new models for sustainable development and resilience. Institutional challenges presented to sustainable research and knowledge exchange with external communities include development of trust and respect of communities over long time frames; collaborations needing to be reciprocal. When it comes to archiving the traditional cultures of these communities, are universities clerks or thieves? Potential methodologies and practices include: media analysis, film practice-as-research, social media interventions, creative tools and co-working with community practitioners. New, creative formats for events and research development exercises are required. In post presentation discussion, Abi recognised the potential role of the Technical community in developing such formats.

Q. How easy is it to get funding for developing long term partnerships?

A. Quite difficult, a funding mixture is needed, British and European funding needed and supported by institutions. Seed corn and strategic investment needed to develop inherently self sustaining projects. Still seek sustainable external long-term funding. Often difficult for arts organisations and charities so there is a push towards resource creation projects.

**An interactive introduction to technical support and technology at MediaCityUK** - Ameera McQueen, MediaCityUK, University of Salford, Technical Services Manager

Students were commissioned to make our [introductory film](#) summarising the department's facilities and services.

Attendees were treated to a hands-on tour of the facilities, with the opportunity to become a voice over artist, film a news bulletin and try out green screen technology. Photographs taken during the tour will be posted in the Online Group topic for the event and several were tweeted by @HEaTEDtechs on the day.

We would like to extend our heart-felt thanks to Ameera McQueen and all the staff and students at MediaCityUK, University of Salford, who facilitated the tours and provided us with a unique experience.

If you featured in a video during the event's activities and would like a copy of your video – only some of them were saved – please contact Francis Wooff [f.wooff@salford.ac.uk](mailto:f.wooff@salford.ac.uk) who will email a copy. Don't worry, we will not make them all public!

**ACTION:** HEaTED - put pictures taken on the day into the online group

**ACTION:** Performers - contact Francis if you would like a copy of your 60 seconds of fame!

### Discussion Items Requested at Previous North West Regional Network Events

#### Training Needs

- Mentoring
- Green and Sustainability, Green Impact, S-Labs, Lean Labs – Stephen Blatch, University of Manchester, are doing a lot of work in this area ([Stephen.p.blatch@manchester.ac.uk](mailto:Stephen.p.blatch@manchester.ac.uk)). Would like training and could eventually offer training.
- *Technical staff need help selling the idea to management so they support attendance on courses.*

#### Attendees Could Offer

- Avid MC 101 and 110, Salford University, Warren Hilton ([w.hilton@salford.ac.uk](mailto:w.hilton@salford.ac.uk))
- Software specific courses, certified where possible, James Russell ([j.russell@salford.ac.uk](mailto:j.russell@salford.ac.uk))

#### Training Suggestions/Requests

- Hot glass (artistic) – Sunderland University suggested as *the* place to go, only other places doing it, Wolverhampton, MMU, Falmouth, Plymouth Art College.

**Group exercise discussing 4 'hot topics'** as requested at previous NW events. Each group discussed and captured their thoughts on each question in turn and then fed back to the group. Summary of thoughts:

#### As professionals are we now above housekeeping and removals?

- Nope, willing and sometimes best choice but not often cost effective
- Always willing to help and pitch in
- waiting for estates often not worth it
- Techs have most knowledge of tech equipment so best to move it
- waiting for other divisions prohibitive to their use and not cost effective
- Pride, ownership and student experience

#### Do Tech staff still need to know what's in the box and how to put it right when it goes wrong?

- Not if it's Pandora's Box!
- Are they qualified to put it right, enough training?
- Techs expected to be able to as first point of contact
- Appropriate training needed
- Yes, we need to know
- need confidence to do so, or right level of confidence
- Competency and skills are a factor
- Maintenance skills needed so don't go wrong
- Techs should be primary source of knowledge
- If techs don't know, who does?
- maintain correctly so don't go wrong
- Understanding diagnostics, possible operator areas,
- create FAQs kit and knowledge base

### **Developing expertise and broadening experience..**

#### **.. Looking outside of the Tech role?**

- volunteering for additional roles is a way of broadening role
- University able to fund training outside role but not able to get time or support to do so
- Useful for cross over role i.e. management experience
- Useful for keeping current, links to industry,
- increased students and increased workloads means it is difficult
- Tech capabilities are becoming broader as diversity of students increases
- Green and sustainable
- Project management
- People don't understand how skilled the technical staff are
- Time is a big factor
- Leads to external technical consultancy
- Problem is over development while losing sight of core objectives

### **Technical consultancy skills and what Tech skills are worth on the open market? Is there a role for Technical consultants out there?**

- Online learning big market and opportunity
- Relationships with external tech companies
- Freelance work authorised by employer
- Cheap labour for commercial enterprise
- Useful knowledge base in association with
- Schools/colleges/outreach
- Good for income for establishment
- could deliver training courses externally for current employer
- Good for knowledge exchange in sector
- Course delivery through HEaTED
- Major feeling to do this internally rather than branch out on your own, better job security internally
- Tech skills and highly valuable and difficult to put a price on, we are constantly modelling best practice
- NSS reflects quality of work and demonstrates importance of technical workforce.

**ACTION:** HEaTED to follow up with those offering to become course providers – done in week following event

### **Issues to be fed into Online Groups: Bullet points**

Arthur Nicholas will take appropriate items from the report to start follow up discussions in the North West Online Group.

### **Discussion points to be incorporated into forthcoming meetings:**

- The Green Agenda – lean, green, sustainable (suggestion and link to possible short contribution by Stephen Blatch at Manchester)
- What are the lasting effects of increased, and ever increasing, student numbers on technical support services?
- How do Technical Staff influence decision making in Universities/Colleges?
- Does Restructuring of Technical Services Work? How can we learn from other Institutions? Is it always positive?

### **Next event**

Proposed: Lancaster University – April 2014. John Dwyer, key contact. 16<sup>th</sup> April pencilled in, still TBC.

**ACTION:** Arthur Nicholas to work to arrange date of next North East with John Dwyer at Lancaster University and HEaTED.

### **Summary of all actions:**

#### **HEaTED Update and CATTS**

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**ACTION:** If you would like further information on the CATTs resource please contact Rachel Crossley, HEaTED Programme Manager on [r.crossley@slcs.ac.uk](mailto:r.crossley@slcs.ac.uk)

**ACTION:** Use the [Online Community Group](#) to make comments on the CATTs Resource and feedback on what you have heard today.

**ACTION:** HEaTED to follow up with those offering to become course providers – *completed in week following event.*

#### **NNATs**

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**ACTION:** NNATs Facebook Group will be set up by Steve and the link shared through the HEaTED Network

#### **Tour of Facilities**

**ACTION:** Arthur Nicholas to get link to film from Ameera to include in report.

**ACTION:** HEaTED to put pictures taken on the day into the online group

**ACTION:** Performers - contact Francis if you would like a copy of your 60 seconds of fame!

#### **Next Event**

**ACTION:** Arthur Nicholas to work to arrange date of next North East with John Dwyer at Lancaster University.

#### **Appendices:**

All presentations and a selection of photographs taken at the event will be added to your HEaTED [Online Community Group](#).