

HEaTED Regional Network Event – Event Report

Region: North West

Date: 23/04/13

Venue: University of Central Lancashire (UCLan)

Agenda:

- 9.30 - 9.45** Welcome plus Report from HEaTED Conference, January 2013 – Dr Arthur Nicholas, HEaTED North West Regional Network Co-ordinator
- 9.45 - 10.15** Looking into the future for Technical staff in HE and beyond - Kelly Vere, Senior Technician, Faculty of Medicine & Health Sciences, Nottingham University - replaced by HEaTED Update Presentation.
- 10.15 - 10.45** Professional Registration including Q& A - Debbie Brunt, Society of Biology
- 10.45 - 11.00** Tea & Coffee
- 11.00 - 11.30** UCLan Technical Services Review - James Crooks, Head of Technical Services, LIS
- 11.30 - 12.00** Green Impact and Sustainable Agendas - Clair Challen, UCLan Environment & Sustainability Manager
- 12.00 - 12.30** Technicians Role in Advancing Widening Participation from Work Experience Supervisor to School Governor – Stephanie Lee, UG Recruitment & Widening Participation Manager, The University of Manchester
- 12.30 - 1.00** Open Discussions:
 - Overview/summary/conclusions/action points/actions planning
 - Planning date/venue/theme for next meeting
 - Evaluation form completion
- 1.00 - 2.00** Complimentary lunch, networking opportunities

Key discussion points from each agenda item: 50 - 100 words per item

Looking into the future for Technical staff in HE and beyond - Kelly Vere, Senior Technician, Faculty of Medicine & Health Sciences, Nottingham University.

Kelly was unable to attend due to fractured elbow sustained the day before the event. Kelly will attend a future HEaTED North West Regional Network Event and we wish her a speedy recovery.

HEaTED Update - Dr Katherine Forsey, HEaTED Course & Regional Networks Coordinator

Katherine's presentation slides are available on the [North West HEaTED Online Group](#).

Covered progress made by HEaTED to date, stats and future work.

- 66 Member Institutions with 2500 individual members registered via the HEaTED website.
- 23% of members also registered for Online Groups.
- The HEaTED conference held in January 2013 attracted over 100 delegates.
- HEaTED [Photography Competition](#) – deadline 1st August 2013, first prize £250.
- The [National Network of Arts Technicians](#) has been launched by HEaTED to further supports members from these disciplines. Survey open to all members from the discipline. Please share link with Art's based contacts.
- The [Performance for All Project](#) – the needs of Technical staff are been represented by HEaTED and through HEaTED supported event.

Group activity: Delegates were given the opportunity to review the course catalogues, identify courses they were interested in and share these with the group under four categories:

1. Are currently provided in fixed locations
2. Are offered UK wide and could be brought to a local venue
3. Are not currently offered and could be developed by HEaTED
4. Are not currently offered but could be provided by delegates with the support of HEaTED

A copy of the results has been summarised and submitted to HEaTED. The HEaTED Central Team will add course links where available and circulate the summary list to all attending delegates as soon as possible.

Professional Registration including Q&A - Debbie Brunt Society of Biology

Debbie's presentation slides are available on the [North West HEaTED Online Group](#).

Debbie explained the routes into professional registration and how technical staff can demonstrate competency in the required areas. Membership of one of the awarding bodies is required before you apply through that awarding body for Professional Registration. Membership of the Society of Biology starts at £81 + £15 RSCiTech application fee. Applications are made online. Submission of annual CPD log ensures standards are maintained. Society will audit approx 2.5% of CPD submissions per year.

Qualifications and experience are required. Equivalency is possible as it is appreciated that technical staff come from a wide range of backgrounds and have a varied career path. The benefits of Registration to technical staff and their employers were highlighted (see presentation slides).

Most interestingly: Fast track interview application available, 40 - 45 min per individual; this doesn't lower the standard just a different approach. Individual told if they've met competences on the day. At no extra cost to registrant. Society will coach candidates through the process even visit organisations to do workshops. Employers are given the opportunity to sit on advisory and assessors panels.

Rachel Crossley, HEaTED Programme Manager, updated us on the background to professional registration and the move towards greater recognition of the Technical workforce. Further information is available on the HEaTED Website [Professional Registration](#) pages.

UCLan Technical Services Review - James Crooks, Head of Technical Services, LIS

James's presentation slides are available on the [North West HEaTED Online Group](#).

Tech Review had led to Centralised Tech support 2010 – 2012. 90 Tech staff and 300 students at UCLan.

The Review was in response to changing Teaching & Learning environments including:

- New student expectations/demands
- Increased focus on research
- Growing PG numbers
- Greater demand for support
- Limited funding for additional staff
- Increasing digital need
- Existing staff profile, aging, skills transfer etc

How the Review was managed:

- Review board chaired by Chief Operating Officer
- Feedback with HEaTED
- Feedback, feedback and more feedback
- Workshops for tech staff, academics, director, students (asking the following questions: What is Technical Services? What should we be doing more? What should we be doing less?). A summary of the responses is shown on James' slides and will have parallels with many other Institutions.
- Triangulated feedback

- Externality of Review board through HEaTED Rep
- External networking

Moving forward:

- Clarifying technical support needs - technical leads and H&S standardization
- Streamline business processes - procurement, business support etc
- Focus of “professionalising” the technician - development and training, continuity, career progression
- Scoping and planning processes - timetabling, planning for grants, sharing the resource, equipment replacement, digital content, space review, H&S audit, removing duplication in equipment and facilities.

If your Institution is embarking on a review of technical services please [contact HEaTED](#) for support with the process.

Green Impact and Sustainable Agendas - Clair Challen, UCLan Environment & Sustainability Manager

Clair's presentation slides are available on the [North West HEaTED Online Group](#).

UCLan have committed to become an international university for sustainability by 2017. They have committed resources to implement an environmental management system (EMS). The initial environmental review took place in 2008/9 and identified 6 significant environmental aspects.

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|----------------------------------|------------------------|
| • use of natural resources | • procurement |
| • land development and buildings | • waste |
| • pollution prevention | • travel and transport |

They have also implemented a range of staff engagement activities i.e. Annual Green Week, Network of Sustainability Champions, Green Impact Project, Behavioural Change Project.

UCLan was awarded ISO14001 Oct 2010. Certification lasts for 3 yrs, “a little bit of a poison chalice”.

How technical staff relate to the above and where they can support the strategy:

- use of natural resources - labs particularly energy intensive, fume hoods, clean water use etc
- land development and buildings – making sure new buildings and refurbishments are energy efficient. Labs have increased thermal loads, extended occupancy etc.
- pollution prevention – diesel for ground vehicles, chemical delivery, storage, use and disposal, refrigeration, use of hazardous and contagious materials
- procurement – life cycle costs of equipment taken into account in terms of energy use, disposal costs and recyclable parts, environmental credentials of suppliers
- waste – minimising at all times, legislation heavy, duty of care to dispose of waste, follow waste hierarchy (reduce, reuse, recycle)
- travel – using adobe connect in place of face to face meetings, care sharing, public transport

Technicians Role in Advancing Widening Participation from Work Experience Supervisor to School Governor – Stephanie Lee, UG Recruitment & Widening Participation Manager, The University of Manchester

Stephanie's presentation slides are available on the [North West HEaTED Online Group](#).

The widening participation (WP) team oversee academic enrichment activities and primary and secondary schools links with the University.

Group workshop activity – Q. How are you involved in widening participation activity and what is your awareness of the activity that goes on in your HEI? Feedback:

- sat on board of governors at schools

- donating or loaning equipment (with HEI branding on it) to schools
- outreach work with visiting school groups/students
- donating equipment to developing nations
- host courses for 6th Form students
- hosting science festivals for schools

What are technician's roles in supporting the above widening participation events?

- varies with activity, usually preparing, interacting with students, supporting activities, clearing away.

In conversation with Steph, she indicated that the event had raised her awareness of the potential roles for Tech staff in WP, which was evidenced by a number of the attendee's involvement in WP activities as listed above.

Issues to be fed into Online Groups: Bullet points

- Fast track interview application available for Professional Registration via Soc. Biol.
- Pros & Cons of Technical Staff review and adsorption into Admin management structures from academic Faculty/School structures.
- Effects of management reorganisations on career progression/paths.
- Professionalism = defining boundaries professional - silos, recognition of the professional technician as multifaceted individuals, spanning professional divides.
- A huge role for Professional Technicians as primary drivers and interface with student population in delivering Sustainable agendas – opportunities for early career technicians.
- The potential value of involvement in WP to CPD, opportunities to acquire skills whilst raising personal and professional profile.

Discussion points to be incorporated into forthcoming meetings: Bullet points

- Invite Kelly Vere to next event.
- Is there a role for technical consultants out there? Teaching consultancy skills and what Tech skills are worth on the open market?
- Looking outside of tech role to increase expertise and broaden experience.
- Do we still want/need Tech staff to know what's in the box and how to put it right when it goes wrong?
- As professionals are we now above housekeeping and removals?
- Idea for presentation at future event - The changing face of teaching in Universities and the role of technology e.g. IT and teaching environments.

Actions:

- HEaTED North West Regional Network Coordinator to set up date and venue for next Regional Network Event, invite Kelly Vere and incorporate areas highlighted for discussion where possible.
- HEaTED Central Team to add links to existing courses to the list produced at the event and circulate to all attendees.
- All attendees to ensure they are signed up as individual members on the [HEaTED website](#) and [Online Groups](#) so they are able to take advantage of the full range of member benefits.
- Share details of the [National Network of Arts Technicians](#) and current survey with Art's based Colleagues

Appendices (can be found in HEaTED [North West Online Group](#)):

- Course activity summary spreadsheet
- Copies of all presentations.