

HEaTED Regional Network Event – Event Report

Region: East Midlands

Date: Tuesday 17th September

Venue: The University of Leicester

Agenda:

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| 12:00pm - 12:30pm | Lunch, Tea/Coffee and registration |
| 12:30pm - 12:40pm | Welcome
Steve Taylor, HEaTED East Midlands Regional Network Coordinator & University of Derby |
| 12:40pm - 1:00pm | HEaTED Update
Dr Katherine Forsey, HEaTED Course & Regional Networks Coordinator |
| 1:00pm - 1:30pm | HEaTED Competency Assessment Toolkit for Technical Staff (CATTS)
Dr Rachel Crossley, HEaTED Programme Manager |
| 1:30pm - 2:30pm | Discussion Topics as suggested by attendees at the previous meeting: <ul style="list-style-type: none"> • HEaTED courses - what are we accessing and what are we putting on in the East Midlands? • What courses have been taken up as a result of the April event? • Are there any requests for courses still outstanding? • Review the regional training request list. |
| 2:30pm - 2:45pm | Tea/Coffee/Biscuits |
| 2:45pm - 3:45pm | “What about the Arts?”
Steve Carroll, National Network of Arts Technicians (NNATs) and Plymouth University |
| 3:45pm - 4:30pm | Discussion and feedback
.. on previous sessions Wrap up; action points; discussion points for next meeting - Steve Taylor
Evaluation completion |
| 4:30pm | Departure |

Key discussion points from each agenda item:

HEaTED Update

Dr Katherine Forsey, HEaTED Course & Regional Networks Coordinator

A copy of Katherine's slide can be found in the [East Midlands HEaTED Online Group](#).

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

- 67 Member Institutions with 2800 individual members registered via the HEaTED website.
- 1500 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 16th January 2014, book your place now!
- HEaTED [Teaching & Learning Skills for Technical Staff](#) (Dec 2013) and [Leadership & Management Skills for Technical Staff](#) (Mar 2014) courses will be delivered in the East Midlands during 2013/14.

- HEaTED are bringing a [COSSH](#) Course to the University of Derby 13th/14th January 2014. The Autumn Series of [Regional Network Events](#) are taking place in 9 UK Regions between September and December 2013.
- Photography Competition [winners have been announced](#)
- The [National Network of Arts Technicians](#) has been launched by HEaTED to further supports members from these disciplines, see later presentation from Steve Carroll.
- The [Performance for All Project](#) – in pilot testing and will be launched as HEaTED CATTS, see later presentation by Rachel Crossley
- The list of courses requested by East Midlands Regional Network Event was circulated and attendees reinforced that it covered their current training requirements.

ACTION: HEaTED to circulate this list of requested training courses/links to course information and booking forms to all with the event report.

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

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.

HEaTED Competency Assessment Toolkit for Technical Staff (CATTS)

Dr Rachel Crossley, HEaTED Programme Manager.

A copy of Rachel's slides is available in the [East Midlands HEaTED Online Group](#)

HEaTED has received many requests for help with organisational and individual performance assessment. In response to these requests, 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.

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.

Over the next couple of months we will be sharing this update with HEaTED member institutions through Regional Network Events. **More pilot sites are needed – please contact us if you wish to nominate your organisation / team.**

Looking at end of October for release, for sale as a Toolkit from November.

There will be a workshop on the resource at the HEaTED Conference on January 16th 2014.

Q. Steve Taylor. How can I use this at my Institution? Are you going to be targeting this at the HR level?

A. Yes, we'll be going top down via Vice Chancellors and HR Directors but we also need Technical Staff and Technical Managers on the ground to be asking for this. HEaTED individual members can lobby their Institutions to deploy this Toolkit. The Toolkit is not rigid and can be moulded by each Institution.

Q. The PFA (Performance For All) system, how is this linked to the online system?

A. Fully linked but with an additional charge. The paper version will be included in the Toolkit.

Q. Steve Taylor. What will the cost be?

A. £100-£150 per Institution - TBC

There will also be an online group set up to support the resource.

Q. Julian Bartrup. How will this work as an on going process?

A. Each target and competency level can be reached through the 12 months, i.e. not waiting to hit your target until the month before your review. You can move from learner to expert in 12 months by completing each level. Continual reflection and recording of targets and alerting of Line Manager to the update.

Q. To me it doesn't seem like an annual review it seems like a career path?

A. In some ways yes, some of the competencies will take more than one year to progress through. It is a realistic way of showing you are more competent in your role. This in turn may help you to progress into a higher role.

ACTION: If you would like to be a pilot site over next two months let Rachel know now [by email](#).

ACTION: Use the online groups to make comments and feedback on what you have heard today.

Discussion Topics as suggested by attendees at the previous meeting:

What courses do you want and what are the barriers to accessing them?

- HEaTED courses - what are we accessing and what are we putting on in the East Midlands?
 - Train the Technical Trainer, networking events, Servicing and Maintaining Routine Optical Microscopes, Using Gas Cylinders Safely within Universities, Liquid Nitrogen Handling, Gas Cylinders, Histology, PAT testing,
- What courses have been taken up as a result of the April event?
 - None!
- Are there any requests for courses still outstanding?
 - Most captured on training requests list – will be added to Online Group.
Confocal Microscopy: NMR: Pharmaceutical preparations/tableting: Having a difficult conversation: Leadership and Management: Basic Photoshop.
 - Great to see courses where Technical Staff can diversify, Project Management, etc.
- Barriers to external course attendance
 - Offered internally, cost, glass ceiling, technical managers, permissions, funding, dead man's shoes, time of year/availability, part-time staff work term time only and not able to get out during that time, critical mass, attitude of the individual and of the institution, lack of links within institution, location/travel, perceived relevance to role.
- Review the regional training request list
 - Safety related courses will be offered in-house by HEaTED so Institution specific procedures can be covered

Training and development ensure you are best placed to progress when openings become available.

Athena Swan – should be applied to technical staff as well as academics.

Managers should speak to staff to find out what their training needs are and when that training should be provided.

HEaTED are working externally to join up technical staff, staff developers and training provision but you can also develop these links internally.

ACTION: Encourage your colleagues, Managers and Staff Developers to sign up to HEaTED.

ACTION: Access the courses you want, tell HEaTED what your training needs are, apply online, approach us for group bookings and in-house courses as discounts are available for groups in most instances.

“What about the Arts?”

Steve Carroll, National Network of Arts Technicians (NNATs) and Plymouth University

A copy of Steve's presentation slides are available in the [East Midlands Online Group](#).

Click here for further information on the [National Network of Arts Technicians](#) (NNATs).

What About The Arts.....

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 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 Practitioner scheme as a holding bay for non-science/engineering technicians, which is based on a similar set of competencies.

The IST are dedicating their Winter 2013 edition to The Arts. We would like our art's based members to contribute items to the journal.

Courses and training and development opportunities were also asked for and we are actively seeking training providers in the Arts area.

More information available through the HEaTED Arts Online Group.

Steve asked the following questions to the group and their answers have been recorded.

Q. What networks are you currently actively involved in?

- A. Internal forums, email lists, etc
- A. Lunch clubs
- A. Subject specific, research specific groups and conferences

Q. Why did you join that Network?

- A. Means of communication with people with similar challenges/background
- A. Keeping up to date with developments in the field

Q. How do you network?

- A. Online groups and face to face, email, networking events (HEaTED)

Q. What have you gained from being a member of that network?

- A. A means of asking questions/asking for advice.

Q. How could it be better?

- A. Correct email etiquette/discipline, not reply all so not flooded with email.
- A. Agenda setting.

Q. What stops us from networking?

- A. Can be invasive, time, no route to do it.
- A. Very important to make time for networking, set aside time.
- A. You can set preferences for HEaTED online groups to only get weekly updates of discussion topics.

Q. Who has an Art's Faculty in their Institution?

- A. Staffordshire, DeMontford, Lincoln, Loughborough, Nottingham, Derby.

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

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

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

ACTION: ALL those in the Arts, contribute articles to the IST winter edition. Contact 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

Discussion and feedback

The event was described as an opportunity for “Grass Roots Technicians” to have their say as the “Cogs That Turn The Wheel!”

Equally important to have representation at all levels of the Technical Workforce at networking events and to hear all views.

HEaTED encourage all levels of technical Staff to attend Regional Network Events.

Open session on issues faced and celebrating best practice/successes. Mixed up groups, captured feedback on flipchart paper.

Feedback from attendees' flipcharts

- HEaTED to ensure communications aimed at all Technician's not just managers, state specifically that this is for them! i.e
- Get HEaTED information into new starter packs for Technical staff (to be facilitated at an Institution level by Staff Developers)
- Daily difficulties
 - not enough time, interruptions, meetings conflicts, dropping jobs on you,
 - solutions, saying no!, prioritising, time slots for emails, not doing emails outside of working hours,
- Are technicians themselves too insular?
- We should be better at celebrating achievements
- Share best practice more
- Have a local technician away day – or start small and have a faculty event. HEaTED can support with example agendas and provide presentations. Bring and share lunches can remove barriers that exist around funding.
- How do you get more people involved? Keep chipping away! Share!
- Technical staff – academic divide exists
- Budget restrictions and no training budget, or budget not under the control of technical managers

Q. Suggestions for workshop sessions at the [HEaTED Conference](#)? (16th Jan 2014, York)

- How to create effective working partnerships between technicians, technical managers and academics
- Technicians meet technicians from same areas – discipline specific break out groups.
- Motivational Message, Chris Moon suggested as well as Kelly Vere! Gee everyone up. Leave feeling positive.
- Get senior staff (VCs) attending.

ACTION: HEaTED Team to work to include the above requests in the conference programme.

Issues to be fed into Online Groups:

ACTION: Steve Taylor to add all appropriate discussion points to the [East Midlands Online Group](#).

Discussion points to be incorporated into forthcoming meetings:

- more discussion time/more networking more ice breakers/interactive activities
- some sport/team building – interactive activities
- the bigger picture, what is happening with VCs and National Organisations, what's in the news, what is the current landscape – how HEaTED works at the higher level
- have a member of senior management/VC from Loughborough give a presentation
- energy from the sun, Project Sunshine!

ACTION: Steve Taylor to work to include the suggested discussion points and activities into the next East Midlands Regional Network Event.

Next event

Next event: Loughborough University – Wednesday 29th January 2014. Offered by Peter Bearman.

Future Event: University of Lincoln has arts department. Julian Bartrup initial link.

ACTION: Steve Taylor to follow up the offers from future Regional Network Event host Institutions in the next couple of weeks.