Working Session
101: Supplier Showcase: Setting Course for the University of Tomorrow | Design Fiction Workshop

With dramatic demographic, technological, and consumer behaviour shifts under way, how must higher education respond? This thought-provoking session considers how far and how fast higher education might evolve—and how to rethink institutional strategy and planning in response. This interactive workshop will introduce the concept of design fiction as a way to avoid the trap of incremental thinking, profiling distinct visions for the future of HE, drawing on evidence-based examples.

By the end of the session delegates will be able to…

- Avoid incremental thinking based on current context and assumptions during strategic planning.
- Consider different possibilities, rather than placing one big bet on a single prediction that may not come true.
- Unify stakeholders around a vision that aligns with their institutions' unique market and mission.

Speakers
Gary Guadagnolo, Director of Research, EAB

Session Format:
Interactive workshop

This session will be of interest to those working in, or with an interest in:
Student services | Planning | Teaching and learning | Registry | General administration

This session is aimed at:
General administration | Mid-level management | Senior management
**Working Session**
**102: New delegates welcome**
In this session we welcome first time visitors to the AUA Conference. This is an ideal opportunity to network with other newcomers, see what's in store for the two days, and find out how you can get the most out of the Conference.

By the end of the session delegates will be able to…
- Meet and network with colleagues
- Learn more about what's coming up during the conference and how to get the most out of the experience

**Speakers**
Chris Ince MAUA, University Secretary and Registrar, London Metropolitan University

**Session Format:**
Group discussion

This session will be of interest to those working in, or with an interest in:
General administration

This session is aimed at:
New to the sector | General administration | Mid-level management | Senior management
Working Session
103: Aspiring Academic Registrars | Developing your career to the role of Academic Registrar or equivalent

The session will explore the roles and responsibilities of being an Academic Registrar or similar role in UK Higher Education. It will look at how the role interacts at a senior level and the conflicting demands on the post holder.

Through looking at two personal experiences it will explore the potential routes to becoming an Academic Registrar. Through that lens it will also consider career and professional development in general and participants will identify what their next steps might be to developing their career further.

The style of the session is discursive, with some information sharing and group discussion as well as considering some case studies and CVs.

By the end of the session delegates will be able to…

- Identify what their next steps might be in developing their career towards becoming an Academic Registrar
- Explain techniques for evaluating ones own skills and experiences against a potential future role
- Explain the role of an Academic Registrar and its place in an institution

Speakers
Stephen McAuliffe MAUA, Deputy Registrar, University of Nottingham
Sharon Harrison-Barker MAUA, Secretary and Registrar, University of Hertfordshire

Session Format:
Interactive workshop

This session will be of interest to those working in, or with an interest in:
Student services | Governance | Quality | Planning | International | Teaching and learning | Registry | General administration | Other

This session is aimed at:
Mid-level management | Senior management
Working Session
104: Empowering teams and promoting success through continuous improvement

This interactive workshop will focus on proven lean and service excellence techniques to create a toolkit of approaches for fostering collegiate working environments, creating empowered and cohesive teams as well as seeking out and establishing continuous improvement activities. Delegates will have an opportunity to try different techniques during the workshop, discuss the outcomes, and establish their own personal toolkit of approaches which best match their needs and the needs of the teams and departments in which they work.

By the end of the session delegates will be able to…

- Find new solutions and areas of best practice approaches in order to develop and encourage continuous improvement and the celebration of those successes
- Use a variety of lean management tools to create their personalised toolkit in order to share and develop collegiate working practices within their own Higher Education environments
- Use a variety of tools to identify waste in their working environment and team processes. They will then mitigate that wastage through the use of lean thinking and the sharing and adoption of best practice approaches

Speakers
Laura Roper FAUA, Accreditations Officer, Bournemouth University
Susanne Clarke, Head of Service Excellence, Bournemouth University
Sam Waldron AMAUA, Bournemouth University

Session Format:
Interactive workshop

This session will be of interest to those working in, or with an interest in:
Finance | Legal | Student services | Governance | Events | Quality | Research | Planning | Marketing | Equality and diversity | International | Teaching and learning | Registry | General administration | Other

This session is aimed at:
General administration | Mid-level management | Senior management
Working Session

105: How to give students ownership of their student communications

Research shows that the more engaged students are in their learning the more successful they will be. The exact same is true for your student communications strategy. This workshop will give you practical tips to give students real ownership and choice in their communications, so that they are more successful at university.

By the end of the session delegates will be able to…

- Understand why giving students ownership of student communications and information sharing is so powerful in building a vibrant and engaged student community
- Gain an understanding of practical initiatives and examples that are currently being utilised across the UK higher education sector to give students ownership of their student communications
- Create a plan of how they can implement similar initiatives within their own institutions - taking the theory and putting it into practice

Speakers

David Gilani FAUA, Head of Student Engagement and Advocacy, Middlesex University

Session Format:
Interactive workshop

This session will be of interest to those working in, or with an interest in:
Student services | Events | Marketing | Teaching and learning | Registry | General administration

This session is aimed at:
General administration | Mid-level management
**Working Session**

**106: Transforming what it means to grow up in South Yorkshire**

This session shares our journey of setting up South Yorkshire Futures, setting out how Sheffield Hallam University has used it to bring more joined-up leadership across the region, building on excellent work already being undertaken.

Through South Yorkshire Futures, the University has invited partners to build a shared vision for the role of education in improving social mobility; raising standards of attainment at every age and stage; providing a framework for enhancing school leadership; and supporting improved progression of young people into further education, higher education and work.

The programme aims to see as many partners as possible involved, working together to improve outcomes for young people across our region. During the session, we will explore the approach and why certain things have worked well and why certain things have not. There will be the opportunity to discuss the approach and to gain insight on how to approach a similar programme in another University.

By the end of the session delegates will be able to…

- Understand the potential role that a university can play in shaping the educational landscape
- Appreciate how a university can support others to drive forward change
- Appreciate strategies for dealing with local politics

**Speakers**

Greg Burke, Director South Yorkshire Futures, Sheffield Hallam University

**Session Format:**

Group discussion

**This session will be of interest to those working in, or with an interest in:**

Widening participation | Equality and diversity | Teaching and learning

**This session is aimed at:**

Mid-level management | Senior management
Working Session
107: The History of Higher Education | A collaborative venture

Although universities have always competed (for staff, students and resources), the history of the HE sector in the UK is one of collaboration and co-operation, to the point where it’s been described as a cartel by ministers. In this session we will look at the history of HE through the lens of collaboration. This will cover collaborative systems in the middle ages, the emergence of the modern university in the 19th century and common systems and processes in the 20th century.

By the end of the session delegates will be able to…

- Engage with key aspects of the history of higher education in Britain
- Understand the historical background to current policy debates
- Understand how approaches to collaboration and competition in the HE sector have changed throughout history

Speakers
Mike Ratcliffe FAUA, Academic Registrar, NTU

Session Format:
Lecture/Talk

This session will be of interest to those working in, or with an interest in:
General administration

This session is aimed at:
New to the sector | General administration
Working Session
108: What good ever comes of networking? | From serendipity to Australia

Many staff are reluctant to engage in networking for fear of failure or not making the right contacts. This session will outline how people can take responsibility for their own development and make the best and most effective use of even a small number of contacts to benefit them personally in their career development. The session will use examples from my own experience, and how I progressed from being unsuccessful in applying for one travel bursary to ultimately being selected for this conference. The approach of making best use of any particular experience is widely transferable to many situations, either in the workplace or beyond.

By the end of the session delegates will be able to…

- Understand (a little more) about networking
- Reflect on your own circumstances, skills and development needs
- Understand how to make best use of opportunities and have started to think about what opportunities are available

Speakers
Andrew Unwin MAUA, Department Manager, Durham University

Session Format:
Interactive workshop

This session will be of interest to those working in, or with an interest in:
Finance | Legal | Student services | Governance | Events | Quality | Research | Planning | Marketing | Equality and diversity | International | Teaching and learning | Registry | General administration | Other

This session is aimed at:
New to the sector | General administration | Mid-level management
Working Session
109: WISE after the event | Using skills of a project team’s individuals in a major implementation or a collaborative project

Following the implementation of the WISEflow assessment tool in the College of Business, Arts and Social Sciences at Brunel University London, we have reflected on our project journey and we will share our experiences to help you avoid falling into the same traps as we did.

This session will lead you through using a skills matrix to map individual strengths and weaknesses of project team members, as well as giving you a practical tool to consider how you might communicate with your varied stakeholders.

Although we reference WISEflow, this session is relevant for any small or large-scale project work.

By the end of the session delegates will be able to…

- Identify the skills of a project implementation team, as well as identify any skills gaps that might need filling
- Create a communication plan/map
- Better understand how a project implementation can be successfully managed

Speakers
Chris Miller AMAUA, Senior Student Programmes Manager, Brunel University London
Nikki Elliott MAUA, College Projects Officer, Brunel University London
Vanessa McLaughlin MAUA, Senior Student Programmes Manager, Brunel University London

Session Format:
Interactive workshop

This session will be of interest to those working in, or with an interest in:
Student services | Planning | Teaching and learning | Registry | General administration | Other

This session is aimed at:
General administration | Mid-level management | Senior management
Working Session

111: Creating collaborative opportunities to support your professional development | Lessons learned from the AUA PGCert and beyond

Delivered by former PgCert participants and current mentors, this interactive session will cover practical ways in which attendees can create and make effective use of collaborative opportunities to broaden their knowledge and professional networks and enhance their professional practice. Using the AUA PGCert in Higher Education Administration, Management and Leadership as a case study, the session will explore how even in self-directed study or independent working environments, creating valuable collaborations with colleagues can significantly enhance learning and enrich both study and work experience. The session will make reference to some reflective theories as well as offer a practical session in which delegates will create their own action plan. The content will be of benefit to: prospective or current AUA PGCert participants or mentors, those who are new to the HE sector, and team members or managers seeking to enrich or develop their working practices.

By the end of the session delegates will be able to…

- Be aware of the benefits of working collaboratively and how collaboration can be used to support a variety of work and study projects
- Draw upon a range of collaborative activities to support their professional development
- Create a personal action plan for how they can identify and create opportunities to collaborate with colleagues to support their professional development

Speakers
Rachel Lazenby AMAUA, Student Funding Manager, University of Oxford
Nicola Cooper-Harvey MAUA, Head of Student Fees and Funding, University of Oxford
Craig Franklin AMAUA, Administrative Officer (Courses and Modules), University of Warwick

Session Format:
Interactive workshop
This session will be of interest to those working in, or with an interest in:
General administration | Other

This session is aimed at:
New to the sector | General administration | Mid-level management
Working Session

112: All or Nothing? | Strategies for working towards an inclusive student, staff and community experience

A chance to explore what accessibility and inclusivity means with a particular focus on disability for HE in 2020, both legislatively and culturally. What are we obligated to do and why will our recruitment, student satisfaction and outcomes improve if we do it well? We will cover some disability awareness training to empower you to return to your institution with practical knowledge to effect change. We will concentrate on opportunities and practical solutions for improving digital accessibility and inclusive events, including open days, lectures and conferences. Whatever your role, you will come away with ideas for practical changes to apply to your area of work that could collaboratively transform our universities into an example of inclusivity in education.

By the end of the session delegates will be able to…

- Better understand interventions to improve the inclusivity of events
- Possess knowledge and practical information on how to meet digital accessibility standards
- Discuss ideas on working together to make and implement plans to mainstream inclusive practices in HE

Speakers

Ben Watson, Accessible Information Adviser, Student Support & Wellbeing, University of Kent
Natalia Crisanti MAUA, Events, Systems and Communications Officer, Student Support & Wellbeing, University of Kent

Session Format:

Interactive workshop

This session will be of interest to those working in, or with an interest in:

Finance | Legal | Student services | Governance | Events | Quality | Research | Planning | Marketing | Equality and diversity | International | Teaching and learning | Registry | General administration | Other

This session is aimed at:

New to the sector | General administration | Mid-level management | Senior management
Working Session
113: Approaches to Collaborative Problem Solving

We all face problem-solving challenges; this session will explore the various types we might be confronted with and how we might use collaborative techniques to bring about a creative approach to problem solving. The session will begin with an introduction to the two speakers’ own experiences of techniques and will use a live case study of how they’ve used different approaches to collaborative problem solving amongst their School Manager peers. The final part of the session will give delegates the opportunity to divide into groups and try out some of the techniques for themselves so they can take them back and apply them to their own organisations.

By the end of the session delegates will be able to…

- Develop an understanding of different tools for collaborative problem solving and have an opportunity to try them out
- Recognise how collaborative problem solving can be used in a multitude of organisational contexts
- See the value of collaborative problem solving to develop and build networks supporting personal, and wider team, wellbeing

Speakers
Roseanna Cross MAUA, School Manager, Cellular & Molecular Medicine, University of Bristol
Jill Walsh MAUA, School Manager, School of Arts, University of Bristol

Session Format:
Interactive workshop

This session will be of interest to those working in, or with an interest in:
General administration

This session is aimed at:
Mid-level management | Senior management
Working Session

114: AUA USA Study Tour 2019 | Collaboration and partnership across institutions and borders

Collaborative work can take many forms. This session will talk about the experience of participating in a high profile project that delivered both in terms of objectives and experience. In May 2019, a group of 12 AUA members participated in the AUA Study Tour, travelling to the USA to visit HE institutions and other associations in New York, New Jersey, Washington DC, Maryland and Virginia. The presenters will share their experiences representing the AUA on the Tour, coming from different roles and institutions, and expand on the mechanisms that carried the entire project from conception to fruition and the collective efforts that made this a success story. The team will share their main highlights and feedback, with the opportunity for delegates to ask questions. Delegates should leave this session feeling informed and inspired, maybe even to become involved in AUA activities and Study Tours themselves.

By the end of the session delegates will be able to…

- Recognise the benefits of an effective strategy and execution in a high-profile project
- Recognise the benefits of international engagement within the HE context and identify ways to support rewarding partnerships
- Identify one or more challenges they are facing within their own collaborative projects and consider how best to overcome these

Speakers
Sophia Harding MAUA, Collaborative Academic Partnerships Manager, Staffordshire University
Fiona Secondino MAUA, Head of Research Management and Administration Unit, Coventry University
Mike Keighley MAUA, Director of College Operations, Brunel University London

Session Format:
Lecture/Talk

This session will be of interest to those working in, or with an interest in:
Student services | Governance | Events | Quality | Research | Planning | Marketing | Equality and diversity | International | Teaching and learning | Registry | General administration

This session is aimed at:
New to the sector | General administration | Mid-level management
Working Session
115: Collaborating to learn from our mistakes

We all make mistakes. At work and in our personal lives, ‘messing up’ is part of what makes us human. Nevertheless, mistakes made in the workplace often lead to anxiety, panic, defensiveness and even a loss of self-worth - often, these things are tied to how we think our colleagues will respond.

This session will explore how, in collaboration with colleagues, we can reframe our mistakes as a chance to learn and build stronger working relationships. Presenters will share a major mistake they have made in their careers, what they gained from it, and what role the responses of their peers played in this learning process. As a group, we will then consider various scenarios, utilising an adaptable framework to collaboratively develop practical strategies that will enable us to tackle and learn from mistakes. There will be ample opportunity for discussion and reflection and we will address some of the common challenges around ‘owning up’ and moving on from mistakes.

By exploring how we can collectively reframe mistakes as positive learning opportunities, we hope you will leave the session with further understanding of the value and benefits of making mistakes and with increased confidence to manage and share errors when they inevitably do happen in order to foster an environment where mistakes are accepted.

By the end of the session delegates will be able to…

- Explain why sharing with others is integral to the process of learning from mistakes
- Apply practical frameworks and tools to reflect on and process their own and others’ mistakes
- Articulate the value of making mistakes to those around them, helping to create a culture where mistakes are accepted

Speakers
Annika Theilgaard FAUA, Student Engagement Manager, University of Bath
Jenny Medland-Kelly AMAUA, Executive Officer to Pro-Vice-Chancellor for Learning & Teaching and Vice-President (Student Experience), University of Bath
Ann-Marie Hartland FAUA, Director of Administration, University of Bath

Session Format:
Interactive workshop
This session will be of interest to those working in, or with an interest in:
Finance | Legal | Student services | Governance | Events | Quality | Research | Planning | Marketing | Equality and diversity | International | Teaching and learning | Registry | General administration

This session is aimed at:
General administration | Mid-level management