Working Session

301: Supplier showcase 3: Curriculum – creating value beyond validation and compliance

Higher Education is challenged on many fronts, greater competition, funding, student and corporate expectations. Simultaneously considering and planning for what tertiary education provision needs to be as the Future of Work emerges on the horizon.

This session will talk about the experience of a software vendor with an international footprint, participating in more discussions with university curriculum practitioners around the world than anyone else. Combining that experience with industry analysts’ views paints a picture of unique opportunity for the HE sector to be ready to innovate and transform offerings to students. Agility in curriculum is not fast paced change, but being able to support existing and new curriculum models, offerings and structures simultaneously is challenging.

The presenters will share their experiences at Akari Software, listening to Universities internationally and seeing around corners to provide technologies to manage curriculum lifecycle that co-exists with Student management Systems and Learning Management Systems.

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

- Recognise that embarking on a Curriculum Management solution deployment can quickly deliver for the quality needs of the institution (governance, mapping, accreditations, compliance etc) but also deliver on student experience initiatives and support student success
- Understand through case studies, how some Universities have adopted curriculum management as absolute source of truth, resulting in benefits downstream often not evident when they set out
- Learn how Universities working with Akari have realised through an agile approach to curriculum that enabling change will be essential as they ready themselves for the future of work and its impact on higher education, where that future is a known unknown

Speakers
Eoghan O’Leary, Executive Chairman, Akari Software
Paul Hederman, Director of Customer Success, Akari Software

Session Format:
Lecture / Talk
Collaborating for success
AUA Annual Conference and Exhibition 2020

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

This session is aimed at:
Mid-level management | Senior management
Working Session
302: Creating connections 2
Meeting like-minded people and forming valuable connections is a key reason to attend the Annual Conference and you’ve told us you want more time dedicated to this in the programme. So this year there are two new working sessions that are saved spaces for you to meet new people and to share and discuss ideas on topics linked to the overall conference theme of collaborating for success.

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

- Meet new people in an informal setting
- Share ideas related to the theme of ‘Collaborating for success’

Speakers
Helena Torres FAUA, Centre Administration Manager, University of Kent
Sara Corcoran FAUA, Director of Human Resources, University of Suffolk

Session Format:

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

303: Serious student welfare incidents | What does a coordinated, effective and efficient response look like?

How effectively does your institution respond when there is a serious student incident? When there is a case of meningitis or TB, for example, or when a student is arrested for a serious offence such as a sexual assault, how well do all the relevant parts of your institution work together to manage the incident? What happens when a student dies? How effectively does everyone work together to offer support to the student’s family, friends, and the wider student and staff bodies?

In this practical session, we will start with a fictional case study, and explore the components of an effective response. We will also discuss how holding ‘case conferences’ within institutions can make a significant difference to the efficiency and effectiveness of a university’s response to these serious and complex incidents.

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

- Know what a serious student welfare incident looks like, and understand why it is important that universities have protocols in place to manage serious student incidents
- Assess how well their own institution is currently performing on managing serious student incidents and spot opportunities to enhance procedures in their own institution
- Take back practical information to their own institutions on how ‘case conferencing’ can ensure that all of the relevant teams are working well together to manage an incident

Speakers
Levi Pay, Director, Plinth House

Session Format:
Interactive workshop

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

This session is aimed at: Mid-level management | Senior management
Working Session
304: How to work with a consultant

Universities often bring in consultants when there is a problem which they need to solve. This session - run by someone who has used consultants and is now a consultant - will look at why they do this, how consultancy works, how to get the most out of a consultant if you are thinking of using one, and how to respond if consultancy is happening to you.

This session will cover everything you need to know if you are hiring a consultant, or if you're having consultancy done to you, and why the arrival of a consultant does not herald the end of the world.

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

- Understand why universities use consultants, and the consulting process
- Understand how best to work with consultants, if you are the manager who appoints them
- Understand how best to work with consultants if they are working in your university

Speakers
Hugh Jones FAUA, Senior Consultant, Hugh Jones Consulting

Session Format:
Interactive workshop

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

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

305: Delivering change: collaboration, resilience and the student voice | A case study on working in partnership to introduce a ‘one stop’ student office in departments at Lancaster University

This interactive presentation, with questions and discussion, will use the introduction of a ‘Combined Student Office’ model across seven academic departments at Lancaster University as a case study in delivering change through collaborative working across professional services (departments, faculties and central divisions) for the benefit of both students and academic staff. We will outline why and how the combined student office model (UG, PGT, PGR) was developed and the intended benefits from a department, faculty and institutional perspective to service users – students and academic staff. We will explore the development and implementation of the concept and honestly and openly highlight the successes, challenges and failures encountered along the way.

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

- Understand how working in partnership with a common goal can help to overcome the challenge of resistance to change
- Understand how collaborating can build a resilient cross-disciplinary team, improving the resilience of a project and ultimately helping to overcome challenges and obstacles that may be met on the way
- Understand how using the student voice can be used not only to improve the student experience but also to support ideas for change and reduce resistance to change from professional services and academic staff

Speakers
Sarah Sweeney MAUA, Faculty Manager, Science and Technology, Lancaster University
Bitten Brigham MAUA, Departmental Administrator, Lancaster University
Lauren Emery MAUA, Departmental Administrator, Lancaster University

Session Format:
Lecture/Talk
This session will be of interest to those working in, or with an interest in:
Student services

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

306: Action learning sets | An introduction

"There can be no learning without action, and no action without learning" (Reg Revan).

There is a way for individuals to have their peers help them solve real problems in real time. This interactive and experiential workshop provides a unique opportunity to work with and learn from peers from other organisations who have (very) similar issues, problems and opportunities to your own through Action Learning Sets. No experience necessary. Bring yourself, an open mind and a current issue or problem to work on.

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

- Understand the features, roles of participants and facilitator, and process steps of an Action Learning Set cycle
- Describe the process of an Action Learning Set, having experienced a cycle in compressed form
- Reflect on the process and decide whether or not to initiate and continue the process with their group

Speakers

Bruce McGowen MAUA, Assistant Director, Academic Services, The Open 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
**Working Session**

307: Dr PowerPoint, or how I learned to stop worrying and love the slide | *Practical skills and techniques to giving a killer presentation*

A key part of collaborating for success is the presentation and sharing of ideas yet how many of us have sat through interminable presentations? How many of us have had any formal training in presentation skills yet are expected to be able to present at the drop of a hat? This session will cover the basics of how to combat presentation nerves and give an engaging and informative presentation.

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

- Formulate strategies to combat presentation nerves and present in a confident, assured and persuasive manner
- Understand and develop practical presenting skills and use these to design and give clear, powerful and memorable presentations
- Understand the basic psychology of presentations and use this to craft more memorable, impactful and persuasive presentations

**Speakers**

Jon Milner-Matthews MAUA, Credit-to-Cash Transformation Lead, Imperial College London

**Session Format:**
Interactive workshop

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

308: Leading with kindness | Using kindness to improve leadership, deliver better results and create happier, healthier and more inclusive teams

What if we reimagined leadership using the guiding principle of kindness? Kindness can help us to build healthier, happier and more inclusive teams, improve performance and invigorate our work. Kindness means we can trust one another, and that trust will allow us to try new things and challenge the norms. This session will explore how kindness can help us to find answers to the tough questions we face as we lead our teams through challenging times. Topics we will explore together will include clarity, fairness, communication, managing underperformance, change and restructure. We will also share links to other kindness resources, including a kindness reading list and a TEDX playlist, giving you plenty of resources to draw on after the conference. Kindness isn’t soft or weak. Kindness is tough and powerful. Kindness is transformational. Come along and join #teamkind.

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

- Understand how kindness affects us and how it can be a key leadership skill
- Consider how you can use kindness to help address challenges, solve problems and bring about change
- Recognise the role that kindness can play in your professional lives and understand the benefits that it can bring

Speakers
Susie Hills, Joint CEO and Co-Founder, Halpin Partnership

Session Format:
Group discussion

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:
Mid-level management | Senior management
Working Session

309: Thinking global | Collaborating for Success

This session will focus on the power of cross-institutional collaboration in order to realise impactful internationalisation activities which benefit a range of different professional service departments and their shared missions to support internationalisation activity and internationalised student experience. Delegates will be presented with the approach taken by the University of Kent through ‘The Global Officers Leadership Development (GOLD) Programme’ and ‘The Think Kent Global Showcase’ series which capitalise on the sharing of resources and expertise across the institution. After consideration of the models presented at Kent, delegates will have the opportunity to discuss and consider in groups their own contexts, thinking about similar activities that may already be happening and how the approaches described at Kent could inform their own collaborative project development.

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

- Identify how to maximise the benefits of an international academic community
- Develop strategies to enhance internationalisation at home
- Consider how resources can be used effectively

Speakers

Emma Marku MAUA, International Partnerships Officer, University of Kent
Anthony Manning, Dean for Internationalisation, University of Kent

Session Format:
Interactive workshop

This session will be of interest to those working in, or with an interest in:
Student services | Events | Marketing | Equality and diversity | International | Teaching and learning

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

310: Running on goodwill | The value of co-operative relationships at work

Universities are by nature complex, interdependent, highly relational organisations which rely for their success on collaboration, co-operation and goodwill between staff at all levels, academic and non-academic alike. This session will explore how the relationships of professional services staff with their colleagues as customers can affect service quality, and ultimately the performance of the university. The session will share the findings of recent research on this subject, and concepts will be brought to life with real-life examples taken from 50 interviews with university staff in 3 institutions. Interactive exercises will be used to encourage delegates to reflect on their own experiences of developing effective internal working relationships, to share insights and to learn from those of others. Group discussions will explore the characteristics of positive working relationships and the implications for service quality, as well as the long term consequences for internal stakeholders.

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

- Appreciate the importance of internal service quality for the effective operation of a university, and the role of effective collaborative relationships in achieving this
- Reflect on how their own interpersonal relationships with their colleagues contribute to service outcomes and the quality of their contribution in their job role
- Understand the consequences of interpersonal relationship quality for individual and institutional performance

Speakers
Thea Gibbs MAUA, Director of Operations, Coventry 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
312: Developing a whole institution approach towards an inclusive student welcome, induction and transitions experience in partnership with Kent Union

This session will describe the work to review and develop a University-wide, student-centred approach to strengthening our welcome, induction and transitions activities to enhance the student experience at the key junctions of in the student journey. The overall aim and objective of the work is to improve retention, student success and outcomes.

The team will present this work as a case study which exemplifies partnership and collaboration and how taking this approach can ultimately lead to highly creative and successful outcomes. Delegates can expect to understand how the review has developed, its longer term enhancement goals alongside the implementation of a series of "quick wins" for improving student welcome, induction and transitions activities. We will also explore the learning points - the challenges and the benefits (both expected and unexpected) that have emerged from taking a collaborative approach as well as the wider application of the review outcomes/ideas.

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

- Understand the collaborative approach undertaken across an institution in partnership with its student union to enhance welcome, induction and transitions and deliver a single welcome week communications campaign
- Gain insight into the experiences of participants involved in this collaborative approach to enhancing welcome, induction and transitions activities and consider the key learning points so far and how this resonates with delegates own experiences
- Explore the application of this approach and the ideas presented to their own organisational context/s

Speakers
Melissa Mulhall MAUA, Assistant Director, Student Engagement and Experience, University of Kent
Silvia Rasca, Project Manager, University of Kent

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

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

313: Developing university strategy | Collaborating for success?

This session will be part show and tell, and part collaborate to improve. At Edinburgh Napier University we’ve been in the process of developing our new strategy for beyond 2020 under the banner of Shaping our Future. Having sought to adopt as an engaging approach as possible, we thought we’d share the journey we’ve been on, with a particular focus on 5 of the methods we used to facilitate collaboration. Deconstructing what we did and why, and sharing the lessons we’ve learned will hopefully be of interest to anyone keen to undertake a similar exercise. We’ll then use the second half of the session to discuss potential improvements, in both group format and using an online tool – thereby modelling a couple of collaboration techniques, as well as all benefiting from each other’s’ ideas, which could then be applied back in the work place.

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

- Take away some ideas for methods of collaboration to support strategy development or indeed any other large scale engagement exercise
- Benefit from discussions on how to overcome the challenges identified in relation to each method shared in order to apply these learnings in their own institution
- Take away the experience of using an online tool to support engagement and collaboration in their own work place

Speakers
Anita Ogilvie, Executive Manager (Strategy), Edinburgh Napier University
Brent Hurley, Portfolio Manager (Strategic Change), Edinburgh Napier University

Session Format:
Interactive workshop

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

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

314: An exceptional journey | Supporting students whatever their circumstances

This session will focus on one university’s discovery of understanding and improving the student experience through reviewing and revising the Exceptional Circumstances (also known as Extenuating Circumstances) policy and procedure.

Increasingly high numbers of Exceptional Circumstance requests are submitted annually, many linked to appeals. Sector research indicates this is a national trend related to issues of student mental health and wellbeing. This leads to concerns not only regarding the student experience but also the strain this may place on administrative staff should the upward trend continue. At Bournemouth University we have attempted to reduce the volume of Exceptional Circumstance requests through a better understanding of the nature of circumstances, a focus on early support for students and policy and procedure revision. Initial findings indicate we have had some small success in achieving the initial objectives of reducing requests and redirecting students towards more appropriate support channels.

We will share our learning but we are keen to hear how other providers have experienced this policy and more generally about the successes and challenges of collaborative working, how to communicate policy changes to staff across an institution and how to change behaviours at an institutional level.

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

- Understand one University’s journey in relation to policy change and review what impact there has been to date whilst exploring sector best practice
- Explore the benefits and challenges of working collaboratively across institution to deliver change
- Scope the impact of student mental health and wellbeing on policy and cross-university services

Speakers

Jules Forrest MAUA, Academic Quality Manager, Bournemouth University
Ella Say MAUA, Academic Quality Team Leader, Bournemouth University

Session Format:
Group discussion
This session will be of interest to those working in, or with an interest in:
Student services | Quality | Registry | General administration

This session is aimed at:
General administration | Mid-level management | Senior management
Working Session
315: Supporting your team’s development | A behavioural approach to professional development

An introduction to the AUA CPD Framework of Professional Behaviours and how it can be used to support the career development of HE professionals within your organisation.

In this session I will provide practical guidance and advice on how you can use the AUA CPD Framework to support the development of your team and how you can adapt it to meet your organisation’s priorities and processes.

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

- Learn about the AUA CPD Framework and how it can be used to support the development of HE professionals
- Learn from best practice within institutions
- Consider how you might use the Framework within your own team

Speakers
Jo Forsyth MAUA, Professional Development Manager, The AUA

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