



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



Working Session

201: Supplier showcase: Realising better ways to work together at the University of Nottingham

Managing a complex and changing portfolio of research projects can be very challenging. Academics, researchers, administrators, research managers, contracts managers, library and many other staff are involved in different parts of the lifecycle of a research project, often working in their own silos, with their own processes and targets.

In 2017 the University of Nottingham embarked on a mission to streamline the end-to-end management of their research projects by enabling both academic and professional services staff to work together, on one software platform. Two years on, and the transformation is real – with over 3,100 staff collaboratively managing 7,300 staff profiles, 8,800 research projects, 3,150 contracts and 42,900 research outputs on Worktribe, a cloud-based platform for research and curriculum management.

In this session, we will share some of the key challenges and learnings from the University of Nottingham's journey towards better collaboration, transparency and efficiency. We'll explore how different groups have embraced new ways of working and formed new relationships across departments and teams. Finally, we'll demonstrate the significant impact that a more streamlined, one platform approach to research management has made at the University.

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

Speakers

Joy Wilmot-Carr, Research Systems and Business Improvement Manager, University of Nottingham
Jon Hackney, Worktribe

Session Format:

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

This session is aimed at:



Working Session

202: Creating connections 1

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

Sandra Mienczakowski MAUA, Head of Academic Processes, University of Nottingham

Vikki Goddard FAUA, Director of Faculty Operations, University of Manchester

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

203: AUA Japan Study Tour 2019: promoting internationalisation

This session presents a report on the AUA's most recent Study Tour to Japan, discussing the key themes of the tour and the universities that were visited. We will reflect on what makes a good experience for Study Tour participants, which destinations should be considered for future tours and how the AUA can provide support. It will be an interactive session where delegates are encouraged to share ideas and thoughts in the hope of collaborating to shape the future of AUA study tours.

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

- Learn more about AUA Study Tours
- Reach a view about whether they would wish to join a Study Tour.
- Provide reasons for why a destination should be short-listed.

Speakers

Liz Turner FAUA, Head of Academic Policy & Quality Office, Oxford Brookes University
David Law MAUA, Honorary Professor, Keele University

Session Format:

Group discussion

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

International | Teaching and learning | General administration

This session is aimed at:

Mid-level management



Working Session

204: Looking behind the label | *Mental ill-health in the workplace*

Knowing how to identify, respond to and consider mental ill-health in those we manage or work with is important to create workplaces where people can flourish and work together effectively. This session, based on a training session that has been developed and delivered at the University of Oxford, will facilitate discussions around addressing mental ill-health in the workplace. It will take the form of small and whole group discussions, allowing participants to learn and share experiences of the different ways mental ill-health can manifest and be accommodated for in the workplace.

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

- Have a strong understanding of how, and for how many, mental ill-health affects life in the workplace
- Know how to spot the signs of mental ill-health and know where to find further resources to develop their knowledge
- Have many ideas about how to make the workplace better for staff with mental ill-health

Speakers

Verity Westgate FAUA, Research Coordinator, University of Oxford

Session Format:

Interactive workshop

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

Equality and diversity | General administration

This session is aimed at:

New to the sector | General administration | Mid-level management | Senior management



Working Session

205: University Challenge? | *Is our professional identity affected when working with academic colleagues?*

We have all heard the stereotypical view that professional services and academics cannot work together and have a fractious relationship but how true is this in the current climate? My current research focuses on the relationship between academics and professional services and how this may affect our professional identity. You will have the opportunity to discuss your experiences of working with academic staff and whether you feel your professional identity was challenged as part of that working relationship.

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

- Understand how their relationships with academic staff may affect their professional identity
- Understand how the sector deals with the academic/professional services relations
- Discuss with colleagues in their own institution how relationships with academic staff can be improved

Speakers

Joanne Caldwell FAUA, CDT Manager, The University of Salford

Session Format:

Interactive workshop

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

Finance | Student services | Governance | Quality | Research | 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

206: Implementing Career Pathways for Professional Services Staff

These are turbulent times for HE Institutions and motivating and engaging staff in these times can be difficult. Employees usually feel more engaged when they believe that their employer is concerned about their growth and provides routes to reach individual career goals. Career pathways have been implemented at Durham University to provide employees with a mechanism to understand what skills and knowledge need to be enhanced to prepare for progression into new or different positions. Implementing career paths may also have a direct impact on entire organisations by improving morale, career satisfaction, motivation, productivity, and responsiveness in meeting departmental and organisational objectives.

This session will explain how Career Pathways were introduced at Durham University through the implementation of Job Families to clearly identify routes that can be followed by Professional Services Staff to progress careers through a particular Job Family and/or Department and also highlight other opportunities. This initiative was implemented through collaborating with colleagues from across the institution and by working closely with the Accommodation and Commercial Services Department who have a very successful succession planning programme within their department. A presentation will be delivered during the session with group interaction throughout, following the presentation there will be a group discussion on tables to discuss how career pathways can be developed at other institutions and sharing of good practice.

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

- Understand the importance of career pathways for institutions to motivate and engage staff
- Understand how career pathways have been developed at Durham University for Professional Services Staff and see how this can be used within their institutions
- Understand how Job Families as developed at Durham University can assist with identifying core transferable skills and form the basis for consistent and comprehensive professional development opportunities

Speakers

Claire Tindale AMAUA, Senior Organisation Development Manager, Durham University

Session Format:

Interactive workshop



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

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



Working Session

207: Reach for the StAR | *Collaboration, consolidation and culture change on a large scale*

Leading an engagement-driven review of student administration and a collaborative project to implement its recommendations. The session will outline an approach to improvement and change which is based on communication and collaboration, bringing different perspectives together to add value and encouraging shared ownership of issues and solutions. It will also describe how this approach was used to review student administration services, processes, organisation and people at the University of Hertfordshire.

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

- Understand the engagement-driven approach to change
- Understand the risks, benefits and challenges of adopting the approach
- Understand the application of the approach to a major organisational change project

Speakers

Sharon Harrison-Barker MAUA, Secretary and Registrar, University of Hertfordshire
Gill Sadler, Head of Planning and Strategic Support, University of Hertfordshire

Session Format:

Lecture/Talk

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

Student services | Registry | General administration

This session is aimed at:

Mid-level management | Senior management



Working Session

208: Town & Gown Collaboration | *Using the AUA CPD Framework to create impact in wider society*

How can we apply the AUA CPD Framework to build successful collaborations with local government, communities and the wider public? This session will look at a case study of how the Framework has been applied in the organisation of the UK Corporate Games Lancaster 2020, a collaborative event which has included the involvement of Lancaster University. The session will highlight the broader value of the AUA CPD Framework in working beyond the boundaries of HE, and aims to promote discussion and idea generation around collaborations between 'town and gown'.

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

- Understand the wider application of the AUA CPD Framework
- Understand the value of our behaviours outside of our immediate work context
- Identify potential opportunities for public engagement and collaboration

Speakers

Pamela Forster MAUA, Impact Support Officer, Lancaster University
Ellie Appleton MAUA, Resources & Projects Officer, Lancaster University

Session Format:

Group discussion

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

Events | Marketing | Equality and diversity | International | General administration | Other

This session is aimed at:

General administration | Mid-level management | Senior management



Working Session

209: Collaborating to end oppression | *Beyond effective dialogue to real change in transnational education*

This session focuses on 15 years of collaboration between Queen Mary University and Beijing University of Posts and Telecom, which has a proven record of successful cross-border team communication and interdisciplinary practice, as evidenced in the ongoing evaluation of their three joint undergraduate programmes. Inspired by the work of Paulo Freire to instil common values in order to end oppression, Queen Mary's professional services team acted as the collaboration champions and in this session one example of their work in this area will be shared in an effort to evoke open-ended exchanges of experiences with the audience.

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

- Understand the methods used at Queen Mary to interact with and acknowledge the differences with its Chinese partner institutions in ways that add value
- Display an insight into how the Joint Programme team thought outside of the box and found their voices when working in a complex collaboration project
- Constructively articulate the purpose of change, as well as to understand how to communicate upwards in order to influence policy formulation across international and national campuses

Speakers

Min Song, Joint Programme Assessment and Record Officer, Queen Mary University of London

Session Format:

Lecture/Talk

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

Student services | Governance | Planning | International

This session is aimed at:

New to the sector | Mid-level management | Senior management



Working Session

210: Seconded! | *The benefits (and pitfalls) of micro-secondments for central and local collaboration*

Reflections on UCL's experiences with micro-secondments. This session explains how departmental professional services staff were seconded on a one day a week basis to a Registry project to improve the student systems for module registration and assessment processing. It will be delivered as an interactive presentation with opportunities for group discussion and will cover the benefits of micro-secondment for the project, for the professional development of the secondees and registry staff, and reflections on what could have been done more effectively.

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

- Understand the benefits and potential pitfalls of using micro-secondments to work across boundaries and develop relationships with other teams
- Understand the benefits of a holistic approach to problem-solving in order to identify effective solutions
- Use micro-secondments as a development opportunity for themselves and others

Speakers

Helen Matthews FAUA, Head of Academic Policy and Quality Assurance, UCL
Robbie Macaulay, Departmental Manager, UCL

Session Format:

Lecture/Talk

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

Student services | Registry | General administration

This session is aimed at:

General administration | Mid-level management



Working Session

211: Making the University a Better Place! | *Delivering improvement through building communities of practice and promoting informal collaboration*

Want to improve University processes to make things better for staff and students, but find that organisational structures get in the way of true collaboration? This session will describe a decentralised approach, whereby colleagues are supported to build networks and collaborate informally through building University wide communities of practice. The session is based on experiences described in a chapter co-authored by the two presenters in the recently published book 'Global Lean for Higher Education: A Themed Anthology of Case studies, Approaches and Tools'. The session will both describe the approach, and model it first hand by engaging participants in some hands on exercises with the aim that they will leave the session having formed some connections with colleagues in other Universities, and with the confidence to apply some of the learnings in their own institute.

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

- Identify the key elements of a successful decentralised continuous improvement approach
- Apply opportunities for building informal collaboration and communities of practice to their own institution
- Take away knowledge of some process improvement tools

Speakers

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:

Student services | 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 | Senior management



Working Session

212: Operations support in a sea of change.....how to steer, improve and not hit the rocks!!! | *How to change processes, develop effective working relationships and build trust within a changing environment*

An interactive session to take you through the journey of a Directorate re-structure from start to finish. The session will be delivered from the perspective of the manager implementing the change and a key member of staff within the team and will cover the consultation, feedback, process review, developing effective working relationships, overcoming resistance to change and using technology to support, communication and collaboration.

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

- Share good practice on how to overcome resistance to change
- Use technology to support communication and collaboration
- Maintain and build effective working relationships, whilst undergoing a significant cultural change

Speakers

Loredana Faraon MAUA, Head of Operations, Oxford Brookes University - Directorate of Marketing and Communications

Helen Cherry MAUA, Executive Assistant, Oxford Brookes University - Directorate of Marketing and Communications

Session Format:

Lecture/Talk

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

Finance | Legal | Planning | Marketing | General administration

This session is aimed at:

Mid-level management | Senior management



Working Session

213: Blood, sweat, tears and cats | *International project management through the lens of Global Entrepreneurial Talent Management 3 (GETM3)*

How do you set up and manage a successful international mega-project within an HE setting? In this interactive workshop, delegates will be taken through the who, why, what and how of developing and managing an international mega-project using the first hand experiences of an EU funded Horizon 2020 RISE project, GETM3. The session leaders will first present their own experiences, before utilising group discussion and worksheets to allow delegates to think about their own projects and how they would approach them.

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

- Understand the different stages of a mega-project, from proposal development and building a consortium, through set up stages and on going management techniques
- Develop their own project 'plan' using the presenters framework of blood, sweat, tears and cats
- Understand the importance and complexity of collaboration in order for such projects to be a success, and also be able to explore what success looks like

Speakers

Alison Pearce, Associate Professor Strategic Management & International Business, Project Leader, Global Entrepreneurial Talent Management 3 (Research & Innovation Staff Exchange), Northumbria University

Suzanne Crane MAUA, International Research Project Co-ordinator, Northumbria University

Session Format:

Interactive workshop

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

Research | International

This session is aimed at:

Mid-level management | Senior management



Working Session

214: When is it time to ask for help? | *Successful collaboration between universities and consultants*

These challenging times are shouting out for universities to think and act more strategically. But, with limited experience, where should they turn? We explore a case study of a university who has collaborated with a consultant - with positive results! This session will highlight the entire process of using consultants: from identification of need, discussion of parameters, and delivery, and discuss key challenges and opportunities which arose from the working relationship. Facilitated group discussion will then allow attendees to consider how their institution might benefit from such a relationship, in order to increase their resilience in the current HE landscape.

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

- Understand key challenges and opportunities of collaborating with external support
- Map the key stages in the strategy development process
- Learn from peers across the sector about different experiences in strategy development and implementation

Speakers

Lorna Wilson, Head of Research Development, Research & Innovation Services, Durham University
Jo Edwards, Director, Lucidity Solutions Ltd

Session Format:

Group discussion

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

Research | Planning | International | Teaching and learning | General administration | Other

This session is aimed at:

Mid-level management | Senior management



Working Session

215: Case Study of a Successful Collaboration: NTU and AUA | *Lessons learnt: the good, the bad and the challenging*

Using the partnership between Nottingham Trent University and the AUA in the delivery of the PgCert in Higher Education Administration, Management and Leadership as an example of successful collaboration, we will explore the key elements of its success. This will include how the partnership has responded to the changing external environment, organisation challenges and the diverse needs of learners. This will be an interactive workshop that will examine the key elements involved in developing a partnership and offer practical advice for those working in HEIs. There will be discussions on stakeholder relationship management and how to balance the different agendas of a complex range of partners.

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

- Understand the key factors that contribute to a successful collaboration
- Learn more about the PgCert programme and progression routes
- Have an insight into practice solutions to ensure partnerships are successful

Speakers

Joanna Booth, Principal Lecturer, NTU

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 | Other

This session is aimed at:

General administration | Mid-level management



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



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 Bringham 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

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 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



Working Session

401: Supplier Showcase: The digital examination landscape | *Beyond pen and paper*

This session is designed to help you explore the idea of what a paperless digital assessment environment might look like and how the stress and pinch points in your own institutional examination processes could be reduced through the adoption of a unified system.

We will discuss some of the key concerns stakeholders have when considering the transition from paper to digital. There will be a mix of discussion, Q&A, lecture, and product demonstrations in the session, and you will learn from a case study of a HEI whose adoption of digital assessments has helped them go from strength to strength and become UK leaders in the sector.

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

- Understand how the latest developments in Digital Assessment and a competitive HE market is driving student demand for a more transparent and flexible assessment model
- Identify key areas with their institutions' exam management process that could benefit from a fresh perspective on assessment practices, reduction of bottlenecks/delays, and in turn contribute to decrease levels of workforce and student stress
- Understand how these areas can be realised by exploring a digital assessment flow approach to examination management

Speakers

Niels Qvarfot, Head of Sales, UNIwise Education Solutions Ltd.

Craig Wilkinson, UNIwise Education Solutions Ltd.

Session Format:

Interactive workshop

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

Student services | Quality | International | Teaching and learning | Registry

This session is aimed at:

Senior management



Working Session

402: Making academic regulations fun! | *Creative ways to help staff and students understand and engage with academic regulations*

UWE Bristol is undertaking a review of its academic regulatory framework. This requires them finding ways to engage staff and students across the entire University community. In addition, the project team are trying to identify innovative and appealing ways to ensure staff and students keep up to date on the existing regulatory framework.

This session will provide an opportunity for participants to find out what the University has been doing and compare this to their own institutions' approaches to seeking student and staff engagement with academic regulations. Participants will be encouraged to consider the challenges and potential solutions to ensuring staff and students understand and are up-to-date with regulatory frameworks, as well as to reflect on their own methods of communicating information. This session will not focus on solving particular regulatory issues, but will take a holistic approach on how to raise staff and student awareness of academic regulatory frameworks.

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

- Discuss how other institutions explain/promote their academic regulations
- Reflect on success of the approaches taken by their own institution
- Identify one new approach they will take back to their institution

Speakers

Tracey Horton, Academic Regulations and Policy Manager, University of the West of England, Bristol
Rachael Williams, Senior Collaborative Provision Officer, University of the West of England, Bristol
Becky Smith, Curriculum Enhancement Manager, University of the West of England, Bristol

Session Format:

Interactive workshop



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

This session is aimed at:

New to the sector | General administration | Mid-level management



Working Session

403: Moving into the Matrix | *Supporting programme approval in another dimension*

This session will provide an account of how a change in organisational structure has led to a change in quality support role and the need to work collaboratively to provide specialist advice and guidance on academic quality requirements and programme design -supporting academic colleagues holistically and effectively. The session will offer a quality officer's personal account and video contributions from collaborators and academic 'customers' to stimulate discussion amongst participants of how they might work across services to support programme approval or alternative areas of practice, in their own institutional context. It will particularly promote how effective collaboration and a positive attitude towards change can support excellent service delivery.

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

- Identify ways to maximise the potential of change in their own roles by examining opportunities to work with others to enhance customer service
- Reflect on their own professional behaviours when working collaboratively to achieve goals
- Consider how to effectively overcome challenges that might be encountered working with others to deliver excellent service

Speakers

Adrian Lee FAUA, Quality Support Officer, University of York

Session Format:

Interactive workshop

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

Quality | Teaching and learning

This session is aimed at:

General administration | Mid-level management | Senior management



Working Session

404: Many-headed monsters | *Cutting through the complexity of multi-institutional partnerships to deliver excellence in doctoral training*

This journey through the development and delivery of three very different UKRI-funded Doctoral Training Partnerships will explore the challenges, complexity and benefits of working in partnership to deliver PhD programmes. The insights shared will be drawn from the management of large and smaller-scale programmes across the Arts and Humanities, Biosciences and Environmental Science, as both leader and partner in a consortium, and will include reflections on successful ways of working and lessons learned, as well as practical tips for the development of complex partnerships with HEIs, industry and the creative sector.

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

- Understand the steps taken to build a multi-institutional Doctoral Training Partnership with strong working relationships and cross-institutional working
- See how working with industry partners, academic supervisors and students enables a DTP to build research communities and deliver innovative training programmes
- Reflect on the skills and behaviours required to manage and administer large, multi-institutional projects

Speakers

Rachel Van Krimpen AMAUA, Doctoral Training Partnership Manager (BBSRC and NERC), University of Nottingham
Susanna Ison, Midlands4Cities Manager, University of Nottingham

Session Format:

Lecture/Talk

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

Student services | Governance | Events | Research | Marketing | Teaching and learning | Registry | General administration

This session is aimed at:

General administration | Mid-level management



Working Session

405: Breaking out of the silos | *A collaborative journey of strategic unit planning*

During this session delegates can expect to hear about the Open University's journey towards developing a more integrated approach to strategic unit planning through the lens of an institution-wide review project. The review considered themes such as improving our ability to have strategic conversations across Unit boundaries, seeking an improvement in horizontal integration so that plans are cohesive and joined-up, sharing draft unit plans in a way that encourages peer review and feedback, and the development of a Community of Practice to facilitate the sharing of knowledge, experience and development of our collective practices. This interactive presentation will explore how we brought together colleagues from all areas of the University to engage with the project and work collaboratively to develop and implement recommendations, as well as how we bench-marked with other Universities to understand different approaches to integrated planning within the sector.

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

- Understand some of the helpful mechanisms to use to be able to engage and collaborate effectively with stakeholders at all levels of the organisation
- Raise awareness of what a Community of Practice is and what its benefits are, and have some practical examples of how to approach setting one up
- Understand the importance of internal and external collaboration in enacting change within an organisation

Speakers

Rachel Gerry MAUA, Senior Strategy Manager, The Open University
Dagmara Rochowski, Head of Strategic Planning, The Open University

Session Format:

Group discussion

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

406: Scaling up active collaborative learning for student success

The great challenge for Higher Education—the one that matters—is ensuring that all students succeed, regardless of their background. This workshop will consider a successful pedagogic response to the challenge: strategic, widespread use of active collaborative learning, presenting the findings from our extensive and empirically-based project at NTU and offering delegates an opportunity to explore the adoption of active collaborative learning at scale in the context of collaboration across an institution with our guide.

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

- Understand the theory of SCALE-UP and 'flipped learning' pedagogies
- Identify the benefits of SCALE-UP's use, particularly in addressing unexplained barriers to student success
- Consider how to develop SCALE-UP for widespread-use by collaborating with stakeholders: from academic practice to timetabling

Speakers

Dr Tony Churchill, Senior Educational Developer, Nottingham Trent University

Session Format:

Interactive workshop

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

Quality | Research | Planning | Equality and diversity | Teaching and learning

This session is aimed at:

Mid-level management | Senior management



Working Session

408: Sharing shoestrings | *Cross-university collaboration as a rapid, efficient, and effective approach to implementing change*

Everyone is running a project, but no one has enough time, people or money to do it. This session showcases how a major technical and cultural project can be delivered by focussing on people, relationships, and collaboration through the speakers' experiences working on a timetable centralising project at the University of Birmingham. This is an example in delivering a major project when you are not a professional project manager, using what you have available, within a tight timescale.

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

- Understand the difference between Project Management and Change Management
- Understand the key features of (an example of) a successful centralisation project
- List and describe the basic features of a number of stakeholder analysis tools

Speakers

Gillian Davis, Assistant Director (Timetabling and Examinations), Registry, University of Birmingham
Rachel Allmark, Acting Director of Operations (College of Arts and Law), University of Birmingham
Chloe Hancox, Change Manager, University of Birmingham

Session Format:

Lecture/Talk

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

Student services | Teaching and learning | Registry | General administration

This session is aimed at:

General administration | Mid-level management



Working Session

409: Journeys through our profession

Following our popular session on 'defining the profession' in Manchester at AUA2019, this session looks at the professional career journeys taken in student and academic administration/services ('the profession'), and how requirements and skills are adapting in response to the changing environment. By understanding how professional careers are shaping, we'll develop understanding of how to prepare for the future, and have an opportunity for delegates to share their own professional stories to date. The session is a sequel to the one we did last year, but you don't need to have attended last year's session to enjoy it!

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

- Have insight into a range of professional journeys, using examples from across the sector.
- Understand the choices or opportunities that have been taken by others to develop knowledge, skills and behaviours to meet the needs of our profession.
- Understand what knowledge, skills and behaviours they may need to develop to progress their own professional journey.

Speakers

Susannah Marsden MAUA, Director of Student & Academic Services and Registrar, City, University of London
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:

Student services | Governance | Quality | Planning | Teaching and learning | Registry | General administration

This session is aimed at:

New to the sector | General administration | Mid-level management | Senior management



Working Session

410: Enhancing the Student Experience | *I can't do it alone*

Find out how in one academic year Bath Spa University combatted survey fatigue while enhancing student feedback and the student experience. What went well, and what is still being improved? And most importantly, how might this look at my institution?

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

- Review holistically the methods by which it seeks and receives student feedback, and identify which of these are the most effective
- See how collaborating with departments across the organisation can encourage a cleaner approach to surveying students, and embed an institutional behaviour without requiring a formal policy
- Understand how this approach might work in their institution, and have some steps to take when they return to their institution

Speakers

Josh Gulrajani AMAUA, Student Experience Data Manager, Bath Spa University

Session Format:

Group discussion

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

Student services | Quality | Teaching and learning | General administration | Other

This session is aimed at:

New to the sector | General administration



Working Session

411: The LEAN Registry | *Confident, current, collaborative?*

As many universities face financial woes, institutions look to plug gaps; some consider restructuring and redundancies whilst others explore efficiencies through modernisation. Academic Registry in UCLan recognised the need to support and facilitate change in part through the objectives in its People Plan to ensure successful delivery of the Registry's strategic aims.

Commencing in 2018, to date over 60 Registry colleagues have engaged in training and development sessions on the application of a LEAN methodology. Spaces have been offered up to staff from outside the Registry to ensure best collaboration of cross-institutional projects including colleagues from Recruitment and Marketing, Planning and Insight, Financial Services and Corporate Operations.

Registry staff have taken ownership, applied their knowledge and found satisfaction with their solutions in an environment of increased partnership and collaboration. Staff have not only developed their knowledge and skills but also grown in confidence through the direct ability to take action to review and improve the processes, however big or small, they are involved in day-to-day.

Using the principles of Plan Do Check and Act this session will take attendees through the creation of their problem statement, understanding their customer, scoping their project, setting expectations and managing both waste and failure demand.

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

- Understand practical ways of introducing a continuous improvement culture which engages colleagues in the process
- Develop methods for improving processes based upon customer drive whilst removing waste and failure demand
- Gain an understanding of varying methods to implement workplace organisation and standardisation

Speakers

Hannah Lowry MAUA, Head of Faculty Operations, UCLan

Kate Moss MAUA, CAS Team Leader, UCLan

Session Format:

Lecture/Talk



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

Finance | Student services | Governance | Events | Quality | Research | Planning | International | Registry | General administration

This session is aimed at:

New to the sector | General administration | Mid-level management



Working Session

412: Let's change change | *Our mission, your call to action*

'Open to Change' is a Higher Education Innovation Fund Project and was created out of a need for something different; something better suited to our cultures, experiences and expectations. It was created out of a desire for an alternative to big consultancy business, and, most importantly, it was created to help us take time to stop and think about the way we want to change. We are a motley crew of academics, change managers, project managers, consultants, professionals and a few mates. What connects us is the ambition to deliver change in the way we think it should be done: together.

"Let's Change Change" is our mission, and your call to action.

Our approach: The way we work is guided by the philosophy of continuous improvement. As the world around us changes, we expect our approach to change too. We use workshops to share and collaborate, but we also use them to test our thinking and to spark ideas for research that will develop the practice of change management.

Our methodology is underpinned by three distinct, but related, concepts for managing and delivering change: curiosity, creativity and courage. You will be introduced to these throughout the session.

Our aim is not to teach you how to change. Instead, we will hold up a mirror to your current way of thinking and provide you with the space and the tools to reflect on what you think you know about change. All we ask is that you are open to change. Ready?

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

- Understand their relationship with change and how they can inform and influence the change that is going on around them
- Use reflection and appreciative enquiry as key tools to improve outcomes in a change environment or day to day activity
- Apply their change focused learning and experiences into their roles to improve outcomes

Speakers

Susie Palmer-Trew, Director, Change and Improvement, Let's Change Change: The Open Univeristy

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

413: A tale of two Univer-Cities | *Collaborative approach to student focused change programmes*

With A Tale of Two Cities, Dickens asserts his belief in the possibility of resurrection and transformation, both on a personal level and on a social level. This session will look at two large scale change programmes at different types of Universities – Manchester Metropolitan and King's College. Showing that there is more than one way to approach a change programmes, how working with other institutions can help address similar challenges and keep focus on the student experience.

We will outline the individual institutions background, highlighting the different perspectives for Russell Group and non-Russell Group institutions, including how this informs the building blocks of initial projects and solutions. We will get you thinking about how teams and institutions can work more collaboratively, build stronger relationships, and strategically plan for a future where knowledge sharing is essential to deliver service excellence for our students.

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

- Understand that change programmes can come in difference shapes and sizes. Understanding different influencing techniques and the impact and benefits of different approaches
- Appreciate that often universities will experience similar challenges, particularly around capturing business process and the importance of institutional support
- Think about the value of collaborating across different institutions and differing perspectives, in order to champion the student experience

Speakers

Victoria Stone MAUA, Business Process Manager on the Student Journey Transformation Programme, Manchester Metropolitan University

Sarah Jillings MAUA, Associate Director (Programme Management Office), King's College, London

Michael Dickinson MAUA, Business Process Managers on the Student Journey Transformation Programme, Manchester Metropolitan University

Session Format:

Lecture/Talk



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

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



Working Session

414: AUA Creating Conversations: an interactive, multi-use, development resource | *A card-based game useful for colleagues beginning collaborative projects.*

This practical session will give participants the chance to try AUA Creating Conversations, contextualised for enhancing teamwork and collaboration. Through conversations designed to enhance self-awareness related to strengths and areas of development, participants will discuss and decide how they can combine and align their strengths, expertise and experience to support their collective objectives and tasks. The AUA Creating Conversations resource was launched in 2019 and has been very well received across the Sector. This session is recommended for AUA Advocates, managers and colleagues, looking for activities related to the AUA CPD Framework, which, support and enhance communication, teamwork, and embedding the nine AUA Professional Behaviours.

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

- Describe how AUA Creating Conversations can be used to support groups beginning collaborative projects, objectives and tasks
- Demonstrate a greater understanding of the nine AUA Professional Behaviours
- Critically discuss their strengths and areas of development aligned the nine AUA Professional Behaviours

Speakers

Michael Monaghan FAUA, Leadership and Development Adviser, LJMU

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:

General administration | Mid-level management | Senior management



Working Session

415: Developing Effective Working Relationships

Building effective workplace relationships is beneficial to the employees, as well as to the organisation. Effective workplace relationships can enrich the employee's experiences at work by creating a sense of belonging, whereas poor workplace relationships often lead to conflict and division within teams which impacts negatively on the organisation. Team cohesiveness improves the overall effectiveness of the team, contributes to the success of the team and ultimately the institution of higher education. This session seeks to illustrate ways of achieving these effective relationships from a newly democratic South African perspective.

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

- Understand the fundamental principals of creating effective work relationships
- Understand the impact of diverse cultures, belief systems, values and perspectives on the organisation and in achieving success to deliver on its mandate
- Formulate their own strategies and mechanisms to form effective working relationships thereby contributing to the success of their organisations

Speakers

Ranitha Ramdeyal, Manager for Academic Services, University of Kwa-Zulu Natal, South Africa (AAA)

Session Format:

Lecture/Talk

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

Student services | Governance | Equality and diversity | International | General administration

This session is aimed at:

New to the sector | General administration | Mid-level management