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
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 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
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 different 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