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:
Individual one hour session
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

102: Combined sessions: 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:

Combined session

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

102: Combined sessions: 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 develop a University-wide, student-centred approach to strengthening welcome, induction and transitions activities to enhance the student experience for launch in the 19/20 academic year. The overall aim and objective of the work is to improve retention, student success and outcomes at key junctions of the student journey.

The work will be shared as a short case study that exemplifies partnership and collaboration and how taking this approach can ultimately lead to highly creative and successful outcomes. Delegates can expect to understand the key short and longer-term enhancement goals and how this framework was adapted in response to the Covid-19 pandemic for 2020. We will also briefly 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 taking this approach, its adaptability and consider the key learning points to date

Speakers
Melissa Mulhall MAUA, Deputy Pro-Vice-Chancellor Academic Planning, Bath Spa University

Session format:
Combined session

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

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

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

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

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

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

Session format:
Combined session

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

103: Combined sessions: 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:
Combined session

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:
New to the sector | General administration | Mid-level management
Working Session

103: Combined sessions: 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 that 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:
Combined session

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

104: Coming soon

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

Speakers

Session format:

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

This session is aimed at:
Working Session

105: Coming soon

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

Speakers

Session format:

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

This session is aimed at:
Working Session

106: Coming soon

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

Speakers

Session format:

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

This session is aimed at:
Working Session

201: 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:**

30 minute 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

202: 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 be encouraged to consider 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…

- Consider 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

Jim Irving, Academic Registrar, York St John University and ARC Professional Development Lead
Stephen McAuliffe, Deputy Registrar, University of Nottingham and ARC Chair

Session format:
Individual one hour session

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

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

203: Combined sessions: 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:

Combined session

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

203: Combined sessions: 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:
Combined session

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:
New to the sector | General administration
Working Session

204: Coming soon

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

Speakers

Session format:

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

This session is aimed at:
Working Session

205: Learning from AUA Consulting

In 2019 AUA launched a consulting practice “AUA Consulting” as a new strand in our portfolio of activities in the HE sector. What have we learned as an association from this new initiative over the last two years? How is AUA Consulting benefiting AUA, our members and the wider sector? In what ways is AUA Consulting working with universities and what are some of the key issues, questions and topics arising? What might we all be able to learn from these trends and how can universities work more effectively with external consultants? Join a panel of AUA Consultants to discuss these questions and more – exploring learning from AUA Consulting.

Speakers
Dr Andrew West FAUA, Managing Consultant, AUA Consulting
Kate Dodd, Lead Consultant, AUA Consulting
Steph O’Halloran, Lead Consultant, AUA Consulting

By the end of the session delegates will be able to…
- Learn how AUA Consulting has been working with universities
- Have an understanding about how AUA Consulting is benefitting AUA, our members and the wider sector

Session format:
Individual one hour session

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

206: Coming soon

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

Speakers

Session format:

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

This session is aimed at:
Working Session

301: Virtual Interactive AUA CPD Framework Activities

This session will demonstrate virtual interactive activities you can use with your staff and colleagues to raise their awareness and enhance understanding of the AUA CPD Framework. This session will be useful for any colleagues who are new to the Framework and want to learn more about it and how it can be used to support your development. Any AUA Advocates, Managers or colleagues looking for virtual ways to engage their staff with the AUA CPD Framework and its developmental value should attend this session. It will also indirectly highlight good practice for making virtual activities on Zoom engaging and interactive. These activities have been used to great effect on LJMU’s virtual AUA Accreditation Programme. As this Zoom session involves development activities, you will need to have your video and audio enabled. To attend you will need to be using your laptop for the video call and have your smart phone (or tablet) ready to use for some of the activities.

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

Speakers
Michael Monaghan FAUA, Leadership and Development Adviser, LJMU

Session format:
Individual one hour session

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

302: Combined sessions: Moving into the Matrix | Supporting programme approval in another dimension

This session will provide an account of how a move to a matrix organisational structure led to a change in how quality support has been provided to academics designing programmes, through working more collaboratively and offering a more holistic, effective service. The session will offer a quality officer’s personal account and the contributions of a collaborator and academic ‘customer’. It will also offer reflections on how the move to the matrix model of working facilitated a smooth transition to effectively responding to COVID-19. It should stimulate others to thinking about their working relationships across teams and 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, Head of the Academic Quality Team, University of York

Session format:
Combined session

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

302: Combined sessions: 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 Awaiting confirmation, 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:
Combined session

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

303: 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:
Individual one hour session

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

304: Coming soon

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

Speakers

Session format:

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

This session is aimed at:
Working Session

305: Coming soon

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

Speakers

Session format:

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

This session is aimed at:
Working Session

306: Supplier Showcase: The Digital Examination Landscape: Beyond pen and paper

In this session, we’ll share and discuss some of the key concerns stakeholders have when considering the transition from paper-based to digital assessment – academic integrity, question types, marking, to name a few – including reflecting on the challenges the pandemic poses, sector-wide consensus on the future of assessment and real-life examples from HE institutions.

The session will be a mix of reflection and discussion, Q&A, and product demonstration, 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, UK Business Development Manager, UNIwise Education Solutions Ltd.

Session format:
Individual one hour session

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

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

Session format:
30 minute talk

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

402: 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, Re+[@[Suggested update 3]]search Coordinator, University of Oxford

Session format:

Individual one hour session

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

403: Combined sessions: 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 research focuses on the relationship between academics and professional services and how this may affect our professional identity. I will give an overview of my initial findings and ideas on how relations could be improved.

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

- Understand how their relationships with academic staff may affect their professional identity
- Look at ways in which the working relationship could be improved

Speakers
Joanne Caldwell FAUA, CDT Manager, The University of Salford

Session format:
Combined session

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

This session is aimed at:
New to the sector | General administration | Mid-level management | Senior management
Kindfest2020 was the world’s first digital festival for world kindness day. It was organised by a team of volunteers - #teamkind who were mobilised through social media and networking via linkedin. The event aimed to celebrate and inspire kindness and featured 5 ‘tents’ – kinder lives, kindness at work, thinking kindness (academic research on kindness), kinder politics and younger kindfest. Over 6000 tickets were sold to individuals and organisations in 38 countries. 6 universities bought kindfest ‘passes’ offering tickets to staff and students. This session will share learnings from kindfest and plans for kindnfest2021

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

- Take away lessons from kindfest2020
- Gain tips and ideas for their own online events
- Know how they can get involved in kindfest2021

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

Session format:
Combined session

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

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

405: Combined sessions: 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:
Combined session

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 | Senior management
Working Session

405: Combined sessions: 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 focusing 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, Strategic Change Executive Support Division, University of Birmingham

Session format:
Combined session

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

406: Coming soon

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

Speakers

Session format:

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

This session is aimed at:
Working Session

501: 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:
30 minute talk

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

502: 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:
Individual one hour session

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

503: Combined sessions: 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:
Combined session

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

503: Combined sessions: 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 short practical session, we will reflect on some of these important themes, starting with a quick fictional case study and exploring 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…

- Understand why it is important that universities have protocols in place to manage serious student incidents
- Reflect on how well your own institution is currently performing on managing serious student incidents and spot opportunities to enhance procedures in their own institution
- Take back some practical information to your own institution on how ‘case conferencing’ can ensure that all of the relevant teams are working well together to manage an incident

Speakers
Levi Pay MAUA, Director, Plinth House

Session format:
Combined session

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

504: Coming soon

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

Speakers

Session format:

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

This session is aimed at:
Working Session

505: Combined sessions: 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.

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:
Combined session

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
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.

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:
Combined session

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

506: Coming soon

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

Speakers

Session format:

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

This session is aimed at:
Working Session

601: Combined sessions: 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:
Combined session

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

601: Combined sessions: 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 presenter will share the experiences of the Tour group representing the AUA, coming from different roles and institutions, expand on the mechanisms that carried the entire project from conception to fruition, and the collective efforts that made this a success story. The presenter will share the 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

Speakers
Sharon Barnes MAUA, Head of Academic Planning, Department of Management, LSE

Session format:
Combined session

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

601: Combined sessions: 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 quick presentation, 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 present their own experiences and provide a takeaway template/worksheet 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
- Understand the importance and complexity of collaboration in order for such projects to be a success, and also consider what success looks like
- Develop their own project 'plan' using the presenters framework of blood, sweat, tears and cats

**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, HE Collaborative Partnership Manager, New College Durham

**Session format:**

Combined session

**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

602: Combined sessions: 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:
Combined session

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

602: Combined sessions: 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:
Combined session

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

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

603: Combined sessions: Thinking global - Collaborating for success | Case Studies from the University of Kent

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 ask questions and consider 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, International Partnerships Officer, University of Kent
Tracey Bello, Internationalisation Officer and PA to the Dean for Internationalisation, University of Kent

Session format:
Combined session

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

603: Combined sessions: 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:
Combined session

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

604: Coming soon

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

Speakers

Session format:

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

This session is aimed at:
Working Session

605: Coming soon

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

Speakers

Session format:

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

This session is aimed at:
Working Session

606: Coming soon

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

Speakers

Session format:

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

This session is aimed at