UWE Technician Commitment Action Plan July 2018 to June 2020

Visibility	Ensure that technicians within the organisation are identifiable and that the contribution of technicians is visible within and beyond the institution.	Timescale	Success Measures	Lead person responsible
	Action and rationale	Start/end date		
V1	External visibility – Visibility via our external website and promotional materials. To ensure that technicians can be identified and seen as a dedicated cohort of individuals. This will create parity with other colleagues.	June 2018 December 2019	Our technicians can be identified and are more visible in existing promotional materials and corporate media. They are seen as integral to the teaching and learning environment in terms of support and delivery of resources as well as instruction.	EO
V2	Details of key technical skills held in each faculty to be available and shared via the heads of Technical Services in order to inform future collaborative working and support curriculum development.	By December 2019	Heads of Technical Service develop a skills log process which can identify scarce skills. A plan for replacing skills gaps is developed.	Heads of TS
V3	Internal visibility - greater visibility of the cohort of technicians and their skills experience and expertise available to view and easy to locate. All technical staff to be encouraged to update their "Mysite" (portal for sharing information and connecting with others to build professional networks) including the use of photos on the intranet and within faculty spaces.	By end September 2018 By December 2018.	A guide for how and what to update on the mysite portal is shared with all staff, explaining the benefits in order to encourage greater use. All managers and team leaders to update their mysite.	TBC

	Development of the technician commitment sharepoint site; providing access to resources and information sharing. The site will serve as a repository for all technical staff and support networking.	Site fully developed by December 2018. Usage monitored through to June 2020	Technical staff engage with the site and upload documents and information. It is a useful tool, as measured by user statistics and the extent to which information is being shared.	GS
V4.	Introduce an annual technician conference. Use the conference to provide an opportunity for all technicians to gain an understanding of University strategy 2030 aims and how these will impact local work priorities as well as shape the future work of the technical community.	June 2019 Next staff survey results cycle	A half or one day conference held and attended by at least 80% of technicians. 80% of Technicians rate the conference as valuable. Target for staff survey results to increase from 50% to 70% of technicians having a clear understanding of the UWE strategy.	HA/ DL/ GS/AN Other TBC
V5	Internal intranet site for technicians to increase visibility of the Technician Commitment, technical resources and technical support across the university.	December 2018	Site developed and published in a suitable and easily accessible location.	SCE/HR
V6.	Support a small number of leading edge technical staff to showcase their work at relevant conferences/events and/or support technical staff to represent UWE at (HEI and non HEI) relevant conferences or networking events in	By August 2019	Report of attendance at conferences/events. Where staff showcase their work at conferences/ events; capture and share via the technician sharepoint so that others can	Heads of TS /MB

	order to support greater networking across the whole community.		build networks in areas of interest and share information and knowledge gained with colleagues via the sharepoint and in person.	
V7.	Review our resourcing strategy including the use of job titles in advertising. In order to attract skilled staff into the university technical population, prospective candidates need to recognise the roles and the skills and experience that we are looking for. We must therefore use job titles that have "meaning" externally.	By December 2019	We attract a larger and broader pool of suitably qualified applicants for roles.	GW/ Resourcing
V8.	Review the remit, constitution and outputs of the Technician Commitment steering group.	Ongoing	The steering group remains active and relevant and is able to drive positive change within the technician community. Quarterly monitoring against actions and success measures is undertaken.	Steering Group
V9.	Ensure that the profile of technical staff and the importance of required resources are prominent at programme level by the inclusion of a mandatory check box on programme specifications to ensure that needs are fully planned, costed and resourced. Review the use of Practical Requirements Sheets. Consider how to increase their use.	August 2019 August 2019	Specifications are more realistic and timely. There are fewer last minute adjustments to courses. Issues identified by the technical staff are resolved more quickly. Measured via a survey.	AH

V10.	Consider a lead technician at programme level for large programmes to enable better coordination of activity and resources. Proposal paper to be completed and reviewed.	August 2019	Proposal to be put forward. Outcome to be fed back to the Technician Commitment Steering Group.	Heads of TS and AD's T&L
V11.	Internal communications plan to be developed and delivered.	September 2018	Relevant communication is delivered to the right audience at the right time. Success measured by feedback from Steering Group representatives and via survey	EO
V12.	All areas of Strategic Communications and Engagement to be briefed on the Technician Commitment so that they can consider the prominence of technicians in respect of the future strategic communications agenda.	June/July 2018	SCE provide a report to show increased visibility of technical staff within communications	EO
V13.	Ongoing consultation with all technicians on the action plan encouraging views and participation. Roadshows to take place at each campus.	June 2018-Dec 2018	Regular and active communication with technicians via the sharepoint site and an opportunity to meet to discuss and assess progress via the technician conference in 2019.	Steering Group.

Recognition	Support technicians to gain recognition through professional registration.	Timescale	Success Measures	Lead person responsible
	Action and rationale	Start date and end date		
R1.	Review the options for professional technical registration across the technician population.	Jan 2019 to Dec 2019	Proposals for consideration reviewed by the Steering Group and tested via the technical staff population.	Heads of TS
R2.	Make available the option to study for a recognised HE teaching qualification for designated staff involved in the student teaching and learning process. Staff should also be provided with guidance on how to gain membership to the HEA either through a supported study route or through an accredited prior learning route via the Academic Development Practice.	Ongoing	There are a number of technical staff who become part or fully qualified each year.	Heads of TS/ Line Managers / ADP staff.
R3.	Celebrate professional registration, awards and achievements across the technical community and within faculties.	By end June 2019 and ongoing	Staff recognition occurs via written and published communication within the technical population/faculty as well as recognition via the annual conference	Heads of TS / CTWG
R4.	The Research and Knowledge Exchange Committee to have a technical representative as well as LTSEC (Learning Teaching and Student Experience Committee)	From July 2018	The representation should lead to improved support in curriculum development and teaching and learning innovation.	Heads of TS

			Enhanced communications between technical and academic staff. This will ultimately lead to an improved student experience Feedback to be sought from relevant academic staff.	
R5.	Undertake an audit to understand the current level of professional registration	By December 2019	Report to be provided back to the Steering Group	Heads of TS

Sustainability	Ensure the future sustainability of technical skills across the organisation and that technical expertise is fully utilised.	Timescale	Success Measures	Lead Person Responsible
	Action and rationale			
S1	Undertake a thorough review of the profile of all technical staff. Provide an evaluation of the cohort based on skills shortages/needs following a skills audit. Review equalities data to ensure that we are able to provide a focus to our attraction and promotion strategies based on any areas of underrepresentation.	May 2018 - May 2020	Review recruitment promotion success now and in two years time to measure improvements. Review equalities data in order to establish areas where we could undertake targeted, positive action.	Heads of TS/GS
S2.	Review options for the use of Apprenticeships and/or internships in technical areas experiencing skills shortages.	2019 onwards	Identification of a suitable training and development programme that will meet our needs in skills shortage areas.	Heads of TS /GS

S3.	Review the skills, knowledge and experience required for technician roles to ensure that the academic requirements are not overstated, leading to suitably qualified technical applicants being unable to meet the specified criteria.	By Dec 2019		
S4.	Re introduce the development week within technical services. This could be across UWE or faculty based.	By August 2019	All staff have the opportunity to upskill during this development week either through bespoke training courses being arranged via the learning and development centre, or accessing general training courses being run or via the sharing of technical skills within/across the faculties.	Heads of TS

Career Development	Ensure career progression opportunities for technicians through the provision of clear, documented career pathways.	Timescale	Success Measures	Lead Person Responsible
	Action and rationale			
C1.	Signpost and build greater awareness of career opportunities for enrichment and/or promotion pathways.	June 2018-June 2020	Intranet site will develop over time and signpost resources, information and	GS

			opportunities to support development.	
C2.	Actively promote the availability of resources to support career development.	June 2018-June 2019	Increased uptake of opportunities from technical staff.	GS
C3.	Ensure that all technicians have the opportunity for a Performance and Development Review discussion; ensuring managers discuss and focus on development within current role and career aspirations, where appropriate; not just performance.	By June 2020	This happens for 90% of technical staff (currently 76%) as monitored via the staff survey.	Heads of TS
C4.	Highlight possibilities for becoming embedded within research projects as appropriate and ensure that technical staff involved in research activity are appropriately recognised for their contribution.	By June 2020	TBC	MB

Key:

Heads of TS	Heads of Technical Services
AD's T&L	Associate Deans Teaching and Learning
CTWG	Conference Team Working Group