Delivering professional development for the technical workforce
Professional recognition for technicians - HEA Fellowship and beyond

Dr Katherine Forsey – HEaTED Manager

@HEaTEDtechs    #HEaTEDnetwork
Overview

• Who are your technicians and what do they do?
• The importance of recognition
• What’s happening in the sector
• Technicians and the UKPSF
• Best practice in engaging technical staff with recognition routes
• HEaTED - support available for professional development and sources of CPD evidence for technicians

• Look out for the pink questions
HEaTED

• The leading provider of professional development and networking opportunities for all disciplines of the technical workforce

• Membership organisation working with over 70 UK HEIs, Research Councils, FE and related organisations

• Recognition, visibility, sustainability and career development

• All discipline areas, at all levels and partner with staff developers

• Not for profit programme under STEM Learning Ltd, who operate the National STEM Learning Centre and Network, home to the STEM Ambassadors Programme.
Who are your technicians?

Teaching Technician
Technical Tutor
Technician Demonstrator
Technical Officer
Research Technician
Research Assistant
Non-faculty Researcher
Research Associate
Research Officer
Laboratory Technician
Animal Technician
Technical Specialist
Workshop Technician

Clean Room Technician
Curriculum Technician
AV or IT Technician
Network or Media Technician
Stores Technician
Clinical Skills Technician
Incident Response Technician
Building Services Technician
Laboratory Manager
Technical Manager
Technical Services Manager
Workshop Manager
Facility or Unit Manager

30,000 technical professionals work in the UK’s HE institutions

Delivering professional development for the technical workforce

www.stem.org.uk/heated
What do they do?

Glassware
CNC Advanced Manufacturing
Advanced Melting and Powder Processing
Metal Particulate Processing
Autoclave
College Nanotechnology Laboratory
Electronics
Electron Microscopy
Biomedical Scientist
Laboratory Auxiliary
Cyclotron
Engine Research and Development Engineering
Crash Study
Casting
Electrical/Power
Cell Therapy
Hydrogen Materials Group
Metallography
Central Services
Facilities Assistant
Teaching support
Teaching
Imaging Specialist
Workshop
Foundry
Instrumentation, Composites, Bio-Polymers and Sports Materials
Research support
Senior Teaching/Research
Geotechnical & Highways
Clean room
General Support
Chief Horticulture
Civil
General Infrastructure and Engineering Management
Biochemical
Materials Preparation
Chemical Engineering
Investment Casting
Research & Teaching
Lab Auxiliary
Functional Materials

One Institution, 300 technicians, 121 different job titles
Do technicians teach?

Yes!

- HEaTED members survey 2014
  - 90% of technicians teach
  - 73% do not receive support or training from their institution for this part of their role
- Many have teaching loads rivalling that of academics
The importance of recognition

I’m just a technician!

- Technical qualifications and roles not well understood
- Invisibility
- Difficulty identifying skills gaps
- Lack of succession planning - 2.4 skill sets
- Long serving, business critical roles

Improved retention, motivation and productivity
• Increased engagement in CPD
• Higher student satisfaction - NSS
• Evidence for HESA, TEF and REF returns
What’s happening in the sector?

The UK needs 70,000 new technicians every year, that’s 700,000 in the next decade.

Technical roles are diversifying, the technical profile of many jobs will increase. There is high demand for individuals....

• with a blend of technical skills and softer collaborative skills
• willing and able to jump across specialist knowledge boundaries as technologies and disciplines converge
• with multi-disciplinary technical, commercial and management skills

Ref: The Future of Work: Jobs and skills in 2030

HEIs are competing with industry and business. What are you doing to train and retain your technical workforce?
What’s happening in the sector?

Being ready for challenges and opportunities

• High demand and increased competition for skilled technicians
• Technical jobs amongst the most difficult to fill and often require a longer recruitment processes - skills shortage
• Your technical workforce is aging - succession planning is essential - skills gaps
• Apprenticeship programmes are needed - apprenticeship levy
• Investing in development of your technical workforce ensures they are agile and ready to respond to change and challenge
• Technical staff often come from an industry or commercial background and can be your strongest collaborative links
What’s happening in HE?

Staff surveys, student experience, the TEF and REF

• Staff surveys reveal technical staff have insufficient access to training, lack of internal and external networks and little career progression
• Technical staff are crucial to student recruitment through your open days and the student experience through teaching, demonstrating and project support
• Technical staff underpin your teaching and research excellence
• New technology, equipment and applications require investment in technical staff to deploy, develop, manage and maintain
• High student expectations around level of service and access to resources

What are you doing to recognise and develop your technical workforce?
Recognition routes for technicians

Investing in the quality of your technical workforce

• Associate Fellow and Fellow of the HEA
  - AFHEA, FHEA, SFHEA, PFHEA
• Professional Registration via Science and Engineering Councils
  - RSciTech, RSci, CSci, EngTech, IEng, CEng, ITTech, RITTech

• Require a commitment to CPD, demonstrate competence and celebrate professional practice
• Great selling point for your institution when work-ready skills are in such high demand
Technicians and the UKPSF

Dimensions

- Professional Values
- Areas of Activity
- Core Knowledge

Descriptors

- Associate (D1)
- Fellow (D2)
- Senior Fellow (D3)
- Principal Fellow (D4)
UKPSF: areas of activity

A1 - Design and plan learning activities and/or programmes of study
A2 - Teach and/or support learning
A3 - Assess and give feedback to learners
A4 - Develop effective learning environments and approaches to student support and guidance
A5 - Engage in continuing professional development in subjects/disciplines and their pedagogy, incorporating research, scholarship and the evaluation of professional practice
UKPSF: core knowledge

K1 - Subject material
K2 - Methods for Teaching and Learning
K3 - How students learn
K4 - Use and value of learning technologies
K5 - Evaluating effectiveness of teaching
K6 - The implications of quality assurance and quality enhancement for academic and professional practice with a particular focus on teaching

Delivering professional development for the technical workforce

www.stem.org.uk/heated
UKPSF: professional values

V1 - Respect individual learners and diverse learning communities
V2 - Promote participation in higher education and equality of opportunity for learners
V3 - Use evidence-informed approaches and the outcomes from research, scholarship and continuing professional development
V4 - Acknowledge the wider context in which higher education operates recognising the implications for professional practice

Delivering professional development for the technical workforce
www.stem.org.uk/heated
Engaging technicians

FLAIR figures

<table>
<thead>
<tr>
<th>Enrolments</th>
<th>New accreditations</th>
<th>Further accreditations</th>
<th>Non-returnable to HESA</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL - 376</td>
<td>164</td>
<td>136</td>
<td>76</td>
</tr>
<tr>
<td></td>
<td>44%</td>
<td>36%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Delivering professional development for the technical workforce

www.stem.org.uk/heated
## Engaging technicians

### FLAIR figures

<table>
<thead>
<tr>
<th>Non-returnable enrolments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technicians</td>
</tr>
<tr>
<td>Careers Centre</td>
</tr>
<tr>
<td>Disability</td>
</tr>
<tr>
<td>People Development/Human Resources</td>
</tr>
<tr>
<td>Library/Study Advice</td>
</tr>
<tr>
<td>Marketing, Communication &amp; Engagement</td>
</tr>
<tr>
<td>Planning &amp; Strategy Office</td>
</tr>
<tr>
<td>Student &amp; Applicant Services</td>
</tr>
<tr>
<td>Design &amp; Print Studio</td>
</tr>
</tbody>
</table>

Delivering professional development for the technical workforce

www.stem.org.uk/heated
Engaging technicians

How are you currently engaging your technicians in professional recognition routes at your institution?

• Group discussion
• Feed back
Engaging technicians

What more could you be doing to engage technicians in professional recognition routes at your institution?

• Group discussion
• Feedback

How are achievements celebrated?
Support available - evidence

- Route Map
- Continuous Professional Development – CPD
- Professional Networks
- Communication
- Competency assessment toolkit for technical staff (CATTS)
- Professional Registration
- Linking you with complimentary organisations
Professional Development Route Map

Delivering professional development for the technical workforce

www.stem.org.uk/heated
Membership

- Over 70 member institutions and 7000 technicians
- HE, FE, Research Councils, Professional Bodies and related organisations
- Member discounts on events and courses, up to 100%
- Free online soft skills development resources

Membership

Our network is made up of inspiring and influential institutions across the UK. Join as a member of HEaTED and you will receive exclusive support, opportunities and discounts.

Register free online today to get up to date news, event invitations and CPD listings
CPD

- Course listing
- Member discounts
- On demand and in house
- Bespoke course development and sourcing
- By members for members
- In partnership with staff development team and technical managers

PROFESSIONAL DEVELOPMENT

We offer high-impact professional development across the UK, and online, tailored to meet technicians’ needs at every stage of their career. We can also tailor professional development to your institutions specific needs with our bespoke CPD.

What are your technician’s training needs?
Teaching and learning skills for technical staff

Technical staff have varied teaching and demonstrating roles, whether it is one-to-one training on specific techniques, small group training or large group demonstrations.

Specialist training equips them with the tools needed to perform this role and contribute more effectively to the student experience.

HEaTED’s intensive two day teaching and learning skills for technical staff CPD is designed specifically for technicians.

“I've enjoyed the course and have found it really useful. It has built confidence in how I plan my sessions”

97% of past participants use the skills and knowledge gained on this course in their workplace.

Delivering professional development for the technical workforce

www.stem.org.uk/heated
Professional Networks

COMMUNITY
Share your ideas and challenges with technicians across the UK, through our online groups and at our free networking events. And join us on Twitter!

- HEaTED network events are free for members
- Member organisations can host and showcase technical skills and facilities
- CPD workshops, access to technical facilities, presentations, best practice sharing
- Over 850 technicians attended events last year
- Network team works across UK

Delivering professional development for the technical workforce

www.stem.org.uk/heated
Professional Networks & CPD

• Joint event between HEaTED and the HEA
• Technicians Supporting Learning
• York, 23rd June 2017
• Open to all technicians who support teaching and learning
• Supporting their applications
Professional Networks

HEaTED Online Groups

- Virtual HEaTED Network
- **Connect** with over 2500 technicians
- Share resources and best practice
- Private group space available for member organisations
- What can you share?
Communication

Showcase your best practice
• Magazine
• eNewsletter
• Twitter

@HEaTEDtechs
#HEaTEDnetwork

Delivering professional development for the technical workforce

www.stem.org.uk/heated
CATTS
Competency Assessment Toolkit for Technical Staff

• recognises and captures each discipline on a competency basis
• evidence based, allows for skills gap identification and mapping across organisations
• resource toolkit for continual monitoring, self assessment and development, professionalisation and succession planning

"We have been looking for something to help with our technical team sustainability planning for such a long time. CATTS is just what we needed! Importantly, it also allows us to consider our contribution to vital business areas of the University as a whole."

Delivering professional development for the technical workforce
www.stem.org.uk/heated
CATTs

- Five **modules**
- Multiple behavioural indicators for each module
- Five progressive competency statements for each behavioural indicator:
  - Learner
  - Experimentalist
  - Practitioner
  - Specialist
  - Expert

Delivering professional development for the technical workforce

[www.stem.org.uk/heated](http://www.stem.org.uk/heated)
Professional Registration

The role of HEaTED

- Dedicated Professional Registration information and signposting
- Successfully lobbied for development of an equivalent professional register for the Arts
- Links with Science and Engineering Councils and licenced awarding bodies
- HEaTED CPD and events provide evidence for application and renewal

Hundreds of technicians use HEaTED courses and events as CPD evidence on professional registration applications or renewals.
Complimentary Organisations

HEaTED works with complimentary organisations to provide the best possible career development and profile raising opportunities for the technical workforce.

The Technicians Commitment

Delivering professional development for the technical workforce
www.stem.org.uk/heated
Working with you

What do you need from HEaTED?

Supporting you to support technical professionals in your institution

HEaTED

Delivering professional development for the technical workforce

www.stem.org.uk/heated
Contact Us

HEaTED Programme Managers

Sue Churm
s.churm@stem.org.uk
@HEaTEDsue

Katherine Forsey
k.forsey@stem.org.uk
@DrBiol

HEaTED Central Team
admin@heated.ac.uk
01904 328173
@HEaTEDtechs