Coventry University Technician Commitment Action Plan (2023 - 2025)

Technician Commitment Themes						CU Strategy Theme Alignment			
Goal:	Actions:	Success measures:	Year:	Theme Alignment:	MI Talent Recommendation:	Education and student experience	Research and impact	Enterprise and innovation	Global University
Visibility: Ensure all technicians within the Organisation are identifiable and that the contribution of Technicians is visible within and beyond the Institution.									
V1: Improved internal visibility of Technicians and the Technician Commitment	Promote technicians and the Technician Commitment through internal comms channels.	Increasing visibility of technicians in internal news article, including referencing to the Technician Commitment.	All			X	X	X	
	Create and continue to develop internal Sharepoint for all Technician Commitment information/collateral, referencing in emails/comms related to the Technician Commitment.	Sharepoint created (2023) and reviewed/updated annually (2024 - 2025).	All			X	X	X	
	Hold a minimum of 1 event each year to update all technicians, managers of technicians and key stakeholders on the Technician Commitment, including external speakers and networking opportunities.	Increasing attendance YoY and improving e.g. Net Promoter Score in post event survey.	All	Recognition	X	X	X	X	X
	Each area to host 'Technician Days' showcasing their skills, enabling best practise and networking.	Increasing attendance YoY and improving e.g. Net Promoter Score in post event survey.	All		X	X	X	X	X
	Identify key stakeholders and create plan to raise awareness of the Technician Commitment and 3-year Action Plan.	Plan delivered and key stakeholders aware.	2023		X	X	X	X	
	Review existing and develop new channels of communication (if required) for our Technician Community.	Success of channels of communication measured e.g. through Net Promoter Score.	2023			X	X		
	Continue to review and update mailing list/TEAMS site (or equivalent) membership on a monthly basis to ensure all the Technician Community are included (based on our agreed definition of our Technician Community).	Access to relevant information assessed through feedback annually.	All	Sustainability		X	X		
V2: Improved external visibility of Technicians and the Technician Commitment	Ongoing development of our external website to include additional information such as bios, video, success stories and news.	Increasing number of views on external website.	All	Recognition		X	X	X	X
	In addition to networking through attendance at Technician Commitment related events, facilitate networking opportunities with other HEIs/Research Institutes, sharing knowledge and best practise.	A minimum of 3 networking opportunities faciliated during the lifetime of the plan.	All	Career Development		X	X	X	X
	Review current processes for open days/outreach activity to enable technicians to maximise opportunities to demonstrate skills & knowledge and promote the role of technical careers through community engagement.	Clear process developed and agreed - a minimum of 3 activities completed during the lifetime of the plan.	All	Sustainability	X	X	X	X	X
	Regularly review other external webpages to ensure technicians are visible in relation to courses/Schools/Research Areas.	Webpages identified with review schedule planned and completed.	All			X	X	X	
V3: Ensure Technician presence on appropriate University and area committees	Continue to ensure technician presence on appropriate University/Faculty/ Research/Group committees.	All Committees reviewed - Recommendations for technician presence made by Working Group - Final decision made by Chair of Committee with guidance from People Team.	2023		X	X	X	X	X
	Regularly review Working Group membership in line with agreed Terms of Reference, seeking volunteers as needed to get involved with the 4 themes/specific actions within the plan.	Full, active membership of Working Group maintained in line with agreed Terms of Reference.	All		X	X	X	X	

Recognition: Support Technicians to gain recognition through professional registration and external award schemes.									
R1: To promote internal recognition of our Technicians within Coventry University and the University Group as appropriate.	Continue to ensure technician contribution and attendance is considered/recognised at the annual Staff Conference.	Technician contribution made (if appropriate) - Increasing number of technician attendees each year.	All	Visibility	X	X	X	X	X
	Continue with our Technician of the Year Award on an annual basis, incorporating into the Staff Excellence Awards as appropriate.	Technician of the Year awarded each year, with an increasing number of nominations from a diverse range of staff - Details of winners publicised on the Staff Portal.	All	Visibility	X	X	X	X	X
R2: To promote internal recognition of our Technicians within Academic & Research.	Review ways of working to ensure technician input is included in module/course/research development and planning.	Increasing positive feedback from the Technician Community.	All	Visibility		X	X	X	
	Line managers guidance reviewed to support improved CORE discussions (and related outcomes) for technicians.	Increase YoY in quality feedback recorded on CORE - Increase in development objectives recorded and actioned on CORE - % of EPA nominations for technicians reflective of overall nominations.	All	Career Development		X	X	X	
	Review all local staff induction processes to ensure technicians are appropriately included/involved.	Local staff induction processes updated to include technicians where appropriate.	2023/ 2024	Visibility		X	X	X	
	Agree guidelines to ensure consistent inclusion of Technicians within end-to-end recruitment processes for technical roles across all areas.	Increasing number of appointments to technical roles evidence Technician inclusion.	All		X	X	X	X	
R3: To promote recognition of our Technicians Community with our student population.	Review all local student induction processes to ensure technicians are appropriately included/involved.	Local student induction processes updated to include technicians where appropriate.	2023/ 2024	Visibility		X			
	Review existing guidance for students regarding inclusion and acknowledgement of technician contributions as appropriate.	Guidance updated/created as appropriate.	2024	Visibility		X	X		
R4: To promote external recognition for our Technicians	Facilitate and support technicians who wish to gain professional registration through an appropriate body.	Minimum of 1 event per year held to promote professional registration - Increasing number of technicians professionally registered.	All	Career Development		X	X		
	Review funding arrangements for technicians undertaking PhDs.	Guidance shared/updated/created as appropriate.	2023	Career Development		X	X		
	Review criteria for applying for institutional Science Council Employer Champion status.	Criteria reviewed and application successfully made if appropriate.	2024/ 2025	Sustainability		X	X	X	
	Engage stakeholders and review existing processes and guidelines for including and recognising technician contribution in REF/KEF/TEF submissions.	Tracking of grants awarded/income generated including technician contribution - Guidance in place for future submissions.	2023/All	Sustainability	X	X	X	X	X
	Determine need for 'Fair Attribution' guidance for University staff publishing research outputs regarding inclusion and acknowledgement of technician contributions as appropriate.	'Fair Attribution' guidance produced (if needed) - Continued reporting of technicians included in Research Outputs to monitor trend.	2023/All	Visibility	X		X		

Career development: Enable career progression opportunities for Technicians through the provision of clear, documented career pathways.									
CD1: Ensure visibility of clearly defined career pathways and standardised job descriptions for Technican roles and careers.	Complete mapping of existing job descriptions to HETT Framework and develop new job descriptions involving all relevant stakeholders.	A full range of new job descriptions available from entry level to senior roles - New job descriptions communicated and understood by the Technician Community (success measured by survey) - New job descriptions in use for all new roles.	2024	Sustainability	X		X	X	
	Develop career pathways for the Technician Community in line with the wider Univeristy approach.	Career pathways communicated and understood by the Technician Community (success measured by survey).	2025	Sustainability			X	X	
CD2: Ensure development opportunities are accessible for Technicians	Ensure provision and protected time for training and professional development, supporting technicians to take advantage of development opportunities, such as technical training, placements, committee membership, networking, academic study and/or professional registration.	Training and professional development recorded on CORE enabling provision to be reviewed and reported - Increasing participation in HEaTED networking events.	All		X	X	X	X	
	Maintain existing partnerships with organisations and initiatives that can provide technical training and wider technical networks and review new opportunities as they arise.	Utilsation/benefits of NTDC/HEaTED membership reported - Utilisation/benefits of new partnership reported if appropriate.	All		X	X	X	X	
	Ensure technicians are included in delegations sent to Technician Commitment related meetings/events e.g. HETS, NTDC Partner Forums, Signatory Events, Professional Body Events and that feedback is given to the Technician Community.	Attendance reported and feedback sharing best practise given to the Technician Community.	All	Visibility		X	X	X	
	Review scope and feasibility of internal technical secondment scheme to support development within the Technician Community.	Scheme launched or existing secondment process promoted as a development option.	2023	Sustainability		X	X	X	
	Promote Coaching and Mentoring Academy to Technician Community and review for any additional requirements to support technical apprentices and apprenticeships	Scheme promoted to the Technician Community - Increasing number of mentors and mentees - Success of scheme measured by survey.	All	Sustainability		X	X	X	
CD3: Ensure awareness of the range of skills within the Technician Community.	Utilise existing skills audit data to support rectuitment and succession planning.	Evidence that areas are using existing data.	2023-2024	Sustainability		X	X	X	
	Refresh skills audit data in conjunction with NTDC.	Response rate from 2019 survey (66%) exceeded - Progress between surveys evidenced through EDI Report provided by NTDC.	2025	Sustainability		X	X	X	

Sustainability: Ensure the future sustainability of technical skills within the Organisation and that technical expertise is fully utilised.									
S1: To ensure our Technician Community is clearly defined and reported appropriately.	Definition of our Technician Community reviewed annually considering the Coventry University Group structure and types of activities included.	Formal review undertaken by Working Group a minimum of once a year with new areas inducted appropriately.	All	Visibility		X	X	X	
	Investigate feasibility of identifying our technicians on the new People System going forward to ensure that they can be identified as a population.	If feasible, technicians identified accurately and consistently on the new People System - MI reporting enabled.	2024	Visibility	X	X	X	X	X
	Develop a reporting dashboard including demographics, to inform Working Group activities and actions in support of succession planning and advancing EDI considerations.	Dashboard format agreed and in place - Actions aligned to wider Athena Swan and EDI Council initiatives.	2023	Visibility	X	X	X	X	X
	Review HESA reporting in relation to technicians.	Technicians submitted to HESA.	2023/All	Visibility	X	X	X		
S2: Take a strategic approach to the sustainability of technical skills and careers, and appropriate succession planning through horizon scanning and identifying current and potential future skills gaps.	Develop a strategic plan to increase our skilled Technician Community to support CU Strategy.	Increase in number of technicians evidenced each year - Agreed plan in place (2024).	All		X	X	X	X	X
	Work with Organisational Development to utilise the developing Succession Planning tool for the Technician Community, including future skill requirements and retention strategies where required.	Technician acquisition and succession plans in place for each area by December 2023 and reviewed annually - Clear actions in place to support plans.	All	Career Development	X	X	X	X	X
	Raise awareness of the use of (limited) Technical Sandwich placements across the Group and support to add these roles where appropriate, enabling development of students and identification of potential pipeline of technicians.	Awareness evidenced - A minimum of 2 Technical Sandwich placements achieved by the end of this plan.	All		X	X	X	X	
	Engage with local T-level providers to support T-level placements and identify potential pipeline of apprentices/technicians.	Local engagement evidenced - A minimum of 2 T-Level student placements achieved by the end of this plan.	2024-2025	Visibility	X	X	X	X	
S3: Implement Technical apprenticeships both as a recruitment pathway and to allow for development for existing technical staff.	Work with Organisational Development to utilise the developing plans for recruiting apprentices, ensuring the Technician Community are equipped and resourced to support the apprentices.	Increase in technical apprentices recruited and successful completions each year - Training/support in place for line managers/mentors of technical apprentices - Positive feedback from Technician Community.	2024-2025	Career Development	X	X	X		
	Utilise the Apprenticeship Levy for training and developing technicians.	Increase in technicians undertaking Apprenticeships evidenced each year - Positive feedback from Technician Community.	All	Career Development	X	X	X	X	
S4: Ensure Technician expertise is utilised to promote and support environmental sustainability actions across the University.	Review current position in relation to the Laboratory Efficiency Assessment Framework (LEAF) and make recommendations for next steps.	Recommendations considered by appropriate stakeholders and plan in place as appropriate.	2023			X	X		
	Local initiatives shared amongst the Technician Community as part of 'Technician Days'.	Best practise adopted across all relevant areas with impact measured.	2025	Visibility		X	X		