## 3.0. Proposed Enhancement Plan

▢ Executive support sought ▢ Dean support sought ▢ Research Office/Grad School support sought. **Priority actions in bold.**

Item	Theme/Phase	Description of Action	Corresponding Section	Staff Responsible	Measurement/ Monitoring of Action	Timescale/ Confirmation of Completion
Technician Commitment General Actions						
0.0	Review Phase	Conduct survey, consultation, data gathering through HR database and workshop to inform review	Introduction	TC Steering group	TC Updates	Complete
0.1	**Future support and of the TC Group**	**Central/ Dedicated budget code needed and small annual stipend to cover travel/accommodation for annual Technician Commitment event (requirement of being a signatory) –and a small amount to support events and to receive any grants/financial support. Stipend to come from the relevant Schools as a % of the amount.**	**General Recommendations**	**TC Lead with Exec/Dean/Finance Approval**	**TC Updates**	**September 2025**
0.2	Report for Exec	Develop and deliver a strategy report to the University Executive for approval, to include analysis of baseline data and recommendations, and subsequent dissemination of report to each School/Department for actioning	Introduction	TC Steering group	TC Updates	Complete
0.3	Monitoring	Follow up survey and analysis to review progress including engagement of technical staff	Introduction	TC Steering group	TC Updates	January 2026
Visibility						
1.0	E-sources	Development and maintenance of Sharepoint Area dedicated to the TC	Visibility	TC Steering Group	TC Updates	Complete

1.1	E-sources	Webpage dedicated to the TC (required)	Visibility	TC Steering Group + Webteam	TC Updates	September 2025
1.2	**Inclusion**	**Include technical staff in senior meetings**	**Visibility**	**School Senior Teams**	**Confirmation from Schools**	**September 2025**
1.3	Visibility	Creating profiles or information boards to highlight their contributions	Visibility	TC Steering Group	TC Updates	June 2026
1.4	Protocols	Establish clearer guidelines and protocols for task assignments and ensure that technicians are consulted before new tasks are added.	Visibility	School Senior Team	Confirmation from Schools	January 2026
1.5	Communication and agency	Improve communication channels and confirm that technician leads are included in decision-making processes that affect technicians' roles/duties and ensure better coordination and understanding between technicians and non-technicians.	Visibility	School Senior Team	Confirmation from Schools	June 2026
1.6	Communication	Establish a clear process for feedback and follow-up, ensuring that technicians are informed about the outcomes and actions taken on their concerns.	Visibility	School Senior Teams/TC Steering Group	Confirmation from Schools	June 2026
1.7	Equitability	Create, implement and promote a zero-tolerance culture as articulated in the Dignity at RGU Policy.	Visibility	Schools/EDI Adviser	TC Updates /Survey	June 2026
1.8	Environment	Develop a robust mechanism to address maintenance issues promptly, improve climate control systems, and recommend review of parking policies to ensure fairness.	Visibility	Schools/TC Steering Group/Estates	TC Updates / Survey	September 2025
1.9	Environment	Review the office and workspaces of technicians *in collaboration with technicians* to see if improvements are possible.	Visibility	Schools/TC Steering Group/Estates	TC Updates / Survey/confirmation from estates	January 2026

1.10	Communication	Seek to include technicians in existing communications for example articles in RGView.	Visibility	TC Steering Group/Comms	TC Updates	June 2026
1.11	Agency/Planning	Technical managers to be involved in planning meetings for future developments in Schools/Departments to identify what skills are required for the future.	Visibility	School Senior Teams	Confirmation from Schools	October 2025
1.12	Agency/Planning	Technicians to be included in proposals and project planning including MSc Projects	Visibility	School Senior Teams	Confirmation from Schools/Survey	June 2026
1.13	Inclusion	Explore inclusion in Graduation events for technical staff	Visibility	TC Steering Group	Confirmation from Grad Team	August 2026
Recognition						
2.0	E-Sources	Make use of the Sharepoint area to promote the contributions technicians make to teaching and research and to highlight available development and networking opportunities.	Recognition	TC Steering Group/School reps	Confirmation from Schools	September 2025
2.1	Internal/External formal recognition	Develop guidance on thesis writing to ensure acknowledgements of technician contribution	Recognition	TC Steering Group/Research Office	Confirmation from Research/ Schools	January 2027
2.2	Internal/External formal recognition	Develop a policy to recognise technical contribution on research papers and use selected quotes in technician-related publicity.	Recognition	TC Steering Group/Research Office	Confirmation from Research/ Schools	January 2027
2.3	External recognition	Increase the number of technicians professionally registered	Recognition	Schools	Confirmation from Schools	As appropriate
2.4	Publicity/External recognition	Highlight and nominate technicians for external awards	Recognition	All	TC Updates	As and when available
Career Development						
3.0	Knowledge	Identify all available professional	Career	TC Steering	TC Updates / Survey	October 2025

		development opportunities for technicians and develop additional opportunities that align with school/institutional strategies	Development	Group/HR/Schools		
3.1	Agency	Ensure line managers are supported to approve professional development and that technicians are empowered with knowledge of what they can expect in the way of professional development.	Career Development	TC Steering Group/HR/Schools	TC Updates / Survey	June 2026
3.2	Networking	Collaborate with other institutions to develop development events.	Career Development	TC Steering Group	TC Updates / Survey	January 2026
3.3	Transparency	Conduct a review of Job Descriptions and Person Specifications to ensure they are fit for purpose and supporting role parity/equitability.	Career Development	TC Steering Group/HR/Schools	Confirmation from HR/Survey	January 2027
3.4	Progression	Carry out a technician career progression/pathway review with key stakeholder engagement (with plans to design and deliver workshops or information sessions to support	Career Development	TC Steering Group/HR/Schools	TC Updates	January 2027
3.5	**CPD planning**	**Career development to be discussed in EPR meetings to highlight development and career aspirations of technicians.**	**Career Development**	**TC Steering Group/HR/Schools**	**Confirmation from Schools**	**01/08/2025**
3.6	CPD activities	Maintain and enhance support for Technicians to attend recognised development such as Aurora, PGCert Academic Practice, Discoverer, Voyager, conferences, events, apprenticeships & other appropriate qualifications	Career Development	Deans TC Steering Group/HR/Schools	Confirmation from Schools	June 2027
Sustainability						
4.0	Skills audit	Conduct a skills audit to develop a list of key technical skills and gaps across the	Sustainability	TC Steering Group/HR/Schools	TC Updates	October 2025

		University				
4.1	Centralising Technical Support	Explore the possibility of centralising technical support rather than a School based system to enable interdisciplinary activity, cross fertilisation of skills and increase opportunities for development and service capability	Sustainability	TC Steering Group/HR/Schools	TC Updates	June 2027
4.2	Succession	Support managers of technical staff to develop strategies for succession planning in key areas	Sustainability	TC Steering Group/HR/Schools	Confirmation from Schools	June 2027
4.3	Mentoring	Develop a mentoring scheme to support technical staff development at all levels	Sustainability/Career Development	TC Steering group/ Schools/ AQLE/HR	Confirmation from TC Steering group/ Schools/ AQLE/HR	June 2027