

Goal:	Resources/ key stakeholders involved:	Actions:	Success measures:	Timeline:
Visibility:	Ensure all technicians within the Organisation are identifiable and that the contribution of Technicians is visible within and beyond the Institution.			
Develop key channels of communication and working groups to support implementation of Technician Commitment	HR, Technical staff, room bookings/ workload time	Establish Technician Commitment working group, Technician Champion group, update mechanism for key stakeholders/ those managing technicians, and termly Technician Forum	Working groups established and meeting at least once per term to agreed TORs. Agreed mailing lists in place for Technicians, Technical managers and other key stakeholders to update on work of commitment and provide place for Technicians to discuss/ offer feedback. At least two University wide communications sharing the work of Technicians and the Commitment during the 19/20 academic year.	Communication channels established by end December 19 Other communication metrics by end June 2020.
Hold "Technician Showcase" during 19/20 academic year to celebrate approved action plan and publicise Technician Commitment internally.	HR, Technical Staff, technical managers, Facilities teams	Plan an event to showcase the work of technicians across the University, including live demonstrations, opportunity for staff to find out more about the work of technical staff and how they support our students.	Successful event held with participation from Technicians across the University and attendance by staff and students. Event raises profile of Technicians across University Planning and organising undertaken by Technicians with support as appropriate.	Event to be held during 19/20 Academic year date to be determined.
Ensure Technican presence on appropriate University and Faculty commitees as well as Staff Induction/ Staff Conference.	Senior management/ OD/ EDI/ HR/ Technical staff	Conduct review of University/ Faculty committees and working groups and produce recommendation of where these could usefully include the Technician voice, for example Faculty EDI committees. Create mailing list for technicians and Microsoft Teams site to enable communication and feedback on Commitment work. Work with Internal Communications Manager to ensure regular and effective communications with opportunity for input from key stakeholders.	University and Faculty Committees reviewed Discussions with Technician working group regarding which Committees would be appropriate Final decision made by Chair of Committee with guidance from HR.	Review completed by end March 2020 with aim to have relevant delegates in place by September 2020.
Develop a strategy for internal communications for progress on the Technician commitment to the University, between and to Technician population.	MEA, HR, Technical Staff, technical managers	Technician's working group (comprised of volunteers for this workstream from amongst the technical community) to work with MEA to produce a plan for content, including images and videos. Website to include action plan and more about the Commitment at CU as well as videos of technical staff and further information about their contribution.	Mailing list for Technicians has been created and will need to be manually maintained at the present time. Teams site created and regular two way communication is occuring from and to Technicians.	Dec-19
Develop external facing website focused on Technicians and showcasing action plan.	MEA, HR, Technical Staff, technical managers		External website created and live (in conjunction with Technical community) which meets the requirements of the Commitment and showcases the work of Technicians across the University.	March 2020 in line with expected date to receive Action Plan back from NTDC.
Sustainability:	Ensure the future sustainability of technical skills within the Organisation and that technical expertise is fully utilised.			
Implement Technical apprenticeships across the University both as a recruitment pathway and to allow for development for existing technical staff.	Programme Manager (Apprenticeships), HR, Technician working group, Faculty Senior Management/ Research Leadership Team.	Conduct review of apprenticeship standards and qualifications required ( if possible linking in to the upcoming Ed Tech standard) and review all technical vacancies to see which might be suitable for an apprenticeship programme. OD to maintain awareness of upcoming apprenticeship developments as related to technicians. Gain feedback on draft working definition from Technical Community and key stakeholders	At least 3 technical apprentices commence on programme during the life of the action plan Apprenticeship pathway created and resourcing conversations with each Faculty regarding the use of apprenticeships.	Jun-21
Create a clear definition of a technician at CU Group	HR, Technician working group, Faculty Senior Management, Technical Management	Agree final definition for use during project and on website	Agreed definition reached which can be used to support the rest of the project	Nov-19
Review requirements for TEF/ REF/ KEF and develop an action plan for including and recognising Technician contribution.	HR, OD, relevant Pillar lead, Technicians working group	Assess requirements of each framework in conjunction with Pillar lead/ relevant lead person and establish where technicians could/ should be included Develop action plan for including them in relevant discussions/ returns/ requirements for next submission to each framework (REF will need to be 2025)	All frameworks reviewed and technical contribution established Technical community aware of how they link to these Frameworks and the wider corporate plan	Review by August 2019 (dependant on publication of outcome of KEF consultation - currently scheduled for late 2019 but subject to change) Further dates as appropriate for each Framework.
Review requirements of Athena Swan (including result of government consultation) and produce action plan for returning/ including Technicians as appropriate.	HR, OD, Technicians working group, Athena Swan working group	Assess requirements of Athena Swan in conjunction with working group and establish where technicians could/ should be included Action plan developed for further Athena Swan submissions (to tie in with other ongoing HR work) recognising technical contribution	Technicians returned in next University Athena Swan submission Technical presence on Athena Swan working group	Review by June 2020 Further dates as appropriate according to planned submission and outcome of government submission.
Recognition:	Support Technicians to gain recognition through professional registration and external award schemes.			
Facilitate and support technicians who wish to gain professional registration through an appropriate scientific body.	Relevant professional bodies, HR, technical staff	Hold workshops (similar to HEA workshops) to advise technical colleagues about the options available for professional registration and explain how they can find out more about becoming registered if they wish. Identify those technicians with professional registration who might be willing to act as mentors. Meet with Evolve team to explain requirements and assess feasibility of designating technicians.	3 workshops held across the year covering a variety of relevant professional registrations At least ten technicians gain professional registration during the life of the action plan	Planning to take place from January 2020, with the aim of holding workshops starting June 2020 Registration target by December 2021
Investigate mechanisms for identifying Technician population on CHRIS going forward to ensure that they can be identified as a population.	Evolve project team, HR		Technicians identified accurately and consistently on CHRIS MI reporting on the population enabled	TBC following discussions with Evolve
Investigate possibility of producing guidance for University staff publishing research outputs regarding inclusion and acknowledgement of technician contributions as appropriate.	DC, Research Office and Research SLT, HR, Technican forum/ working group	Conduct focus groups with research active academics, technicians and appropriate representation from URC/FRCs Conduct desk based research as to good practice at other signatory organisations Develop guidance for inclusion of technicians in journal articles where they have made a significant contribution	Agreed guidance for publication (QUERY: should this be separate or added to existing guidance) Two research outputs which recognise significant technical contribution	TBC: following engagement with DVC - Research. Likely to be after REF census date (31st July 2020)
Investigate ways of recognising Technician contribution at the annual Staff Conference and Excellence Awards.	OD, HR, technical staff	Meet with OD to explore feasibility of adding an award to the roster Investigate whether/ how technicians could deliver a session at the Staff Conference 2020	Staff awards recognise technicians during life of Action Plan At least two submissions related to technicians work Successful staff conference session delivered related to role and work of technical staff	By December 2021
Career development:	Enable career progression opportunities for Technicians through the provision of clear, documented career pathways.			
Conduct skills audit in conjunction with NTDC across Technical population to identify skillsets of current technicians.	NTDC team, HR, technicians, technical working group	Agree survey with NTDC and ensure tailored to CU requirements, undertake communications regarding survey and consider how best to achieve maximum response rate.	Skills audit conducted across technical staff Results analysed in conjunction with PPs for Faculties/ Research Centres Individual technicians receive a skill profile and discussions are embedded in CORE process	By April 2020
Work with OD to identify how technical staff can access coaching via the Coaching and Mentoring Academy, and how technical staff can work to become coaches through this route.		Establish requirements for mentoring within current technicians and proposed apprenticeship scheme Select mentors from experienced technician population		
Develop a proposal for implementing a "Skills Mentor" volunteer role for technical staff, focused on passing on practical skills and working with technical apprenticeships as appropriate	OD,HR, technicians, technical working group	Develop mentor training programme in conjunction with OD and train mentors Evaluate programme Conduct JD audit to establish current skills included and matching exercise across each grade. Work with Technician working group and Champion's Group to develop a role profile for each grade to support technician progression to identified vacancies within the University and longer term planning for technical workforce.	Mentorship scheme established and open to any technicians Positive feedback received.	Dec-20
Develop role profiles (not job descriptions) across grades.	NTDC team, HR, technicians, technical working group		Role profiles designed across each grade that reflect skills necessary at the grade and show clear pathway for skills development Delegation attends and resulting learning shared amongst wider technical team	Mar-21
Investigate possibility of sending CU delegation to HETS 2020 / 2021	HR, Faculties, Technical Managers, Technicians	Select representative delegation from amongst Technicians (perhaps with small trial cohort in 2020) Arrange travel/ bookings	Networks established between technicians and wider teams etc.	Jun-20