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**TECHNICIAN COMMITMENT PROPOSAL**

**CARDIFF METROPOLITAN UNIVERSITY**

**Cardiff Metropolitan University**

**29th January 2021**

**Technician Commitment Steering Group**

**Chair – Ian Doyle / Acting Chair – Mark Dabee Saltmarsh -** Members - Melanie Van Der Veen, Zavia Penn, David Hardacre, Neil Davies, Sean Cullinan, Charlie Bull, Kevin Morgans, Catherine Lane, Leighton Jenkins

**Ambition**

Our commitment to the Technician Commitment Scheme will ensure visibility, recognition, career development and sustainability for all of our technical staff working in education and research.

**Cardiff Metropolitan University**

Cardiff Metropolitan University is a global university that meets the civic, economic and international needs of Wales. For more than 150 years the University has been seen as a driver of education and social transformation, a catalyst for innovation and the economy, and a key contributor to inclusive and sustainable growth.

The University’s academic portfolio is oriented towards practice-focused and professionally recognised education and research. As such, there is a heavy reliance upon technical support for the delivery of its practice-based and vocationally-orientated programmes. Our programmes deliver impact in a wide range of areas across art and design, business and management, education and social policy, sport and health sciences and digital, data and design technologies.

Cardiff Met is rooted in Wales while providing practice-focused and professionally oriented education to students from around the globe. Cardiff Metropolitan University has around 10,800 students on two campuses in Cardiff where student numbers have grown steadily over the last three years. The University has a further 8,700 trans-national education students studying Cardiff Met degrees at 18 partner institutions around the world.

Our Strategic Plan, 2017/18 to 2022/23, highlights our commitment to education, research and innovation undertaken in partnership with our students, governments, business and industry and with tangible benefits for individuals, society and the economy. We are committed to ensuring that every student has the opportunity to realise their full potential to make outstanding graduate-level contributions to their own and future generations through sustainable economic growth and social cohesion for our city, Wales and the wider world.

In September 2020 Cardiff Met was named The Times and The Sunday Times Good University Guide Welsh University of the Year 2021. The University leapt 33 places in the league table, which is the institution’s highest ever jump and the third highest rise of any university in the UK. The Welsh University of the Year 2021 accolade recognises Cardiff Met’s strong performance in this year’s National Student Survey where the University featured in the UK top 40 for both satisfaction with teaching quality and the wider student experience. The University acknowledges the significant impact that technicians make to the student experience.



The University supports five academic Schools:

* Cardiff School of Art & Design (CSAD)
* Cardiff School of Education & Social Policy (CSESP)
* Cardiff School of Management (CSM)
* Cardiff School of Sport & Health Sciences (CSSHS)
* Cardiff School of Technology (CST)

As of 14th December 2020, 104 technicians were employed in these five academic schools. In addition, 10 other ‘technicians’ work in Central Administrative Units (Library & Information Services (LIS); Student Services and in Academic Registry). These figures include technicians across all grades and contract types including full time, fractional and casual contracts.

Technical roles are categorised during the job design process. The University supports roles within the Technical job family tree for HERA role analysis purposes. All the above posts fall within the Technical family tree for HERA role analysis purposes AND have ‘Technician’ or ‘Technical’ in their job title.

The Technicians’ Commitment Scheme Steering Group, in collaboration with local management has further refined this definition to include those technicians who are technical staff employed in Academic Schools who *“set-up and prepare instruments; clean-up after practical sessions and undertake training or teaching of students in a practical setting.”*

The distribution of technical staff within the University are listed below:

* CSAD (51 technicians) (45%)
* CSSHS (39 technicians) (33%)
* CSM (9 technicians) (7%)
* L&IS (10 technicians) (8%)
* CSESP (3 technicians) (3%)
* Student Services (2 technicians) (2%)
* CST (1 technician) (1%)
* Academic Registry (1 technician) (1%)

The action plan below outlines how we will develop our technical staff over the next 24 months:-

**24 Month Action Plan**

**Key: V= Visibility; R = Recognition; CD = Career Development; S = Sustainability**

This action plan outlines our priorities for the next 24 months. The technician commitment scheme working group and task groups established will identify lead staff and further definitions of measures of success as work progresses.

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| **No** | **Activity to be explored** | **Impact Area** | **Time** | **Lead** | **Actions** |
| 1 | Introduce technicians to new staff and new students on arrival | V/R | Sep 21 | PDs | Programme specific dependent upon the nature of the technical support required. Implement mini-workshops for students to meet technical support and be inducted into the technical work area or a ‘meet and greet’ during the Week One Welcome induction programme |
| 2 | Technical staff to be encouraged to participate in a Regional Support Network with colleagues from other relevant Universities | V/R/CD/S | Sep 21 | TSSG | Promote engagement with ‘TechConnect’ amongst wider technical workforce |
| 3 | Nominate member of VCEG as Technicians Commitment Scheme Champion | V/R/S | Sep 21 | VCEG | Member of VCEG to Champion Technicians Commitment Scheme and support on-going work of TSSG and assist in the development of the ‘Technician’ voice |
| 4 | Create and establish a ‘Technician’ category in the Student-Led Teaching Fellowship scheme | V/R/S | Jan 22 | TSSG/  QED | Develop criteria and promote category for 2022 Staff Awards scheme |
| 5 | Invite technical staff to attend/participate in University Graduation Ceremonies | V/R/S | Jun 22 | Academic  Registry | Technical support staff to be invited to participate in the Procession during Graduation with Academic colleagues |
| 6 | Reference technical staff in University marketing materials and events | V/R | Sep 22 | CMSR/  TSSG | Appropriate attribution of technical staff within existing marketing images and creation of a Technicians Commitment Scheme Banner for use at Open Days and Internal Conferences |

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| **No** | **Activity to be explored** | **Impact Area** | **Time** | **Lead** | **Actions** |
| 7 | Develop an internal communications plan to raise awareness of technician activities and contributions | V/R | Jan 23 | TSSG/  LIS/  CMSR/  SD | Advertise forthcoming Technical Staff Conference. Set up Technician tab on University Insight web page. |
| 8 | Review acknowledgement of technical staff contributions in published articles in academic journals | V/R/CD/S | Jan 23 | TSSG/  RIS/  AD(R)s | Where relevant, appropriate and possible, acknowledge and/or reference the work of technical staff in academic articles |
| 9 | Review role of Technician and career development pathways within academic Schools | V/R/CD/S | Jan 23 | TSSG/  PS/  SD/  Line Managers | Production of internal report to review   * identification of staff working to JDPSs within the Technician Job Family * role definition and boundaries * technical development opportunities * define/clarify career pathway |
| 10 | Establish an annual internal Technical Staff Conference | V/R/S | May 23 | TSSG/  SD/  Line Managers | Establish one-day internal Staff Conference to allow Technical Staff to meet, share Good Practice, provide a forum for staff to update their technical knowledge and skills and to publish on-going progress to the wider University community of the Technicians Commitment Scheme.  Development topics to include:-   * Mental health/wellbeing (for self, staff and student support) * First Aid * Equality/Diversity * Discipline specific * Leadership/Management development (incl. Aurora programme) |

**Key:**

**Technician Commitment Scheme Impact Areas**

V Visibility – Ensure that all technicians within the organisation are identifiable and that the contribution of technicians is visible within and beyond the institution

R - Recognition - Support technicians to gain recognition through professional registration and external award schemes

CD - Career Development – Enable career progress opportunities for technicians through the provision of clear, documented career pathways

S - Sustainability – Ensure the future sustainability of technical skills across the organisation and that technical expertise is fully utilised

**Leads**:

PDs - Programme Directors for those programmes which rely upon technical support

TSSG - Technicians’ Scheme Steering Group

VCEG - Vice Chancellor’s Executive Group

QED - Quality Enhancement Directorate

CMSR - Communications, Marketing and Student Recruitment

LIS - Library and Information Services

SD - Staff Development

RIS - Research and Innovation Services

AD(R)s Associate Deans of Research

PS - People Services

**Cardiff Metropolitan University Strategic Plan**

**Our Priorities**

**1. A Values Driven University:** Our University will champion Creativity, Diversity, Freedom and Innovation through trusted partnerships that generate educational transformation, research with impact, sustainable economic growth, social cohesion, and health and wellbeing.

**2. Cardiff Met ‘EDGE’:** Our University will improve the quality and outcomes of teaching and the wider student experience through delivery of the ‘Cardiff Met EDGE’, enabling all students to develop Ethical, Digital, Global and Entrepreneurial skills, experience, knowledge, confidence and resilience.

**3. Cardiff School of Technologies: 4D: Data | Digidol | Dylunio | Dyfodol:** Our University will establish a School focused on Data, Digital and Design Futures developed in partnership with technology companies. The School of Technology will focus on research and innovation addressing student demand and employer need in digital media and smart technology, data science and informatics and design technology and engineering.

**4. Cardiff Global:** Our University will implement a ‘Cardiff Global’ programme comprising Cardiff Open Colleges and Global Academies connecting Cardiff and our global partners. Cardiff Open Colleges will deliver progression routes from schools and colleges, support the expansion of Welsh medium provision and foster civic engagement in the Cardiff Capital Region. Global Academies will deliver interdisciplinary, international and impactful postgraduate and research provision in areas where the University is internationally leading.

**5. Managed Growth Across All Schools:** Our University will increase its student population by extending its geographical reach, increasing its programme portfolio and enhancing its partnerships with employers and stakeholders. Delivery will be underpinned by high quality academic standards and research informed teaching; highly skilled and qualified staff with industry links; high levels of student and staff mobility and an international outlook; and technology-enhanced learning and assessment leading to high levels of graduate employment.

**6. Growth in Research and Innovation:** Our University will build on its position as the UK’s modern university with the highest quality research (REF 2014) to develop its reputation through significant growth in the volume, quality, value and impact of research and innovation.

**7. Synergy between On- and Off-Campus Provision:** Our University will develop its sector-leading Trans-National Education provision and unique model of international collaboration to facilitate even higher levels of student mobility and postgraduate progression to Cardiff Met from our international partners.

Delivery of the University’s identified purpose and its seven priorities is supported by our three pillars of Places, People and Performance:

**PLACES:** Our two Campuses are where staff, students and stakeholders devise and deliver transformational education, research and innovation in partnership. Our five Schools offer practice-focused and professionally recognised education and research to support civic, economic and international development. Our Cardiff Global initiative, encompassing Cardiff Open Colleges and Global Academies, will ensure our local and global activities are mutually reinforcing. Our Centres for Research & Innovation will align with our taught programmes in art and design, business and management, education and social policy, sport and health sciences, and technologies.

**PEOPLE:** Our Students and Staff are our most valued asset. By creating an environment in which individuals thrive we will thrive as a University providing high quality and high impact education, research and innovation. The Cardiff Met EDGE will enable all students to develop skills, experience, confidence and resilience through a coherent package of placements, projects, internships, volunteering and international mobility. A values-driven approach to organisational culture and practice will develop a positive, collaborative and enabling working environment. Professional Service structures and functions and Academic Roles will be remodelled to develop a sector-leading and student-facing service culture.

**PERFORMANCE:** The Strategic Plan maps a series of annual Measures of Success in the form of targets that will be delivered by everyone working together. Our performance will be underpinned by our shared values of Creativity, Diversity, Freedom and Innovation. We expect our people to strive for excellence in everything they do by sharing our common values and our behaviours of Leadership, Trust, Courage and Accountability.

Cardiff Metropolitan University is proud to support technical staff across our two campuses and will strive to meet the expectations and requirements of the Technician Commitment which seeks to highlight the valuable contributions technical staff make to our university and our students.





Leigh Robinson

PVC: Partnerships and External Engagement