

## UWE Technician Commitment Action Plan July 2024 to June 2027

Visibility	Ensure that technicians within the organisation are identifiable and that the contribution of technicians is visible within and beyond the institution.	Timescale	Success Measures	Lead person responsible
	Activity and rationale	Start/end date		
V1	Showcase student projects that are led or heavily supported by technicians. This should include student feedback on the support provided and criticality to final award.	September 2024 – August 2025	Greater recognition of the role of technicians in successful outcomes for students.  Greater inclusion at the conception and design of projects.	Technical Managers and Team Leaders
V2	Actively promote the new UWE Technician Family of Roles beyond the technical teams. Ensure the versatility of technicians and the contribution they make to curriculum design, delivery and assessment is universally understood and utilised.	July 2024 - June 2025	The current pockets of best practice of technicians being embedded in programme teams being adopted in all areas.	Technical Dir/Deans and Heads of Schools
V3	Annual Technician Conference/Showcase. Raise the profile of technicians beyond Colleges to ensure that senior managers and colleagues within professional services are aware of the work of technicians.	Begin Spring 2025	A greater understanding and recognition of the contribution technicians make to university business.	Technical Directors / Technical Managers
V4	Continue to develop and promote an intranet presence that showcases who technicians are and what they do. Aiming to increase visibility, promotes inclusion and deliver a first-class customer experience.	Ongoing – September 2025	Technical staff having a high-profile presence on the intranet, that enable staff/students to identify and access technical expertise – promoting practice-led teaching and research to internal and external partners/customers	Champions
V5	Ensure technician stories are included in core UWE communications. We do not shout enough about successes, and these are rarely included in internal coms.	Ongoing	More technician stories in the internal coms.	Technical Managers
V6	Ensure all staff profile pages are written - clearly articulate skill, professional abilities and are written to a high level of quality.  Identifying professional body alignment where appropriate.	July 2024-June 2025	Staff feeling proud of their profile pages. Staff being contacted more readily by internal and external people. More and better internal collaborations happening.	Technical managers

Recognition	Support technicians to gain recognition through professional registration.	Timescale	Success Measures	Lead person responsible
	Action and rationale	Start date and end date		
R1	School Technical Managers to build into staff PDR's expectation to source relevant professional organisations, sign up to them and commit to attending required contributions (attend events, contribute to and submit peer reviewed journal articles).	July 2024-June 2025	Staff idents sharing their aligned professional body (V6). Staffs PDR describing the expectations and value from this expectation.	Technical people managers
R2	Develop events at UWE that hosts professional bodies where relevant.	2024-2026	Staff leading the development of these events. Staff potentially enabled into a research/practice space. Staff networking and knowledge sharing experience contributing to full staff experience. Holding space for reflection. Opportunities for engagement: HEATED, TC, ETHO, CHEAD etc	Technical Directors

R3	Use UWE internal communications to share stories about staff progressing into new academic / research roles, and leaving UWE in progression of career advancement.	Ongoing	Periodic review of staff who have progressed.	Technical Managers
R4	Ensure technical categorisation allows staff group to be effectively recognised culturally and administratively as members of the teaching and research community.	Through UWE Transformation	Technicians need to be recognised by the University as a separate grouping from 'Academic' or 'Professional Services'	University Sponsor, Technical Directors, HR

Sustainability	Ensure the future sustainability of technical skills across the organisation and that technical expertise is fully utilised.	Timescale	Success Measures	Lead Person Responsible
	Action and rationale			
S1	Create opportunities to develop and promote Degree Apprenticeships in core areas of recruitment. This will align with the strategic ambitions of the organisation.	2025-2027	UWE has a technical Degree Apprenticeship offer that develops our workforce – specifically for UWE needs.  Staff in apprenticeship roles progress into more senior roles as opportunities arise.	Technical Directors/ UWE POD
S2	Develop a clear portfolio of CPD opportunities with the Universities Learning Development Centre, relating to the career pathway strands within the family of roles	2025/26	Staff successfully secure progressional employment within UWE and externally. Staff surveys give positive feedback on continuous learning within UWE.	Technical Directors / Learning and Development Centre (LDC)
S3	Create the opportunity for outreach activity across the region, connecting with Schools and Colleges to promote the various Technician roles and expertise across the University.	2024-26	Greater number of applications from diverse and traditionally 'hard to reach' communities for future Technician vacancies.	Technical Managers

Career Development	Ensure career progression opportunities for technicians through the provision of clear, documented career pathways.	Timescale	Success Measures	Lead Person Responsible
C1	Ensure development needs have a higher priority during PDRs and that CPD is planned into the academic year so that capacity and support is built in.	Initial review July 2024 -Reflect and review June 2025	Improved equity of access and support for CPD for all technical staff that is not so limited by workload and capacity.	Technical Managers
C2	Ensure that Teaching Technicians and Technical Educators actively develop and utilise teaching skills across relevant programmes.	July 2024 – Sept 2025	A more skilled workforce and a greater diversity of pedagogic practice in practice led learning.	Technical Directors/Deans and Heads of Schools
C3	Broaden supported CPD beyond the immediate remit of the current role to enable staff to position themselves for progression laterally as well as vertically.	Through PDR cycle.	Staff feeling less stereotyped into the limitations of their current role. Greater progression for staff within the organisation.	Technical Directors/ Technical Managers
C4	Where support has been given, ensure sufficient resources are in place to help Technicians with their professional development needs / qualifications. This can range from AdvanceHE Fellowship status, through to accessing learning via the National Technician Development Centre and via the organisation's Learning and Development Centre.	Sept 2025	Staff being able to effortlessly access teaching qualifications. Staff gaining qualifications.	Technical Directors / Talent and Progression Manager / Learning and Development Manager (HR OD)

#### Strategic priorities and enablers to achieve this plan:

- 1) **Review and improve PDR process.** Many of the objective of this plan rely on the proactive development of individual technicians but with the encouragement and support of the University. This is also a primary purpose of Performance and Development Reviews. At present these are not as effective as they could be and need to be redeveloped to become an effective tool that identify needs and challenges and feed into planning processes to meet these.

- 2) **Consistent embedding of technicians in programme management teams.** Many of the challenges around recognition, development and career development stem from technicians that are constrained to merely servicing programmes. The significant areas of good practice across UWE have demonstrated the benefits of integrating technicians into the development, management, delivery and assessment of programmes. Where cultural change has been achieved, we have seen improved efficiency of programmed delivery along with great student feedback. All of this leads to a greater feeling of recognition, growth in the breadth experience and opportunities for development and progression.
- 3) **Continue to raise the digital and physical profile of technicians internally and externally.** It is evident that although we have raised the profile of technicians within Schools and across Colleges, there is still a lack of understanding of what technicians do across the wider university. We will focus effort on an outward facing technician conference that brings technicians together to showcase what they do in and interactive and engaging way. At the same time we will continue to develop the online presence of technician profiles, news, stories, skills and services whilst working with UWE Marketing and Communications to develop gateways to this information for a range if internal and external consumers.
- 4) **Develop a framework for bespoke apprenticeships.** In addition to CPD and career development we need to provide entry points at a junior level. We will identify two areas where workforce sustainability is a concern and seek to offer two apprenticeships with mentoring and part-time education.

Key:

Tech Dir	Directors of Technical Services
DHoS	Dean
SG	Steering Group