Meeting the training needs of Professional Services Staff: a collaborative review

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## Index

<table>
<thead>
<tr>
<th>Item</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invitation to Participate</td>
<td>1</td>
</tr>
<tr>
<td>Example Consultation Process</td>
<td>3</td>
</tr>
<tr>
<td>Local Area Consultation Feedback Form</td>
<td>5</td>
</tr>
<tr>
<td>AUA Cards – Used to Explore the Breadth of Workshops from the Centre</td>
<td>8</td>
</tr>
<tr>
<td>AUA Mock-Up Brochure – Used to Explore the Workshop Offer in Business Processes/IT Training Area</td>
<td>9</td>
</tr>
</tbody>
</table>
INVITATION TO PARTICIPATE
Meeting the training needs of Professional Services Staff:

a collaborative review

Invitation to Participate

This project will review the fitness for purpose(s) of the central training provision offered by the Learning and Professional Development Centre with and for key colleagues from the professional services staff, including administrative and technical staff. The aim is to make sure the Centre is prioritising and delivering activities and training that will best support and meet the needs of these colleagues to deliver their local area strategic plans. We know that the University is responding rapidly to sector-wide changes and challenges and we need to make sure what we offer is aligned to current and emerging needs.

The project is one of twenty projects being supported this year by the Association of University Administrators – a national body committed to supporting the professional development of staff in UK Universities and to excellence in higher education management. We will be using their continuing professional development framework as the ‘language’ to talk about staff development and training needs.

The planned outcomes are:

- A revitalised staff training offer in the academic year 2012-13 that meets the needs of more professional services and administrative staff and is aligned to the University’s priority needs;
- A better understanding among professional services staff across the University of the LPDC staff training offer, its relevance to roles and to performance enhancement;
- A developed understanding among participants of competency frameworks and how these might be used to support staff development.
Getting Involved

If you would like to be involved in the project you will need the agreement of your line manager to take part; to be able to attend all three of the three meetings (details below); and you need to be willing to consult with your close colleagues as part of the project.

If, after discussion with your line manager, you would like to get involved, or, if you would like more information about the project please contact lpdc@keele.ac.uk or Jackie Potter, j.a.potter@keele.ac.uk, using the email subject header AUA Project.

Project Schedule

Meeting One *Friday February 3rd, 10.30am -12 noon-Library Training Room*

The meeting will define the project parameters and introduce the AUA continuing professional development framework. Participants will undertake a role assessment using the framework and critique the relevance/suitability of the framework in relation to their role/function. They will identify which of the nine areas are most relevant and, under current conditions the highest priority, for their staff development. This will be done in relation to the University’s strategic map.

Participants will be provided with a structured approach to discuss the framework and training needs within their local work area with colleagues before the second meeting.

Meeting Two *Friday March 23rd, 10am -12noon – Library Training Room*

Participants will be asked to look at the current 2011-12 staff development offer from the LPDC, to critique the offer, the presentation of the offer and to cross-reference the offer to the AUA CPD framework areas and the feedback they gathered from colleagues in their local work area. Further discussion will focus on any wider merits of the use of the AUA CPD framework within functional areas/teams.

Meeting Three *Friday May 25th, 10.30am – 12noon – Library Training Room*

Presentation of a synthesis of the feedback from the second meeting, the resultant recommendations and the planned priority actions by the LPDC for the 2012/13 academic session. Participants will discuss: (i) how to sustain the linkage between LPDC activities and staff needs, including the use SPRE and event evaluation data, the potential role of project-based and local-area ‘bids’ for support and other approaches; (ii) any future potential use of the AUA CPD framework.

Jackie Potter, LPDC, January 2012
EXAMPLE
CONSULTATION
PROCESS
Meeting the training needs of Professional Services Staff

Example Consultation Process

This short document offers an example of how you could consult with colleagues in your local work area. It provides a way to explore their views of the AUA CPD Framework and to gather information about their short-term / medium-term training needs in relation to delivering their local strategic plans. You may choose, for a number of reasons, to consult with your colleagues in a different way. However you are asked to present your findings on the Feedback Form provided in this pack and to make sure you ask your colleagues consent for us to use the information you collect from them.

1. **Invite colleagues to a short meeting** (c.40 minutes) and provide them in advance with the ‘Welcome and thank you’ by way of introduction to the project and the meeting you will convene.

2. **Explain at the beginning of the meeting** how the data will be used and ask your for consent to use it.

3. **Introduce the AUA CPD Framework.**

Explain that the reason for using the AUA CPD Framework within this project is to offer a common language to think about staff development needs. It has been chosen (from among other professional frameworks) because it has been created for professional services staff, to complement more role-specific frameworks and as such it is focused on ‘how’ you do your job rather than the job you do.

Option One: You could direct people in advance of the meeting to the AUA website and specifically to view the documentation at http://www.aua.ac.uk/cpd-2-CPD-Framework-documentation.html

Option Two: You could introduce it by explaining your understanding of it (we can make any of the slides from the session available if that would help).
4. **Explore current areas of priority in role.**

Use the coaching wheel to talk colleagues through considering what areas of the framework are important in their role. Suggested prompts:

Draw a line to show what areas of the framework are most important in your current role? (Where the centre of the wheel is zero, not important at all and the edge of the wheel is ten, very important). Discuss.

Considering the local area plans and current work priorities over the next couple of years, what areas of the framework are areas you need to prioritise for your own professional development to ensure you excel in your job? (Where the centre of the wheel is zero, not important at all and the edge of the wheel is ten, very important). Discuss.

5. **Explore and summarise the professional development needs of colleagues.**

Thinking about the responses to the discussions on current priority areas, what would you say are the professional development needs of the group? Collate all the examples offered. Summarise where possible, for example, if everyone agrees, ‘learning to operate the new online database’ as a priority.

Share the feedback form and work directly on that to complete the table and ‘any other comments’ section.

6. **Thank everyone for taking part.**

Please thank your colleagues on behalf of the LPDC. If they want to feedback to us directly, about the project or on any other matter related to staff development needs, do please let your colleagues they can contact us on lpdc@ Keele.ac.uk
LOCAL AREA CONSULTATION FEEDBACK FORM
Meeting the training needs of Professional Services Staff

Local area consultation feedback form

Your name:

University area:

Number of people consulted:

Brief overview of range and type of roles of consultees:

Please list all the professional bodies and associations that the consultees belong to:

What do your colleagues think about the AUA CPD Framework?
Please complete the following summary Table based on your discussion with colleagues.

<table>
<thead>
<tr>
<th>Behaviour/Area</th>
<th>Rank the importance of this behaviour/area to the group</th>
<th>How (if at all) does the current LPDC offer support this area of professional development?</th>
<th>What types of learning activities would support this development area?</th>
<th>Any other comments?</th>
</tr>
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<tbody>
<tr>
<td>Managing Self and Personal Skills</td>
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<tr>
<td>Delivering Excellent service</td>
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<td>Finding innovative solutions</td>
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<td>Embracing change</td>
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<td>Using resources</td>
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<td>Providing direction</td>
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<tr>
<td>Developing self and others</td>
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<tr>
<td>Working with people</td>
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<tr>
<td>Achieving results</td>
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<td>Other area??</td>
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</table>
Any other comments or feedback?

I have asked and gained permission from the consultees to share this data with:

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>LPDC staff</td>
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<tr>
<td>Project participants</td>
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</table>

I have asked and gained permission from the consultees to allow the LPDC to use this information as anonymised data within any report arising from the project, meeting the training needs of professional services staff.

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<th>YES</th>
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Thank you. Please forward this to LPDC@keele.ac.uk by March 14th 2012.
AUA CARDS – USED TO EXPLORE THE BREADTH OF WORKSHOPS FROM THE CENTRE
Introduction to Teaching at Keele
4 Workshops

Optional Workshop. Aimed at those who will be doing a small amount of teaching for the first time. Please note that this workshop is aimed at those whose primary function is research. It is not appropriate for those with more extensive teaching commitments.

Duration: 4 half day sessions
Last ran: January - March 2011

An Overview of Sustainability at Keele

Optional Workshop. Open to all staff who are interested in Sustainability and in particular those who are required to complete 2 open sessions within their first 2 years of employment at Keele.

Duration: 1.5 hours
Last ran: January, May, December 2011

Keele’s Website Content Management System - An Introduction

Optional Workshop. Open to all staff responsible for managing web sites.

Duration: 2 hours
Last ran: November, December 2011, February 2012
AUA MOCK-UP BROCHURE – USED TO EXPLORE THE WORKSHOP OFFER IN BUSINESS PROCESSES/IT TRAINING AREAS
AUA Project

Business Processes / IT Training 2011/12

25 May 2012
AUA Project Use Only
KEELE’S WEBSITE CONTENT MANAGEMENT SYSTEM - AN INTRODUCTION

PRESENTER(S):
DIRECTORATE: Marketing and Communication / School of Physical and Geographical Sciences
DURATION: 2 Hours

BLURB:
About the Workshop:
The aims of the workshop are: outline the design and features of the Keele website, explain the content management system and how to use it to produce web pages.

Learning Outcomes:
By the end of the workshop you will: be able to produce and edit simple web pages, make available images and documents for incorporation into web pages.

Please note: places restricted to 10 and all participants should have a Keele user account. If you currently don’t have CMS access then you must request access prior to attending the programme (requests to be sent to itservice@isc.keele.ac.uk and include your Keele user account).

Participants:
Staff responsible for managing web sites.

EVALUATION SUMMARY:
Total Number Attended: 42

Comments:
“Found doing the same actions on the laptop as the large screen really helpful and took it in better”
“Good pace of delivery – didn’t get bored! And lots of relevant content, thank you!”
“Easy to understand, with simple explanations”
“Well explained”
“The handout was good to follow the content”
“Informative, not expecting any prior knowledge”
“Made the topic seem a lot easier and doable”
“A good presenter, who made it clear when to just watch, and see what’s happening and when to follow and do it yourself”
“A really good overview. Very knowledgeable presenter! I will be able to use the CMS much more efficiently and effectively now. Thank you!”
“The use of the large projector to view each step”
“Was good to know I was actually doing things the correct way”
“Interactive - being able to have a go at making a page”
“Handy hints and tips around the CMS”
“Simple and user friendly”
“Clear instructions given”
“Very clear and easy to follow”
“Very well taught/explained, and a nice selection of drinks and sweets”
“Opportunity to try ‘hands on’”
“Very good training session – easy to follow, step by step”
“Information on using different templates”
“Adequate information for an introduction”
“Information on using different templates”
“Insertion of media”
“Pace of training was good. Enjoyed hands-on practice. Sensible structure of introduction level course. Feel my personal objectives were met”
INTRODUCTION TO THE NEW E-PROCUREMENT SYSTEM

PRESENTER(S):
DIRECTORATE: Finance and IT
DURATION: 2 Hours

BLURB:
About the Workshop:
The workshop will consist of demonstrations and practical sessions so that you are able to raise purchase requisitions / orders. You will be provided with a training login account. If you are already using the existing Purchasing System, you will need to attend this course to learn how to use the new system.

Learning Objectives:
• The workshop aims are to show participants how to raise purchase requisitions and receipt goods received using the web based computer system
• You will also be shown how to manage your account and be given a brief introduction to dealing with invoices
• Changes to University procurement policy and procedures will be identified

Participants:
Staff new to the University, existing staff needing training on how to use the new electronic procurement system or staff wishing to cover the basics again.

EVALUATION SUMMARY:
Total Number Attended: 44

Comments:
“This was an excellent session, aimed at those with no or very little knowledge of this system. It was set at a very good pace, which made it very easy to pick up, very good speaker and very helpful. Thank you.”
“Good introductory course - not too much overwhelming information - it was just right!
“I learn by doing so the explanation, then a chance to go and have a go was good”
“It is all completely new to me but they made me feel as if I'll be able to use it without any previous experience on the old system, so all of it was helpful!”
“All – good that there was a session available – ran very smoothly.”
“Step by step introduction to ordering through each of the 3 types of supplier – good pace – receipting of orders etc also useful – perfect introduction to the basics.”
“Just having the general overview of the new system and multiple account code charging.”
“Very clear and precise.”
“Able to take responsibility for own orders.”
“Develop work based skill set to aid the university.”
“Cut down on work load for senior staff – long term.”
“How to place orders and receipt orders. It's not as easy as it looks, so it's best to get it right at the beginning to save a lot of hassle correcting it later”
“Quite straightforward training – definitely easier to train new staff members”
“All of it!! Very articulate and explains clearly in layman's terms. Fab team”
“Basic enough and very useful. Questions were answered well”
“Clear instructions and help”
“All of it, as it's quite basic”
“Very easy to understand. I feel I could easily go away and place live orders now”
“Easy to follow and practical”
“The way the lesson was put together”
“New system most helpful”
“Being able to use the training database to practice”
PRESENTER(S):
DIRECTORATE:
DURATION:

BLURB:
About the Workshop:

Learning Objectives:

Participants:

EVALUATION SUMMARY:
Total Number Attended:

Comments: