

Buckinghamshire Chilterns University College  
School of Continuing Professional Education

## Staff and Professional Development Handbook

2004 -2005

School of Continuing Professional Education

## CONTENTS

Introduction

Section 1. Staff and Professional Development Programme 2004-2005

- Learning and Teaching
- Induction, Mentoring and Appraisal
- Academic Leadership
- Leadership for Support Staff
- Management Development
- Information Briefings
- Taster Sessions
- People and Personal Skills
- Meetings and Organisational Skills
- Support for Specific Roles
- Equal Opportunities
- Health and Safety
- Information and Communication Technologies
- Research Supervisor Development Programme

Section 2. Development Support Materials

Section 3. Staff Development Policy

Section 4. Accessing Support for Staff and Professional Development

4.1 Staff Induction

4.2 The Mentor Scheme

4.3 Appraisal

4.4 Continuing Staff and Professional Development

## **Introduction**

The University College recognises that the quality of staff provides the basis for the quality of our provision for students. To ensure that staff are able to maintain and develop knowledge and skills relevant to their post the University College provides a range of staff and professional development opportunities.

The purpose of this handbook is to ensure that you have all of the information you need to enable you to identify the staff and professional development available to you and to explain how you can access the staff and professional development you need.

Section 1 of the handbook is the programme of scheduled staff and professional development activities for the academic year 2004-2005. The programme includes workshops, seminars and short courses covering topics identified through appraisal or drawn from the priorities indicated by the University College Strategic Plan and the Strategy for Teaching, Learning and Assessment.

Section 2 details the support materials available to staff.

Section 3 contains the Staff Development Policy. The policy outlines the key elements in the University College approach to staff and professional development.

Section 4 explains the procedures for accessing support for staff and professional development.

Hopefully the handbook will provide all of the information you need to plan your own staff and professional development. If you cannot find what you need or if you are not clear about any aspect of the Staff Development Policy or the procedures for accessing support, please contact the Staff Development Manager at the School of Continuing Professional Education.

## Section 1. Staff and Professional Development Programme

KEY TO VENUES:                      JNC = John North Centre  
   CC = Chalfont Campus  
   HW = High Wycombe Campus  
   MA = Missenden Abbey  
   WB = Wellesbourne Campus

	Page
• Learning and Teaching	5
• Induction, Mentoring and Appraisal	14
• Academic Leadership	19
• Leadership for Support Staff	21
• Management Development	23
• Information Briefings	26
• Taster Sessions	27
• People and Personal Skills	28
• Meetings and Organisational Skills	30
• Support for Specific Roles	31
• Equal Opportunities	32
• Health and Safety	35
• Information and Communication Technologies	38
• Research Supervisor Development Programme	50

## **Learning and Teaching**

### **Introduction**

This academic year's series of CPD Seminars represents a rich and varied collection of contributions from colleagues, both BCUC staff and externally, whose work is making significant contributions to the support and enhancement of learning and teaching in higher education.

In response to requests from colleagues this year we have introduced some lunchtime CPD Seminars. All sessions will be run at the John North Centre, the lunchtime sessions running from 12.30 – 2.00 and the evening sessions running from 5.30 – 7.00. Refreshments will be available at both lunchtime and evening sessions. In broad terms evening sessions will be devoted to contributions from external speakers, whilst lunchtime sessions will be contributed by BCUC colleagues. In some cases however contributions are repeated on both occasions.

A recurring theme throughout contributions is that of establishing those conditions which help students manage the transition into higher education and then subsequently through it. In order to establish these conditions a range of significant and influential factors have to be addressed, factors relating both to what happens within faculties and classrooms and beyond that in the institution as a whole and beyond. Student learning cannot be seen in isolation from the broader context within which their experience as learners is set, thus the programme includes topics such as: student attendance and retention, aspects of assessment which promote and support independent learning, along with practical approaches and tools designed to assist those concerned with teaching and supporting learning, as well as broader professional issues including the development of teaching standards and managing individual professional development.

Contributions are set out below in chronological order.

**14/09/04: 09.30-12.30**      **Induction for Academic Tutors**      **Jan Baxter & Louise Cooke**      **JNC**  
**(lunch at 12.30)**  
**15/09/04: 09.30-12.30**      **Park Room,CC**  
**(lunch at 12.30)**

This is an opportunity for new Academic Tutors to find out about the nature and scope of Academic Tutoring, and to learn about some of the many sources of support available to Academic Tutors. Participants will be introduced to the Academic Tutors' Handbook and will have an opportunity to discuss any questions that they may have regarding Academic Tutoring. Brief presentations by personnel from the Department of Learning Resources, Student Services and the Students' Union will provide an opportunity to learn more about the work of support departments and how and when they can assist tutors in their work with students. Current Academic Tutors who are continuing in the role and would like to update their awareness in these areas are also welcome to attend.

**27/10/04: 12.30-14.00**      **Aspects of Student Attendance at Classes**      **Dr Christina Malone & Dr Maria Konstantaki**      **JNC**

Christina & Maria work respectively in the faculties of Applied Social Sciences & Humanities, and Leisure & Tourism. As part of their work for the Postgraduate Diploma, Learning & Teaching in Higher Education, they each completed an Action Research project on some aspect of learning and teaching. Both were interested in investigating aspects of student attendance, Christina explored the links between attendance and student motivation, whilst Maria looked at attendance and attainment

**03/11/04: 12.30-14.00      Skills Support in Leisure & Tourism      Sally Cushing & Jo Donachie      JNC**

Sally & Jo's work has been concerned with helping students develop appropriate and effective learning skills. As part of this work they have been concerned with induction arrangements, initial diagnostics, attendance at class etc. They are working closely with academic tutors and other teaching staff within the faculty in order to create conditions which support students, enable them to make the transition into higher education and encourage them to assume responsibility for their learning.

**09/11/04: 17.30-19.00      How Formative Assessment Can Support and Enhance      Professor Sally Brown      JNC**  
**Student Learning**

Sally Brown is Visiting Professor of Learning & Teaching at BCUC. Sally has written extensively on learning and teaching in higher education with a particular emphasis on aspects of assessment. Her recent work has focused on exploring how formative assessment can be used by both students and tutors to support student learning in order to promote student autonomy.

**24/11/04: 12.30-14.00      Developments in Student Portfolios      Steve Millard (Senior Fellow)      JNC**

Some of the most effective lessons can be learned from innovations which become embedded in the everyday practice of a field of study. Such is the case with the Student Portfolios introduced by Steve and colleagues within the Economics field some years ago which requires students to complete a portfolio by means of weekly contributions, but is only marked if the student is in danger of failing the programme. Each cycle of the Portfolio has been monitored in order to build in subsequent improvements. In the meantime the Portfolio has become a powerful mechanism for developing students' reflective and metacognitive capabilities, in short it obliges students to engage in and take responsibility for their learning.

**01/12/04: 12.30-14.00      The Module Mapping Tool      Dr Dorin Festeu      JNC**

Faced with a mixed group of 40 – 50 students in their second or third years, how do you take account of what they might already know or have studied? Dorin developed this tool as a practical means of mapping module provision within the Faculty of Leisure & Tourism in order to discover the routes by which students had travelled to reach their current positions. This is a highly practical and significant tool for helping establish those conditions which both support learning and encourage independence.

**26/01/05: 12.30-14.00      Lessons from the Retention Research Project      Professor Diana Medicott      JNC**

There can be few colleagues within the University College who have not become aware of Diana's research over the previous academic year. In addition to staff, she has interviewed a wide range of students and instigated a pilot project in the form of an 'enriched' module which was extremely well received by the students. In addition her research has provided an enormous amount of data which has been used to inform the merging Retention Strategy. In this seminar Diana will be providing an update of developments following the completion of research.

**10/02/05: 17.30-19.00      Professional Teaching Standards in Higher Education      Professor Rob Norris      JNC**

Colleagues will be aware of the recurring demands within higher education for explicit standards by which to judge the quality of teaching – demands emanating predominantly from politicians and policy-makers. Those involved with partner institutions will also be aware of the detailed FENTO Standards which operate within the further education sector. Rob Norris will explore the current situation with regard to the 'Teaching Standards' debate which call for detailed and explicit standards on the one hand and freedom to operate within broad definitions of good practice.

**23/02/05: 12.30-14.00 &      The Citizenship Initiative      Chris Gifford      JNC**  
**15/03/05: 17.30-19.00**

Chris Gifford, along with staff and students within the Faculty of Applied Social Sciences, has been involved in an initiative in which 2<sup>nd</sup> & 3<sup>rd</sup> Year students work with groups of students in local schools to explore in practical workshops aspects of what citizenship involves. The outcomes for staff and students, both school and University College, have been considerable and have enabled all involved to develop critical insights into aspects of citizenship whilst learning a great deal from each other. In this workshop Chris will outline progress to date and recent developments intended to extend the initiative.

**09/03/05: 12.30-14.00      Work-based Learning Project**

**Dr Nasim Kanji**

**JNC**

Nasim has been coordinating a project on work-based learning for the last three years involving the Faculty of Health Studies along with the Trusts with which they work. The project has used a mixture of online and face-to-face meetings to explore and report on issues concerned with planning, implementing and assessing professional development activities at a distance. Currently the project is being evaluated and the lessons learned have much to offer those involved in work-based and experiential learning both within and outside the University College.

**04/05/05: 12.30-14.00 &      Facilitating Student Transitions  
10/05/05: 17.30-19.00**

**Professor Trevor Hussey; Pauline McLeman;  
Professor Diana Medicott & Professor Patrick Smith**

**JNC**

This team has been working on the concept of transitions for a couple of years and has recently completed the fourth of a series of articles on aspects of student transitions. The thrust of this work has been a central concern to identify and delineate those factors which affect students as they struggle to manage study, paid employment, independent living and being young. Many of the factors which influence their approaches to study are beyond the sphere of influence of the higher education institution, however an appreciation of them can enable programme planners and designers to create, to the best of their abilities, conditions which help students to manage their undergraduate careers. This project then has attempted to inform and underpin practice with sound theoretical thinking.

**17/05/05: 17.30-19.00**

**Keeping Sane in Difficult Times**

**Trevor Habeshaw**

**JNC**

Trevor Habeshaw's work has been extensive and highly influential both nationally and internationally in the arena of learning and teaching in higher education. Never afraid to call it how he sees it, Trevor finds the current context 'interesting' not to say difficult. The all-pervasiveness of fear and perceptions of threat in contemporary society have percolated into the corridors of higher education. The result is an emerging climate of distrust and anxiety.

Trevor's seminar will focus on the identification and examination of some of those factors and anxieties which shape our perceptions and how we might manage our collective concerns in order to realise a practical and supportive collegiality.

## Preparing for Teaching

This programme of six linked workshops is intended for BCUC staff and research students who have no teaching qualifications and little or no teaching experience but are planning to become involved in teaching . Two cycles of the programme run each academic year, one taking place at the High Wycombe campus and the other at the Chalfont campus. The workshops are facilitated by Louise Cooke.

**Cycle One is held at the John North Centre, High Wycombe, from 14.00-17.00. Dates for this Cycle are:**

(1)	29/09/04	Introductory Workshop
(2)	06/10/04	Learning and the Learner
(3)	13/10/04	Teaching and the Teacher
(4)	20/10/04	Planning and Implementing Teaching and Learning Sessions
(5)	27/10/04	Selecting and Evaluating Methods and Resources
(6)	03/11/04	Continuing Professional Development and Reflective Practice

**Cycle Two is held in the Park Room in the Research Centre at Chalfont Campus, from 14.00-17.00. Dates for this Cycle are:**

(1)	19/01/05	Introductory Workshop <b>(held at JNC)</b>
(2)	26/01/05	Learning and the Learner
(3)	02/02/05	Teaching and the Teacher
(4)	09/02/05	Planning and Implementing Teaching and Learning Sessions
(5)	16/02/05	Selecting and Evaluating Methods and Resources
(6)	23/02/05	Continuing Professional Development and Reflective Practice

## Postgraduate Certificate, Learning & Teaching in Higher Education

The Certificate Programme has always encouraged any staff interested in particular sessions to 'drop in' on them. Sessions are held at John North Centre on Friday afternoons starting at 2pm. Colleagues interested in any sessions should contact the School in advance, just to make sure that the schedule remains unchanged.

### Selected 'open' sessions

Date	Theme
15 Oct 04	Orientation
22 Oct 04	Peer Observation of Teaching: Session One
29 Oct 04	Peer Observation of Teaching: Session Two
12 Nov 04	Classroom Management
19 Nov 04	Curriculum Studies: Session One
26 Nov 04	Curriculum Studies: Session Two
10 Dec 04	Assessing Students: Session One
17 Dec 04	Assessing Students: Session Two
14 Jan 05	Giving Feedback to Students
04 Feb 05	Balancing The Professional Role
11 Feb 05	Subject Disciplines and Cultures
18 Feb 05	Skills Development
25 Feb 05	Student Life and Learning
04 Mar 05	Learning Technologies One
11 Mar 05	Learning Technologies Two

## **Induction, Mentoring and Appraisal**

### **Induction**

#### **Induction Days**

All new staff are required to attend an Induction Day, which is aimed at welcoming them to the University College and providing an overview of the institution and its aims and objectives, as well as the opportunity to meet other key staff including members of the Directorate. Existing members of staff who have not attended an induction within the last five years are also able to attend, numbers permitting.

Induction Days are held at Missenden Abbey from 09.45 -16.00 (registration from 09.15). The dates for 2004-2005 are:

22 September 2004

16 February 2005

25 May 2005

#### **Induction Workshops**

New staff are encouraged to attend relevant induction workshops (details on next page). The workshops are also available to existing members of staff.

## **Disability Legislation – The Basics**

**Anne Peters (Disabilities Support Services)**

SENDA, 2001 (Special Educational Needs and Disability Act) places specific responsibilities on all staff at BCUC. This session will provide a basic, 'need to know' guide to Disability Legislation. In addition to general information, specific needs of participants will be addressed. All new staff are encouraged to attend.

07/09/04	09.30-11.30	John North Centre
08/09/04	09.30-11.30	Chalfont Campus (Old Library)
10/09/04	14.00-16.00	Wellesbourne Campus (Phoenix Room)
14/02/05	09.30-11.30	John North Centre
15/02/05	09.30-11.30	Chalfont Campus (Old Library)
17/02/05	14.00-16.00	Wellesbourne Campus (Phoenix Room)
13/06/05	09.30-11.30	John North Centre
14/06/05	09.30-11.30	Chalfont Campus (Old Library)
15/06/05	14.00-16.00	Wellesbourne Campus (N1)

### **Quality Systems and the Student Experience Induction Workshop**

**Ellie Smith**

This session will provide a brief overview of the University College quality and administrative procedures and the external environment in which we operate. It will outline where to go for help and guidance and the key sources of information on regulations and quality procedures. This workshop is recommended for all new academic , faculty administrative , Student Services, Directorate and Students' Union staff.

24/09/04	10.00 – 12.00	High Wycombe (Board Room)
02/03/05	14.00 – 16.00	Chalfont Campus (Old Library)

### **Introduction to Learning Resources Induction Workshop**

**Lisa Hodgkins**

A short introduction to the services and facilities available in the Learning Resources Centres. The session will include details of how to find information through the Learning Resources web pages, how to access electronic resources from both on- and off-campus, and an explanation of the procedures involved in obtaining new print resources (i.e. books, journals etc). This workshop is essential for new academic staff and is available to anyone who would like to know more about learning resources.

06/10/04	13.00 – 14.00	High Wycombe (LRC Training Room)
09/02/05	13.00 – 14.00	High Wycombe (LRC Training Room)

### **Health and Safety Induction Workshops**

**Tony Everett**

It is a requirement that all new staff attend a Health and Safety Induction workshop as soon as possible. The workshops are also open to existing staff who wish to update themselves on this topic. The half-day course outlines basic safety procedures and signs, use of VDUs, fire procedures, manual handling and accident reporting.

28/09/04	10.00-12.30	Chalfont Campus (Old Library)
29/09/04	14.00-16.30	John North Centre
30/09/04	10.00-12.30	Wellesbourne (Phoenix Room)
22/02/05	10.00-12.30	Chalfont Campus (Old Library)
23/02/05	14.00-16.30	John North Centre
24/02/05	10.00-12.30	Wellesbourne (Phoenix Room)
31/05/05	10.00-12.30	Chalfont Campus (Old Library)
01/06/05	14.00-16.30	John North Centre
02/06/05	10.00-12.30	Wellesbourne (Phoenix Room)

### **Mentoring**

**09/11/04: 09.30-12.30**

**Mentoring New Staff**

**Anne Peters**

**JNC**

**03/02/05: 09.30-12.30**

A half-day workshop for potential mentors of new staff, either within faculties or central service departments. At the end of the workshop participants will understand the role of the mentor, the benefits of the scheme, the skills and processes involved.

## Appraisal

**29/09/04: 09.30 or  
28/10/04: 14.30**

**Appraisee Forum**

**Wendy Lennon**

**JNC**

Following on from last year's Appraiser Forum which led to changes being made to the appraisal paperwork, this is an opportunity for appraisees to discuss the appraisal process, ask questions, make suggestions and have their say! All welcome.

**05/10/04: 09.30-16.30  
02/02/05: 09.30-16.30**

**Appraisal Skills for Appraisers**

**Norman Hockley**

**JNC**

A one-day workshop for all Line Managers involved in appraising staff. The workshop will outline the BCUC appraisal scheme and, using actors, suggest some practical strategies for managing the appraisal interview.

**26/10/04: 09.30-11.30  
20/01/05: 13.30-15.30  
13/04/05: 09.30-11.30**

**Appraisal Skills for Appraisees**

**Anne Peters**

**JNC**

A short workshop for all staff prior to their first appraisal. The workshop will outline the purpose and benefits of the BCUC appraisal scheme and suggest some practical strategies to prepare for and manage the appraisal interview.

## Academic Leadership

A series of related workshops to provide senior academic staff with the opportunity to consider their current leadership strengths and to discuss issues and common problems with colleagues who are dealing with similar demands.

### Academic Leadership I

The first three workshops in the programme are open to both senior academic staff and those academic staff looking to leadership roles. Participation in all three workshops is recommended, but bookings may be made for individual workshops, places permitting.

**28/09/04: 10.00-16.30**

**Academic Leadership**

**Penny Clarke**

**MA**

A one-day workshop to discuss leadership roles and responsibilities in the academic environment, understanding one's own leadership style, dealing with pressures and conflicting demands and recognising and working to strengths.

**24/02/05:10.00-16.30**

**Building Effective Teams**

**Penny Clarke**

**MA**

A one-day workshop looking at team strengths and potential, team development and motivation, as well as managing individual and team performance.

**17/05/05: 10.00-16.30**

**Managing Change**

**Penny Clarke**

**MA**

A one-day workshop to enable the understanding of the process of change, communicating for change, influencing skills and planning change to make it work.

### **Academic Leadership II**

A series of workshops for academic staff who have participated in Academic Leadership I. The workshops aim to continue the opportunity to discuss common and current issues. Places may be available to other senior academic staff who wish to attend.

**12/10/04: 09.30-16.30**

**Dealing with Difficult People**

**Roger Mayhew and STEPS**

**JNC**

A one-day workshop to improve the effectiveness with which individuals can handle difficult situations and difficult people. The workshop will be highly participative, drawing on participants' own experiences, and will be innovative in using actors to create some pre-identified scenarios.



**06/04/05: 10.00–16.30 Managing Change**

**Penny Clarke**

**JNC**

A one-day workshop to enable the understanding of the process of change, communicating for change, influencing skills and planning change to make it work.

## Management Development

The workshops included in this programme are intended to provide support for managers in some of the key areas, but also are available to any staff where the topic is relevant to their development within their role.

<b>13/10/04: 09.30-12.30</b>	<b>The New Staff Grievance Procedure –</b>	<b>Elaine Dagnall</b>	<b>JNC</b>
<b>22/10/04: 09.30-12.30</b>	<b>A manager's guide</b>		<b>CC</b>
<b>02/11/04: 13.30-16.30</b>			<b>WB</b>

The new Staff Grievance Procedure, which was agreed with the Trade Unions, became effective from 1 July 2004. As well as updating the procedure in the light of experience, the new procedure takes account of the forthcoming statutory regulations on grievance and dismissal. It is essential that all managers at all levels are familiar with the procedure and are equipped to use it, should a grievance arise.

<b>16/11/04: 09.30-16.30</b>	<b>Finance for Non-Financial Managers</b>	<b>John Cooper</b>	<b>JNC</b>
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This workshop is intended for those with responsibility for managing their own budgets, but who have received little or no financial skills training. It will be very practical and oriented towards BCUC and its practices. Participants will cover BCUC financial processes, understanding and interpreting financial statements, using financial information for decision making and planning, and making a case for financial resources.

**30/11/04: 09.30-16.30      Business Planning and Commercial Awareness      Stag Developments      JNC**

This course will enhance managers' ability to develop, monitor and review business plans and will further develop commercial awareness.

**02/12/04: 09.30-16.30      Managing Difficult Situations      June Whetherly      JNC**

Do you find that sometimes you get into situations with other people that you don't know how to handle? What situations do you find difficult? What makes these situations difficult? This one-day course will explore these issues and provide the opportunity to identify, examine and practice the skills required for dealing with difficult situations.

**16/12/04: 09.30-16.30      Effective Delegation      Rob Dazely      JNC**

Do you understand the principles of delegation? Appreciate the obstacles to delegation? Understand the different types of delegation? Appreciate how feedback aids delegation? And would you like to be able to delegate without feeling guilty? To find out the answers to these questions and more, come along to this effective delegation workshop.

See also Effective Delegation taster session page 27.

**11/01/05: 09.30-16.30      Managing People/Managing Performance      Norman Hockley      JNC**

In this one-day workshop participants are introduced to the issues surrounding the management of staff performance, including how to motivate staff to perform to the best of their abilities and how to deal with poor performance.

**22/02/05: 09.30-16.30      Introduction to Project Management      Beryl Morris and Keith Bonson      JNC**

This intensive one-day workshop will give participants practical help in managing complex tasks through the use of project management techniques.

**01/03/04: 09.30-16.30      Strategic Management      Strategic Applications      JNC**

This workshop will provide delegates with an understanding of the nature and challenges of strategic management and how to approach these.

**04/11/04; 09/12/04;  
20/01/05; 24/02/05;  
17/03/05 & 14/04/05: 09.30-16.30**

**Accredited Management Development (ILM)**

**Stag Developments**

**JNC**

This programme is designed primarily for support staff and leads to the Institute of Leadership and Management's Level 3 Introductory Certificate in First Line Management. The programme consists of 6 days in total over 6 months and aims to give practising and potential first line managers the foundation for their management development, covering the areas of managing people, activities, resources and information. The programme must be completed within one year and participants will be required to submit a work-based assignment of no less than 1000 words. Staff wishing to attend will require the written support of their line manager.

### **Information Briefings**

Small group short briefing sessions (1-2 hours including a buffet lunch) with an opportunity for questions and discussion covering a range of topics. The briefings are seen both as an extension of the Management Development Programme and an opportunity for any staff to increase their awareness and participate in discussion on topics of relevance to their role.

More topics may be added during the year.

**08/10/04: 12.30-14.00  
20/10/04: 12.30-14.00  
19/11/04: 12.30-14.00**

**A guide to the new Staff Grievance Procedure**

**Elaine Dagnall**

**HW  
WB  
CC**

The new Staff Grievance Procedure, which was agreed with the Trade Unions, became effective from 1 July 2004. As well as updating the procedure in the light of experience, the new procedure takes account of the forthcoming statutory regulations on grievance and dismissal. This session aims to familiarise staff with the requirements of the procedure.

**21/10/04: 12.00-14.00**

**Widening Participation**

**Jan Baxter**

**JNC**

An opportunity to find out about what BCUC is currently doing to widen access both locally and across the region, and to explore possible approaches for the future.

### **Taster Sessions**

These short sessions (including a buffet lunch) are aimed at those who are unable to attend a whole day course or are not sure whether it would be relevant to do a course. They are aimed at introducing participants to a subject and typically include some practical exercises.

**23/09/04: 12.00-14.00**

**Effective Delegation**

**Anne Peters**

**JNC**

Effective delegation means that objectives are achieved, the skills of individuals and teams are developed, and optimum use is made of time and resources. Participants will be guided through the essential steps to effective delegation, recognise the warning signs of ineffectual delegation, and learn how to overcome emotional barriers to delegation. A practical team exercise will help to reinforce some of the points.

See also 1 day Effective Delegation workshop page 24.

**03/03/05: 12.00-14.00**

**Leadership**

**Anne Peters**

**JNC**

Leadership is a key skill for managers. Often organisations feel that you are born to lead people. While this may be true of a very small group of people, most have to work hard to live up to the leadership challenge. This taster session will consider the necessary skills and will use practical exercises to reinforce the theory.

### **People and Personal Skills**

**07/10/04: 09.30-16.30**

**Grammar, Punctuation and Proof Reading**

**Monika Wray**

**JNC**

This workshop will refresh delegates' knowledge of grammar and punctuation to ensure best practice in applying them and to learn effective proofreading.

**19/10/04: 09.30-16.30**

**Being Effective in Meetings**

**June Whetherly**

**JNC**

Participants will review and practise their role in meetings, so that they can participate confidently and competently.

**10/11/04: 09.30-16.30**

**Creative Thinking and Problem Solving**

**Lesley MacDonald**

**JNC**

Participants will identify the scope and opportunity for creative problem solving within their work role and learn a practical problem-solving model.

**23/11/04: 09.30-16.30**

**Personal Effectiveness**

**Stevi Smith**

**JNC**

Participants will be helped to understand their inter-personal style and how they are perceived by others. They will gain help in presenting a positive image and being both efficient and focused. The question of how to balance working and personal life, and cope with the pressures of both, will also be explored.

**07/12/04: 09.30-16.30**

**Presentation Skills for Support Staff**

**Liz Banks**

**JNC**

This workshop will provide support staff with the skills they require to undertake effective presentations either to colleagues or externally. It will focus on vocal skills, physical awareness and confidence-building techniques.

**25/01/05: 09.30-16.30**

**Change At Work**

**David Baker**

**JNC**

This course aims to help those people who are working in a changing environment and need to come to terms with the changes and the effects it has on them.

**15/03/05: 9.30-16.30**

**Building Self Confidence and Self Esteem**

**Colette Johnson**

**JNC**

Without self confidence and self esteem we are at a distinct disadvantage in life and at work. This workshop enables participants to recognise and work on their own self image, equipping them with skills to boost their own self confidence.

**18/04/05: 9.39-16.30**

**Persuading and Influencing People**

**Dave Washington**

**JNC**

This workshop will help participants recognise the range of influencing behaviours available in everyday situations and to use them effectively to communicate, to persuade others and to make things happen in both 1:1 and group situations.

**10/05/05: 09.30-16.30**

**Effective Communication Skills**

**Liz Banks**

**JNC**

This workshop will help attendees become more confident and influential communicators within the workplace. Please note the emphasis of the workshop is on oral and practical communication skills – speaking, listening and confidence building.

### **Meetings and Organisational Skills**

**14/09/04: 9.30-16.30**

**Committee Servicing**

**Angela Bartlett**

**JNC**

A one-day workshop for staff who need to take minutes at University College and external meetings. There will be an opportunity to practice minute-taking and assess the results.

## Support for Specific Roles

Staff development programmes are being introduced for specific roles. In some cases it will be possible for other staff to attend these sessions if the subject content is relevant to their work.

### **TBA – if demand warrants**

### **Supervisors' Programme**

**Stag**

**JNC**

A series of 4 one-day workshops which provide support for those who have supervisory responsibility for other staff or who are required to lead a team, either as part of their normal duties or for a specific project. The programme covers leadership and communication skills, team building, recruitment processes and time management.

***Registration is for the whole programme.***

Module 1:	The role of the supervisor	(1 day)
Module 2:	Building effective teams	(1 day)
Module 3:	Interpersonal communications and coaching	(1 day)
Module 4:	Staff recruitment and interviewing	(Half day)
Module 5:	Time management	(Half day)

*If you are interested in attending this programme please contact the Staff Development Manager*

**30/09/04: 09.30-16.30**  
**19/10/04: 09.30-16.30**

**Fast Track to SPSS**

**SPSS UK Ltd**

**CC**

This course logically guides you through the fundamentals of using SPSS and is structured to also provide effective training in data modification, data analysis and data presentation.

## Equal Opportunities

**06/10/04: 09.30-12.30      Sensory Disability      Anne Peters (Disabilities Support Services)      JNC**

A high percentage of the general population experience some form of sensory loss. Difficulties in hearing and sight are not always evident but can be extremely debilitating and distressing. This practical session will enable staff to identify students with a sensory loss and illustrate various methods of working with them. Training will consider sight and hearing loss in respective slots focusing on: definitions of sensory disability, experience of sight and hearing loss, practical difficulties, strategies to support students with sensory loss, case studies and role-plays.

**14/10/04: 09.30-16.30      Equal Opportunities in Staff Selection and Recruitment      Grainne Suter      JNC**  
**(For Staff who Chair Interview Panels)**

The University College is committed to its Equal Opportunities Policy. This workshop is a requirement for all staff who chair BCUC staff selection interview panels. It will include an update on the relevant legislation as well as raise awareness of possible issues and address these through practical sessions.

**28/01/05: 09.30-16.30      Equal Opportunities in Staff Selection and Recruitment      Grainne Suter      JNC**  
**(For Staff who Participate in Interview Panels)**

All staff who participate in staff selection interview panels are encouraged to attend this workshop. It will include an update on the relevant legislation as well as raise awareness of possible issues and address these through practical sessions.

**09/11/04: 09.30-12.30**      **Disability Legislation**      **Anne Peters (Disabilities Support Services)**  
**13/01/05: 09.30-12.30**  
**09/03/05: 13.30-16.30**

**JNC**  
**CC**  
**WB**

In 2001 the Disability Discrimination Act 1995 was amended to include all aspects of education.  
*From September 2002* education providers have to ensure that they do not discriminate against disabled people by treating a person less favourably for a reason relating to their disability or by failing to make reasonable adjustments where otherwise people would be placed at reasonable disadvantage.  
*From September 2003* education providers are required to make reasonable adjustments that will involve the provision of auxiliary aides and services.  
*From September 2005* education providers are required to make adjustments to the physical features where these put disabled people at a substantial disadvantage.  
Do you wonder how the new legislation works in practice? Are you concerned about the implications for your work? Would support and advice be helpful? You are invited to join SENDA (Special Education Needs and Disabilities Act) training sessions that will include basic theory, practical scenarios, case studies, group discussion and a Q and A session.

**23/09/04: 09.30-12.30**      **Mental Health Difficulties –**      **Tracey Todd**  
**21/01/05: 09.30-12.30**      **Supporting Students (Part 1)**

**HW**  
**CC**

One in four UK residents will experience a mental health problem over the next year, and such problems cause more suffering and disability than any other type of problem. This session provides staff the opportunity to gain insight into the current issues surrounding Mental Health and our legislative responsibilities. Participants will be introduced to a number of resources and strategies to identify and support students with Mental Health difficulties. Participants will be encouraged to attend the second workshop in this series – Managing Difficult Emotions and De-escalating Crisis Situations.

**09/12/04: 09.30-16.30**  
**21/04/04: 09.30-16.30**

**Managing Difficult Emotions and-  
De-escalating Crisis Situations (Part 2)**

**Tracey Todd**

**HW**  
**CC**

Contrary to what the media would have you believe – the data does not support the sensational coverage about the danger people with mental health problems represent in the community. However, people continue to experience anxiety, frustration and confusion when dealing with difficult emotions in others. In this full day follow-up workshop to Part One, participants will discover useful techniques to employ when dealing with people who are distressed and in critical incidents involving students. Participants will learn how to employ a risk assessment approach. They will explore assertive communication techniques, strategies to de-escalate a crisis, and useful tips on managing their own emotions. Participants will consider case scenarios from their own experience, and begin to identify strategies and procedures relevant to their own work.

**10/12/04: 09.30-12.30**  
**03/02/05: 13.30-16.30**  
**15/04/05: 09.30-12.30**

**Dyslexia Awareness**

**Anne Peters (Disabilities Support Services)**

**JNC**  
**CC**  
**WB**

Ten percent of the UK population have some form of dyslexia with four percent of cases severe. All people with dyslexia have abilities which may be unrealised due to the affects of the condition. This session dispels myths surrounding dyslexia and provides staff with strategies to identify and support students with dyslexia.

Specifically covered: definitions of dyslexia; “How high is your dyslexia awareness?” quiz; experience of dyslexia; practical difficulties; roles of specific departments; practical exercises and case studies.

**24/11/04: 10.00-13.30**  
**09/02/05: 10.00-13.30**  
**18/05/05: 10.00-13.30**

**Equal Opportunities: An Overview**  
*(including lunch)*

**Chauhdry Shafique**

**HW**  
**WB**  
**CC**

The University College is committed to promoting equality, diversity and an inclusive and supportive environment for students and staff. Within our Equal Opportunities Policy we seek to ensure that people are treated equitably regardless of their gender, race, colour, ethnic or national origins, disability, marital status, sexual orientation, religion, family responsibilities or other inappropriate distinction. We recognise the particular contributions to the achievement of BCUC's mission that can be made by individuals with a wide range of backgrounds and experiences.

These seminars will aim to look at the key diversity issues in the light of current national and local contexts in a relatively informal style.

To arrange any specific training for staff in your department on Equal Opportunities issues contact Chauhdry Shafique (ext. 5014, email [cshafi01@bcuc.ac.uk](mailto:cshafi01@bcuc.ac.uk)) or for disabilities issues contact Anne Peters (ext 5049, email [apeter02@bcuc.ac.uk](mailto:apeter02@bcuc.ac.uk)).

### **Health and Safety**

A range of training and briefing sessions on all aspects of Health & Safety awareness is provided, usually on a Faculty or Departmental basis, by prior arrangement. Line Managers carry responsibility for ensuring that all their staff undergo regular Health and Safety training. To arrange training for staff in your department, or to discuss any Health and Safety queries, please contact Tony Everett (ext. 3047, email [tevere01@bcuc.ac.uk](mailto:tevere01@bcuc.ac.uk)).

More safety information is available on the BCUC Intranet. Click on Supportive Departments, then again on Personnel and Health & Safety.

Examples of training that is provided include:

### **Safety Training for New Staff**

**Tony Everett**

It is a requirement that all new staff attend a Health and Safety Induction workshop as soon as possible. The workshops are also open to existing staff who wish to update themselves on this topic. The half-day course outlines basic safety procedures and signs, use of VDUs, fire procedures, manual handling and accident reporting.

28/09/04 or 22/02/05 or 31/05/05 10.00 -12.30 Chalfont Campus  
29/09/04 or 23/02/05 or 01/06/05 14.00 -16.30 John North Centre  
30/09/04 or 24/02/05 or 02/06/05 10.00 -12.30 Wellesbourne

### **Electrical PAT Training**

**1.5 hours**

**Tony Everett**

Workshop on Portable Appliance Testing for technicians, arranged on request from faculties or departments.

### **First Aid Training for New First Aiders**

**St John Ambulance**

External four-day course provided for staff who wish to train as nominated First Aiders. Contact Tony Everett for details.

**First Aid Refresher Training**

**St John Ambulance**

External two-day refresher training course for nominated First Aiders whose certificate is due for renewal.

**Safety Awareness Briefing**

**Tony Everett**

A half-day briefing for cleaning and caretaking staff to raise awareness of safety issues (manual handling, chemical safety, fire and accident procedures). Arranged on request.

**Customised Courses on Demand**

**Tony Everett**

Health and safety training can be customised to meet specific needs of groups of staff.

These include:

- Manual handling

- VDU usage

- Fire procedures

- Risk assessments (chemicals)

- Risk assessments (work equipment)

## Information and Communication Technology

If you are in doubt about the suitability of a particular course, you can check the course contents on the School of Continuing Professional Education website at: <http://www.bcuc.ac.uk/main.asp?page=2100>. Courses will only run with a minimum of 4 delegates. If there is sufficient demand, more courses may be added during the year. Subjects are taught over several workshops, ideally all workshops should be attended in order, but if it is felt early workshops are not required these can be omitted with the agreement of the IT trainer Justin Luker. Suggestions/Comments forms for IT courses are available in the IT Training Room at the John North Centre and on the School of Continuing Professional Education website at: <http://www.bcuc.ac.uk/main.asp?page=2594>. These will be used to inform the development of future courses.

Our courses cover the European Computer Driving Licence (ECDL) syllabus. Staff who would like to register to obtain their European Computer Driving Licence must apply to the School of Continuing Professional Education on the appropriate form and will require the support of their line manager.

The ECDL syllabus consists of 7 modules:

Module 1:	Basic concepts of Information Technology
Module 2:	Using the computer and managing files
Module 3:	Word-processing
Module 4:	Spreadsheets
Module 5:	Database
Module 6:	Presentation
Module 7:	Information and communication

To find out more about ECDL you can attend a briefing session or go to the School of Continuing Professional Education website at: <http://www.bcuc.ac.uk/main.asp?page=2257> . Staff may attend any IT workshops without taking the ECDL tests.

<b>13/09/04: 14.00-17.00 Workshop 1</b>	<b>Blackboard 6 half-day sessions</b>	<b>Justin Luker and Louise Cooke</b>	<b>JNC</b>
<b>20/09/04: 14.00-17.00 Workshop 2</b>			
<b>27/09/04: 14.00-17.00 Workshop 3</b>			
<b>04/10/04: 14.00-17.00 Workshop 4</b>			
<b>11/10/04: 14.00-17.00 Workshop 5</b>			
<b>18/10/04: 14.00-17.00 Workshop 6</b>			
<b>26/10/04: 09.30-12.30 Workshop 1</b>			
<b>02/11/04: 09.30-12.30 Workshop 2</b>			
<b>09/11/04: 09.30-12.30 Workshop 3</b>			
<b>16/11/04: 09.30-12.30 Workshop 4</b>			
<b>23/11/04: 09.30-12.30 Workshop 5</b>			
<b>30/11/04: 09.30-12.30 Workshop 6</b>			
<b>20/01/05: 09.30-12.30 Workshop 1</b>			
<b>27/01/05: 09.30-12.30 Workshop 2</b>			
<b>03/02/05: 09.30-12.30 Workshop 3</b>			
<b>10/02/05: 09.30-12.30 Workshop 4</b>			
<b>17/02/05: 09.30-12.30 Workshop 5</b>			
<b>24/02/05: 09.30-12.30 Workshop 6</b>			
<b>04/04/05: 14.00-17.00 Workshop 1</b>			
<b>11/04/05: 14.00-17.00 Workshop 2</b>			
<b>18/04/05: 14.00-17.00 Workshop 3</b>			
<b>25/04/05: 14.00-17.00 Workshop 4</b>			
<b>09/05/05: 14.00-17.00 Workshop 5</b>			
<b>16/05/05: 14.00-17.00 Workshop 6</b>			
<b>06/06/05: 14.00-17.00 Workshop 1</b>			
<b>13/06/05: 14.00-17.00 Workshop 2</b>			
<b>20/06/05: 14.00-17.00 Workshop 3</b>			
<b>27/06/05: 14.00-17.00 Workshop 4</b>			
<b>04/07/05: 14.00-17.00 Workshop 5</b>			
<b>11/07/05: 14.00-17.00 Workshop 6</b>			

Provides members of staff with the skills and understanding to use Blackboard effectively. The workshops cover all of the tools available in the Blackboard application, such as adding documents, setting up discussion boards, setting up groups, building online assessments and using Sentient Discover. The topics are arranged in a skill building order starting from the basics of getting started with Blackboard to more specialised topics, as the workshops progress. No prior knowledge of Blackboard is expected for those attending, however a basic level of computer literacy is necessary, such as being able to use the mouse and have a basic understanding of standard Windows and Microsoft Application concepts. The workshops will also include a practical exploration of the teaching and learning concepts behind the use of Blackboard to enhance student learning. To find out more about what the Blackboard workshops will contain and to get copies of the handouts, please visit the following web page at: <http://www.bcuc.ac.uk/main.asp?page=2693> or contact either Justin Luker at: [Justin.Luker@bcuc.ac.uk](mailto:Justin.Luker@bcuc.ac.uk) or Louise Cooke at: [Louise.Cooke@bcuc.ac.uk](mailto:Louise.Cooke@bcuc.ac.uk) or telephone: 01494 450057

<b>25/10/04: 14.00-17.00 Workshop 1</b>	<b>Databases with Microsoft Access 4 half-day sessions (Includes ECDL Module 5 Syllabus)</b>	<b>Justin Luker</b>	<b>JNC</b>
<b>01/11/04: 14.00-17.00 Workshop 2</b>			
<b>08/11/04: 14.00-17.00 Workshop 3</b>			
<b>15/11/04: 14.00-17.00 Workshop 4</b>			
<b>01/02/05: 09.30-12.30 Workshop 1</b>			
<b>02/02/05: 14.00-17.00 Workshop 2</b>			
<b>08/02/05: 09.30-12.30 Workshop 3</b>			
<b>09/02/05: 14.00-17.00 Workshop 4</b>			
<b>06/04/05: 14.00-17.00 Workshop 1</b>			
<b>07/04/05: 09.30-12.30 Workshop 2</b>			
<b>13/04/05: 14.00-17.00 Workshop 3</b>			
<b>14/04/05: 09.30-12.30 Workshop 4</b>			
<b>17/05/05: 09.30-12.30 Workshop 1</b>			
<b>18/05/05: 14.00-17.00 Workshop 2</b>			
<b>24/05/05: 09.30-12.30 Workshop 3</b>			
<b>25/05/05: 14.00-17.00 Workshop 4</b>			

Provides members of staff with the skills and understanding to use Microsoft Access effectively. The workshops cover all of the tools available in the Access application, such as creating tables, sorting and filtering data, creating queries, creating forms, using reports, adding security and building relationships. The topics are arranged in a skill building order starting from the basics of getting started with Access to more specialised topics, as the workshops progress. No prior knowledge of Access is expected for those attending, however a basic level of computer literacy is necessary, such as being able to use the mouse and have a basic understanding of standard Windows and Microsoft Application concepts. The workshops will include all of the syllabus elements for ECDL module 5. To find out more about what the Access workshops will contain and to get copies of the handouts, please visit the following web page at: <http://www.bcuc.ac.uk/main.asp?page=2820> or contact Justin Luker at: [Justin.Luker@bcuc.ac.uk](mailto:Justin.Luker@bcuc.ac.uk) or telephone on: 01494 450057

<b>16/09/04: 09.30-12.30 Workshop 1</b>	<b>Email with Microsoft Outlook 3 half-day sessions (Includes ECDL Module 7 Syllabus)</b>	<b>Justin Luker</b>	<b>JNC</b>
<b>23/09/04: 09.30-12.30 Workshop 2</b>			
<b>30/09/04: 09.30-12.30 Workshop 3</b>			
<b>14/12/04: 09.30-12.30 Workshop 1</b>			
<b>15/12/04: 14.00-17.00 Workshop 2</b>			
<b>16/12/04: 09.30-12.30 Workshop 3</b>			
<b>03/03/05: 09.30-12.30 Workshop 1</b>			
<b>10/03/05: 09.30-12.30 Workshop 2</b>			
<b>17/03/05: 09.30-12.30 Workshop 3</b>			
<b>10/05/05: 09.30-12.30 Workshop 1</b>			
<b>11/05/05: 14.00-17.00 Workshop 2</b>			
<b>12/05/05: 09.30-12.30 Workshop 3</b>			
<b>12/07/05: 09.30-12.30 Workshop 1</b>			
<b>13/07/05: 14.00-17.00 Workshop 2</b>			
<b>14/07/05: 09.30-12.30 Workshop 3</b>			

Provides members of staff with the skills and understanding to use Microsoft Outlook effectively to work with email and manage communications and contacts. The workshops are designed to take you through looking at how to send and receive email, manage email messages, manage contacts and use all of the Outlook tools, such as the calendar and journal. No prior knowledge of Outlook is expected for those attending, however a basic level of computer literacy is necessary, such as being able to use the mouse and have a basic understanding of standard Windows and Microsoft Application concepts. The workshops will include all of the email related syllabus elements for ECDL module 7. To find out more about what the Outlook workshops will contain and to get copies of the handouts, please visit the following web page at: <http://www.bcuc.ac.uk/main.asp?page=2865> or contact Justin Luker at: [Justin.Luker@bcuc.ac.uk](mailto:Justin.Luker@bcuc.ac.uk) or telephone on: 01494 450057

**06/09/04: 09.30-11.00**  
**19/11/04: 09.30-11.00**  
**21/01/05: 09.30-11.00**  
**08/04/05: 09.30-11.00**  
**15/07/05: 09.30-11.00**

**European Computer Driving Licence Briefing**

**Justin Luker**

**JNC**

Anyone interested in obtaining the European Computer Driving Licence is encouraged to attend a short briefing session where they will learn about the syllabus, the methods of learning and the test procedures. You can also get more information about ECDL by visiting our website at: <http://www.bcuc.ac.uk/main.asp?page=2257> or contact Justin Luker at: [Justin.Luker@bcuc.ac.uk](mailto:Justin.Luker@bcuc.ac.uk) or telephone on: 01494 450057

<b>01/10/04: 09.30-11.00</b>	<b>European Computer Driving Licence Module Testing</b>	<b>Justin Luker</b>	<b>JNC</b>
<b>05/11/04: 09.30-11.00</b>			
<b>03/12/04: 09.30-11.00</b>			
<b>14/01/05: 09.30-11.00</b>			
<b>04/02/05: 09.30-11.00</b>			
<b>04/03/05: 09.30-11.00</b>			
<b>01/04/05: 09.30-11.00</b>			
<b>06/05/05: 09.30-11.00</b>			
<b>03/06/05: 09.30-11.00</b>			
<b>01/07/05: 09.30-11.00</b>			
<b>05/08/05: 09.30-11.00</b>			

Designed to allow members of staff who have been studying for the European Computer Driving Licence to take their module tests. We can accommodate up to 6 candidates, taking tests for either one or two modules at a time. If you want to take your first module test, then you must let us know at least two weeks in advance of the test date you wish to attend. These sessions will normally be run on the first Friday of every month and are by appointment only. You can also get more information about ECDL by visiting our website at: <http://www.bcuc.ac.uk/main.asp?page=2257> or contact Justin Luker at: [Justin.Luker@bcuc.ac.uk](mailto:Justin.Luker@bcuc.ac.uk) or telephone on: 01494 450057

**07/10/04: 09.30-12.30 Workshop 1**  
**14/10/04: 09.30-12.30 Workshop 2**  
**07/12/04: 09.30-12.30 Workshop 1**  
**08/12/04: 14.00-17.00 Workshop 2**  
**14/03/05: 14.00-17.00 Workshop 1**  
**15/03/05: 09.30-12.30 Workshop 2**  
**03/05/05: 14.00-17.00 Workshop 1**  
**04/05/05: 14.00-17.00 Workshop 2**

**Internet with Microsoft Internet Explorer**  
**2 half-day workshops**  
**(Includes ECDL Module 7 Syllabus)**

**Justin Luker JNC**

Provides members of staff with the skills and understanding to use the Microsoft Internet Explorer browser effectively to search and manage Internet content. The workshops are designed to take you through looking at how to connect to the Internet and how it works, using the various Internet Explorer browser tools to work with Internet content, and how to search for Internet content using specific search techniques and online resources. No prior knowledge of Internet Explorer or the Internet is expected for those attending, however a basic level of computer literacy is necessary, such as being able to use the mouse and have a basic understanding of standard Windows and Microsoft Application concepts. The workshops will include all of the Internet related syllabus elements for ECDL module 7. To find out more about what the Outlook workshops will contain and to get copies of the handouts, please visit the following web page at: <http://www.bcuc.ac.uk/main.asp?page=2892> or contact Justin Luker at: [Justin.Luker@bcuc.ac.uk](mailto:Justin.Luker@bcuc.ac.uk) or telephone on: 01494 450057

<b>28/09/04: 09.30-12.30 Workshop 1</b>	<b>PC Fundamentals with Windows 2000: 4 half-day workshops (Includes ECDL Modules 1 and 2 Syllabus)</b>	<b>Justin Luker JNC</b>
<b>29/09/04: 14.00-17.00 Workshop 2</b>		
<b>05/10/04: 09.30-12.30 Workshop 3</b>		
<b>06/10/04: 14.00-17.00 Workshop 4</b>		
<b>22/11/04: 14.00-17.00 Workshop 1</b>		
<b>29/11/04: 14.00-17.00 Workshop 2</b>		
<b>06/12/04: 14.00-17.00 Workshop 3</b>		
<b>13/12/04: 14.00-17.00 Workshop 4</b>		
<b>15/02/05: 09.30-12.30 Workshop 1</b>		
<b>16/02/05: 14.00-17.00 Workshop 2</b>		
<b>22/02/05: 09.30-12.30 Workshop 3</b>		
<b>23/02/05: 14.00-17.00 Workshop 4</b>		
<b>31/05/05: 09.30-12.30 Workshop 1</b>		
<b>01/06/05: 14.00-17.00 Workshop 2</b>		
<b>07/06/05: 09.30-12.30 Workshop 3</b>		
<b>08/06/05: 14.00-17.00 Workshop 4</b>		

Provides members of staff with the skills and knowledge to use and understand PC computers using the Microsoft Windows 2000 operating system. The workshops are designed to take you through looking at what a PC computer is and how it works, to understanding how to use the various tools in the Windows operating system to manage your computer more effectively. The workshops cover, computing concepts, managing files and folders, and using Windows 2000. The workshops will include all of the syllabus elements for ECDL modules 1 and 2. To find out more about what the PC Fundamentals workshops will contain and to get the handouts used within the sessions, please visit the following web page at: <http://www.bcuc.ac.uk/main.asp?page=2890> or contact Justin Luker at: [Justin.Luker@bcuc.ac.uk](mailto:Justin.Luker@bcuc.ac.uk) or telephone on: 01494 450057

<b>27/10/04: 14.00-17.00 Workshop 1</b>	<b>Presentation with Microsoft PowerPoint 4 half-day sessions (Includes ECDL Module 6 Syllabus)</b>	<b>Justin Luker</b>	<b>JNC</b>
<b>28/10/04: 09.30-12.30 Workshop 2</b>			
<b>03/11/04: 14.00-17.00 Workshop 3</b>			
<b>04/11/04: 09.30-12.30 Workshop 4</b>			
<b>18/01/05: 09.30-12.30 Workshop 1</b>			
<b>19/01/05: 14.00-17.00 Workshop 2</b>			
<b>25/01/05: 09.30-12.30 Workshop 3</b>			
<b>26/01/05: 14.00-17.00 Workshop 4</b>			
<b>20/04/05: 14.00-17.00 Workshop 1</b>			
<b>21/04/05: 09.30-12.30 Workshop 2</b>			
<b>27/04/05: 14.00-17.00 Workshop 3</b>			
<b>28/04/05: 09.30-12.30 Workshop 4</b>			
<b>19/05/05: 09.30-12.30 Workshop 1</b>			
<b>26/05/05: 09.30-12.30 Workshop 2</b>			
<b>02/06/05: 09.30-12.30 Workshop 3</b>			
<b>09/06/05: 09.30-12.30 Workshop 4</b>			

Provides members of staff with the skills and understanding to use Microsoft PowerPoint effectively. The workshops cover all of the tools available in the PowerPoint application, such as formatting text, creating tables, drawing, using animation, using sounds and images. The topics are arranged in a skill building order starting from the basics of getting started with PowerPoint to more specialised topics, as the workshops progress. No prior knowledge of PowerPoint is expected for those attending, however a basic level of computer literacy is necessary, such as being able to use the mouse and have a basic understanding of standard Windows and Microsoft Application concepts. The workshops will include all of the syllabus elements for ECDL module 6. To find out more about what the PowerPoint workshops will contain and to get copies of the handouts, please visit the following web page at: <http://www.bcuc.ac.uk/main.asp?page=2863> or contact Justin Luker at: [Justin.Luker@bcuc.ac.uk](mailto:Justin.Luker@bcuc.ac.uk) or telephone on: 01494 450057

<b>01/03/05: 09.30-12.30 Workshop 1</b>	<b>Project Management with Microsoft Project</b> <b>4 half-days</b>	<b>Justin Luker</b>	<b>JNC</b>
<b>02/03/05: 14.00-17.00 Workshop 2</b>			
<b>08/03/05: 09.30-12.30 Workshop 3</b>			
<b>09/03/05: 14.00-17.00 Workshop 4</b>			

Provides members of staff with the skills and understanding to use Microsoft Project effectively. The workshops cover all of the tools available in the Project application. The topics are arranged in a skill building order starting from the basics of getting started with Project to more specialised topics, as the workshops progress. No prior knowledge of Project is expected for those attending, however a basic level of computer literacy is necessary, such as being able to use the mouse and have a basic understanding of standard Windows and Microsoft Application concepts. To find out more about what the Project workshops will contain and to get copies of the handouts, please visit the following web page at: <http://www.bcuc.ac.uk/main.asp?page=3980> or contact Justin Luker at: [Justin.Luker@bcuc.ac.uk](mailto:Justin.Luker@bcuc.ac.uk) or telephone on: 01494 450057

<b>16/06/05: 09.30-12.30 Workshop 1</b>	<b>Publisher</b> <b>4 half-day sessions</b> <b>(Includes ECDL Module 5 Syllabus)</b>	<b>Justin Luker</b>	<b>JNC</b>
<b>23/06/05: 09.30-12.30 Workshop 2</b>			
<b>30/06/05: 09.30-12.30 Workshop 3</b>			
<b>07/07/05: 09.30-12.30 Workshop 4</b>			

Provides members of staff with the skills and understanding to use Microsoft Publisher effectively. The workshops cover all of the tools available in the Publisher application. The topics are arranged in a skill building order starting from the basics of getting started with Publisher to more specialised topics, as the workshops progress. No prior knowledge of Publisher is expected for those attending, however a basic level of computer literacy is necessary, such as being able to use the mouse and have a basic understanding of standard Windows and Microsoft Application concepts. To find out more about what the Publisher workshops will contain and to get copies of the handouts, please visit the following web page at: <http://www.bcuc.ac.uk/main.asp?page=3981> or contact Justin Luker at: [Justin.Luker@bcuc.ac.uk](mailto:Justin.Luker@bcuc.ac.uk) or telephone on: 01494 450057

<b>12/10/04: 09.30-12.30 Workshop 1</b>	<b>Spreadsheets with Microsoft Excel 4 half-days (Includes ECDL Module 4 Syllabus)</b>	<b>Justin Luker</b>	<b>JNC</b>
<b>13/10/04: 14.00-17.00 Workshop 2</b>			
<b>19/10/04: 09.30-12.30 Workshop 3</b>			
<b>20/10/04: 14.00-17.00 Workshop 4</b>			
<b>24/11/04: 14.00-17.00 Workshop 1</b>			
<b>25/11/04: 09.30-12.30 Workshop 2</b>			
<b>01/12/04: 14.00-17.00 Workshop 3</b>			
<b>02/12/04: 09.30-12.30 Workshop 4</b>			
<b>14/02/05: 14.00-17.00 Workshop 1</b>			
<b>21/02/05: 14.00-17.00 Workshop 2</b>			
<b>28/02/05: 14.00-17.00 Workshop 3</b>			
<b>07/03/05: 14.00-17.00 Workshop 4</b>			
<b>14/06/05: 09.30-12.30 Workshop 1</b>			
<b>15/06/05: 14.00-17.00 Workshop 2</b>			
<b>21/06/05: 09.30-12.30 Workshop 3</b>			
<b>22/06/05: 14.00-17.00 Workshop 4</b>			

Provides members of staff with the skills and understanding to use Microsoft Excel effectively. The workshops cover all of the tools available in the Excel application, such as formatting cells, performing calculations, using functions, using charts, sorting and filtering data, validation and scenarios. The topics are arranged in a skill building order starting from the basics of getting started with Excel to more specialised topics, as the workshops progress. No prior knowledge of Excel is expected for those attending, however a basic level of computer literacy is necessary, such as being able to use the mouse and have a basic understanding of standard Windows and Microsoft Application concepts. The workshops will include all of the syllabus elements for ECDL module 4. To find out more about what the Excel workshops will contain and to get copies of the handouts, please visit the following web page at: <http://www.bcuc.ac.uk/main.asp?page=2862> or contact Justin Luker at: [Justin.Luker@bcuc.ac.uk](mailto:Justin.Luker@bcuc.ac.uk) or telephone on: 01494 450057

<b>14/09/04: 09.30-12.30 Workshop 1</b>	<b>Word Processing with Microsoft Word</b> <b>4 half-day sessions</b> <b>(Includes ECDL Module 3 Syllabus)</b>	<b>Justin Luker</b>	<b>JNC</b>
<b>15/09/04: 14.00-17.00 Workshop 2</b>			
<b>21/09/04: 09.30-12.30 Workshop 3</b>			
<b>22/09/04: 14.00-17.00 Workshop 4</b>			
<b>10/11/04: 14.00-17:00 Workshop 1</b>			
<b>11/11/04: 09.30-12.30 Workshop 2</b>			
<b>17/11/04: 14.00-17:00 Workshop 3</b>			
<b>18/11/04: 09.30-12.30 Workshop 4</b>			
<b>17/01/05: 14.00-17:00 Workshop 1</b>			
<b>24/01/05: 14.00-17:00 Workshop 2</b>			
<b>31/01/05: 14.00-17:00 Workshop 3</b>			
<b>07/02/05: 14.00-17:00 Workshop 4</b>			
<b>05/04/05: 09.30-12.30 Workshop 1</b>			
<b>12/04/05: 09.30-12.30 Workshop 2</b>			
<b>19/04/05: 09.30-12.30 Workshop 3</b>			
<b>26/04/05: 09.30-12.30 Workshop 4</b>			
<b>28/06/05: 09.30-12.30 Workshop 1</b>			
<b>29/06/05: 14.00-17:00 Workshop 2</b>			
<b>05/07/05: 09.30-12.30 Workshop 3</b>			
<b>06/07/05: 14.00-17:00 Workshop 4</b>			

Provides members of staff with the skills and understanding to use Microsoft Word effectively. The workshops cover all of the tools available in the Word application, such as formatting, page setup, headers and footers, styles, mail merge, tables and working with images. The topics are arranged in a skill building order starting from the basics of getting started with Word to more specialised topics, as the workshops progress. No prior knowledge of Word is expected for those attending, however a basic level of computer literacy is necessary, such as being able to use the mouse and have a basic understanding of standard Windows and Microsoft Application concepts. The workshops will include all of the syllabus elements for ECDL module 3. To find out more about what the Word workshops will contain and to get copies of the handouts, please visit the following web page at: <http://www.bcuc.ac.uk/main.asp?page=2861> or contact Justin Luker at: [Justin.Luker@bcuc.ac.uk](mailto:Justin.Luker@bcuc.ac.uk) or telephone on: 01494 450057

### **Research Supervisor Development Programme**

The Research Unit, Academic Registry, will be offering a programme of workshops for academic staff involved in supervising research students. Details of the programme will be circulated to all supervisors via the email list.

Any queries should be directed to Anne Evans ext 5016 (email: [aevans01@bcuc.ac.uk](mailto:aevans01@bcuc.ac.uk))

## **Section 2.        Development Support Materials**

- **Development Support Materials**

For staff looking for more flexibility in learning methods or timings, we are able to offer a selection of supportive materials. For further information about suitability and availability, please contact the Staff Development Manager.

**Interview for Results (KnowledgePool)**

An interactive multimedia package offering comprehensive coverage of the key skills and knowledge needed to handle workplace interviews effectively, whether face-to-face or over the telephone. The interview types covered are appraisal, selection, counselling, research and disciplinary/performance review. A booklet accompanies the CD-Rom.

**It's About Time (Skill Boosters)**

Aimed at people who face conflicting demands on their time, this CD-Rom provides a comprehensive and practical approach to effective time management.

**Underpressure – successfully coping with stress (Skill Boosters)**

This CD-Rom resource is designed to help individuals manage stress. The course offers a complete package of stress conquering strategies, presented in five modules:

- All about stress
- Stress and you
- Changing your mind
- Body matters
- Stress busters

**European Computer Driving Licence (ECDL)**

For those currently studying or considering taking up ECDL, copies of the ECDL training CD-Rom are available at Wycombe, Chalfont and Wellesbourne Learning Resource Centres. They can be borrowed as a 24 hour loan, with the possibility of renewing online via the library webcat.

**IT Courses**

Training guides for all of the IT courses run by the School of Continuing Professional Education are available on the intranet at <http://www.bcuc.ac.uk/main.asp?page=2100>

**The Successful Office Skills Series (American Management Association)**

We hold a selection of concise booklets dealing with key workplace skills covering the following range of topics:

- Creative problem-solving
- How to run a meeting
- How to be a successful manager

- Get organized
- How to get the best out of people
- How to deal with difficult people
- How to delegate effectively
- How to be a successful interviewer

### **Teaching Support Centre**

A collection of resources to support Academic Tutoring and participants on the Post Graduate Programmes in Learning and Teaching is available for consultation within the School of Continuing Professional Education offices at the John North Centre. Resources in the collection include:

- Books on a wide range of subjects including learning theory, teaching methods, reflective practice, action learning and research, study skills, curriculum and course design, learning technology, quality assurance and academic leadership
- Education journals
- Audio visual materials
- Teaching materials to support the work of Academic Tutors
- Reports and Working Papers
- Electronic resources

Details of most items – including abstracts of key journal articles – are held on a Teaching and Learning Database that can be searched by keyword, author, title etc. If you wish to consult the collection, School of Continuing Professional Education staff are able to assist with locating relevant material (please remember to contact us first to make an appointment).

## **Section 3. Staff Development Policy**

### **3 Staff Development Policy**

1.1 The Buckinghamshire Chilterns University College mission statement indicates commitment to:

- offering access to higher education to all who can benefit from it
- providing quality teaching and research
- enabling the personal and professional development of staff and students.

1.2 The staff development policy is designed to ensure that all staff are provided with the necessary support to enable them to undertake their roles to the highest standard and so contribute to the fulfilment of the mission aims. The policy applies to staff on fractional and PTVL contracts as well as to full time staff.

1.3 Staff development begins on appointment with appropriate induction and mentoring throughout the probation period.

### **2 Induction**

2.1 On confirmation of appointment the Personnel Department will provide all new members of staff with information about their terms and conditions and about their rights and responsibilities as an employee of the University College. On commencement of employment, the Faculty or Department will provide locally relevant information.

2.2 Within a reasonable period from the commencement of employment, all new staff will be invited to an induction event. Throughout the year, a schedule of workshops will operate to provide information about the policies, procedures and services of the University College.

### **3 The Mentor Scheme**

3.1 All new staff will be allocated a mentor who will act as an advisor and source of information for the first year of service. Wherever possible the mentor should not be the line manager but should be someone in a similar role to that of the new member of staff.

### **4 Appraisal**

4.1 The University College operates an appraisal scheme for all established staff. The central element of the scheme is the annual appraisal interview that provides an opportunity to review the past year, to set objectives for the coming year and to plan the staff/professional development that will help to ensure that the objectives are fulfilled. The appraisal interview may also provide the basis for ongoing review throughout the year as appropriate.

4.2 Training will be provided for all appraisers and it is a requirement that the training is completed before any appraisal interviews are undertaken.

4.3 Preparation workshops will also be provided for all staff before their first appraisal interview to ensure that they understand the way the scheme operates and their own part in it.

## **5 Staff/Professional Development**

5.1 The University College is responsible for ensuring that all staff are able to maintain up to date expertise in relation to their post. At the same time, members of staff share responsibility for identifying and agreeing their staff development needs through the appraisal scheme and then making constructive use of the provision made available to them.

5.2 Staff/Professional Development may be provided in various ways including:

- Supported Enrolment on Buckinghamshire Chilterns University College award programmes, including award programmes specifically provided for the staff of the University College, (e.g. Diploma in Learning and Teaching in H.E.)
- Supported Enrolment on External Award Programmes

5.3 Where the Dean/Head of Service agrees that an internal or external award or training is directly relevant to the individual's role this may be completed during working time and without cost to the individual. Support for external awards or training is normally provided only where no equivalent award is available within BCUC.

5.4 In some circumstances support for external awards or training may be provided subject to agreement that the member of staff receiving the support will complete a minimum specified period of employment following the completion of the programme. In such cases the specified period required must be reasonable in the light of the cost to BCUC of the support provided.

- Attendance at relevant Conferences and other external events.
- Faculty/Department staff development activities
- BCUC staff development programmes and workshops

## **6 Peer Observation**

6.1 The University College recognises that Peer Observation is a powerful means of enabling individuals to review their own practice. From September 2000 all members of the teaching staff are expected to participate in the University College Peer Observation Scheme.

## **7 Staff Development for staff appointed without formal job related qualification.**

7.1 Where a member of staff has not previously gained a qualification relevant to their post they will be encouraged to enrol on an appropriate award programme within 18 months of their employment by BCUC.

7.2 Individuals appointed to a teaching role who do not have a teaching qualification or previous teaching experience in H.E. will be expected to attend 'Preparation for Teaching' Workshops. The first workshop should normally be completed before teaching starts but for staff appointed during the academic year at the earliest opportunity.

7.3 Staff appointed to a teaching role who do not already have an appropriate teaching qualification or at least two years experience in HE will be required to enrol on the BCUC PG Certificate in Learning and Teaching in HE as soon as possible and within two years of appointment. For teaching staff in the Faculty of Health Studies the requirement will be to enrol on an ENB approved award.

## **8 Personal Development**

8.1 As indicated in the mission statement the University College also recognises the importance of supporting the personal development of staff. This support will be provided by allowing access to University College programmes regardless of relevance to post at no cost or for reduced fees. This is subject to availability of places and the entry requirements for the programme. Where participation in award programmes is not directly work related this would usually have to be completed in the individual's own time.

## **9 Professional Development in Relation to Collaborative Provision**

9.1 The University College is responsible for the quality of all BCUC awards whether delivered internally or by a partner institution. Where an award is delivered by a partner institution the University College will provide appropriate staff development for teaching staff directly involved in delivery.

9.2 This may where appropriate include all of the forms of provision available to BCUC staff and outlined above. It will more usually involve workshops provided

by the relevant Faculty and/or the School of Continuing Professional Education either at the partner institution or at BCUC.

## **10 Staff Development for Individuals Encountering Difficulties in their Roles.**

10.1 Occasionally individual members of staff encounter difficulties because they do not have the skills or knowledge needed to successfully undertake the role for which they were employed or to adapt to necessary changes in their role. In such circumstance the University College will ensure that appropriate staff development provision is made available.

## **11 Equal Opportunities**

11.1 Staff Development is provided within the context of the University College policy for equal opportunities. This is reflected in the procedures for accessing the various forms of provision but must also be reflected in the information provided to all staff about their role and the way in which the University College wishes them to carry it out.

11.2 The programme of Induction workshops provided through the first year of employment will include Equal Opportunities and Cultural Awareness but these issues will also be integrated as appropriate through other forms of provision.

## **12 Investors in People**

12.1 The University College gained IIP recognition in 2000\*. The University College is committed to maintaining this recognition and will continue to explore with IIP ways in which this can be achieved using evidence produced in the course of the University Quality Assurance processes.

NB. Support for all forms of Staff/Professional Development is subject to prior approval and completion of the appropriate procedures. Members of staff who enrol on award programmes or other forms of provision without prior approval may have to cover the costs themselves. Details of the approval requirements and procedures are available within Faculties and Departments or from the School of Continuing Professional Education.

Prepared by Staff Development Committee  
Approved by Planning Board: 22.01.2001

\* Reviewed and renewed 2002 and 2004

## **Section 4. Accessing Support for Staff and Professional Development**

## **Section 4. Accessing Support for Staff and Professional Development**

### **4.1 Staff Induction**

All newly appointed staff will be provided with an appropriate induction to the University College, the Faculty or Department where they will be working and to their new role. This process begins at appointment with the provision of the contract of employment, information about terms and conditions, the Staff Handbook, Mentoring Guidelines and the Health and Safety Policy.

Within the Faculty or Department information will be provided about the working environment and facilities and about Faculty/Departmental objectives and priorities. This information may be provided in a variety of ways, which could include an induction event, meeting with Head of Department or line manager, or by the appointed Mentor. Wherever possible this information should be provided within the first week of employment.

All new staff will also be required to attend a University College Induction Event. This is a one-day event usually held at Missenden Abbey. The purpose of the event is to welcome new staff and to explain the strategic goals and priorities of the University College. Induction Events normally take place in September, February and May. This should ensure that all new staff are able to attend an event within a reasonable period of their appointment.

In addition to the information provided on appointment and the induction event, the staff and professional development programme includes workshops of particular relevance to newly appointed staff. All staff are expected to attend workshops in Health and Safety and Preparation for Appraisal in their first year of employment. New staff are also encouraged to participate in other workshops relevant to their role. Information about the full range of workshops is provided in the Staff and Professional Development Programme in Section 1 of this handbook.

### **4.2 The Mentor Scheme**

On appointment all staff will be allocated a named mentor. The role of the mentor is to be a source of information and guidance during the first year of employment. This is intended as a supportive rather than a management role and the mentor has no involvement in the probation procedures. For this reason, wherever possible, the mentor should not be the line manager of the new appointee.

The new member of staff and the designated mentor will both be provided with a copy of the Mentoring Guidelines. The guidelines indicate the range of information that the new member of staff will need and serves as an informal checklist to ensure that nothing is overlooked.

### 4.3 Appraisal

The appraisal scheme is central to the University College approach to staff and professional development. Through the appraisal scheme all staff are required to review their achievements over the previous year, to indicate the staff and professional development they have undertaken, to set objectives and to identify their staff and professional development needs for the coming year.

The appraisal paperwork is in two parts – the Appraisal Form and the Staff Development Report (separate versions for academic and support staff ). The Staff Development Report is used by the School of Continuing Professional Education to plan the programme of scheduled staff and professional development activities each year. For the individual, appraisal provides a useful opportunity for a discussion with the appraiser, (usually the line manager) on all aspects of their role and achievement and to plan for the next year. Once staff and professional development needs have been agreed in appraisal, staff are entitled to expect that these will be met in the most appropriate way and at the earliest opportunity.

The completed appraisal form remains in the Faculty or Department with the Staff Development Report being returned to the School of Continuing Professional Education where the information relating to staff and professional development needs will be extracted and recorded.

The extracted information will be used in two ways. Firstly, as already indicated, it will be used to identify needs across the University College which can be provided through the staff and professional development programme. Secondly, where more specialised development is required, the School of Continuing Professional Education will contact the Faculty or Department and the individual concerned to discuss the best way of providing this. This can only happen once the completed staff development form has been agreed and returned to the School of Continuing Professional Education, however all staff are welcome to contact the School of Continuing Professional Education at any time to discuss their staff and professional development needs.

For support staff, approximately one month before the appraisal is due, a transcript of the staff development activities that the School of Continuing Professional Education have recorded in the last 12 months will be sent to the individual. This information should help with completion of the Staff Development Report. Any further development activities that the individual has participated in

should be added to the staff development report, this information will then be entered on your training record.

#### 4.4 Continuing Staff and Professional Development

Staff and Professional Development is provided in various ways including:

- BCUC Postgraduate Teaching and Learning Award programmes
- Supported enrolment on BCUC award programmes
- Supported enrolment on external award programmes
- Attendance at relevant conferences and other external events
- Faculty/Department staff development activities
- BCUC Staff and Professional Development Programme

##### BCUC Postgraduate Teaching and Learning Award Programmes

The University College offers a range of award programmes specifically designed for staff engaged in teaching or with a substantial learning support role. The programmes are open to all staff of the University College and to staff in the FE partner Colleges who are involved in delivering HE programmes. The programmes are:

##### Postgraduate Certificate in Learning and Teaching in Higher Education

This programme is designed for staff new to teaching in HE or with less than two years experience. The focus of the programme is on the practical skills of teaching and supporting learning and on the application of theory to practice.

This programme has been accredited by the Higher Education Academy. Successful completion of the programme will qualify participants for membership of the Higher Education Academy.

##### Postgraduate Diploma in Learning and Teaching in Higher Education

This programme is designed for experienced staff who wish to develop their practice further. Staff enrolling on this programme will normally be expected to have already completed an appropriate teaching award but in the case of staff with considerable experience this requirement may be waived. The focus of the programme is reflection on practice.

##### Masters in Learning and Teaching in Higher Education

This programme is open to those who have completed the Diploma programme and who wish to explore aspects of their practice in greater theoretical depth.

## Postgraduate Awards in Education (Nursing, Midwifery and Health Visiting)

These specialised programmes are offered at Diploma and Masters level for staff working in the Health field who aim to gain a teaching qualification. The focus of the programme is on the practical skills of teaching and supporting learning and on the application of theory to practice.

As stated in the Staff Development Policy, staff appointed to a teaching role without a recognised award and with less than two years experience of teaching in HE are required to complete the Postgraduate Certificate in Learning and Teaching in Higher Education, or in the case of teaching staff appointed to the Faculty of Health the Postgraduate Diploma in Education (Nursing, Midwifery and Health Visiting). If you are not sure how this requirement applies to you please contact either Maurice Gledhill, Course Leader for the Postgraduate Award Programmes, (01494 450173) or Maggie Lord, Course Leader for the awards for Nursing Staff (01494 522141, extension 2252).

### Supported Enrolment on BCUC award programmes

You may enrol on any of the University College award programmes, normally without cost to yourself or your Faculty or Department subject to the following:

- You must submit an application for the course in the normal way and satisfy the course team that the course is appropriate for you.
- If the programme requires attendance during your normal working time you will need the approval of your Dean or Head of Department
- You must apply to the School of Continuing Professional Education for the fees for the programme to be waived. It is important that you do this before enrolling otherwise you may be liable for the fees.

To apply for fees to be waived you will need to complete the appropriate form which is available from the School of Continuing Professional Education. If you wish you may also contact the Staff Development Manager for advice about appropriate programmes for your needs and guidance about the application process.

Where support is provided for internal award programmes you will also be able to claim a limited amount of funding to cover books and materials.

## Supported Enrolment on External Programmes

In certain circumstances support for external awards or training may be provided. This would normally only be possible subject to the following:

- There is no equivalent award available within the University College or through our strategic partner colleges.
- Your Dean or Head of Department confirms that the programme you wish to take is essential and directly relevant to your role within the University College.

If you think that you need support for an external programme you should contact the Staff Development Manager who will be able to advise you whether support can be provided and explain what you need to do. As funds for external programmes are limited, it is important to contact the School of Continuing Professional Education as far in advance as possible.

In some cases support for external awards or training may be provided subject to agreement that you will complete a minimum period of employment following the completion of the programme.

Where support for external programmes is provided you will also be able to claim a limited amount of funding to cover books and travel expenses.

### Attendance at Conferences and other external events.

In the case of academic staff, support for attendance at conferences and other events is normally the responsibility of the Faculty. If the Faculty is unable to provide support and attendance at conference/an external event is linked to a specific priority related to development and innovation in teaching you can apply to the School of Continuing Professional Education for funding from the TQEF/HR Strategy Fund, but please note funds for this are very limited. It is important that you do not incur fees until you have received confirmation that support will be provided otherwise you will be liable for the fees yourself.

### Faculty and Departmental Staff Development Activities

Faculties and Departments organise their own staff and professional development activities throughout the year. This may include 'away days', workshops and seminars.

Where specialised training or staff development is required by a particular department or team, the School of Continuing Professional Education can provide this either by bringing in someone from outside with relevant expertise or

by providing support from within the School of Continuing Professional Education team.

### BCUC Staff and Professional Development Programme

Through the School of Continuing Professional Education the University College provides a full programme of staff and professional development workshops, seminars and short courses. The programme for this year is included in Section 1 of this handbook.

The programme includes activities in each of fourteen main areas. These are:

- Learning and Teaching
- Induction, Mentoring and Appraisal
- Academic Leadership
- Leadership for Support Staff
- Management Development
- Information Briefings
- Taster Sessions
- People and Personal Skills
- Meetings and Organisational Skills
- Support for Specific Roles
- Equal Opportunities
- Health and Safety
- Information and Communication Technologies
- Research Supervisor Development Programme

Under each of these headings you will find a calendar of events. The information provided for each event indicates who they are aimed at and what will be covered. To sign up for any of the events all you need to do is contact the School of Continuing Professional Education. You can do this as far in advance as you like but we will also send email reminders of forthcoming events each month. Some events very quickly become over subscribed so it is a good idea to book your place as soon as you can. If many more people wish to attend than can be accommodated we will do our best to arrange additional sessions, but this is not always possible. Where there are insufficient bookings to justify the cost of running a course, the event will be cancelled or postponed. There is no charge for attendance and there is no limit to the number of events you can attend. If you have booked a place and then find that you are unable to attend please let us know, as there may be someone else who wishes to take your place. **Please note that 3 working days notification of cancellation of booking should be given. Where this does not occur and we are paying for an external training provider it may be necessary for us to charge for costs incurred.**

If you are not sure whether a particular event would be appropriate you can contact the School of Continuing Professional Education for more information and advice.

## Further Support and Advice

The Staff and Professional Development Programme has been planned to meet the needs identified through appraisal and from requests and comments to the School of Continuing Professional Education. Inevitably there will be individual needs that are not covered within the programme. If this is the case please let us know and we will do our best to provide the support you need.

If you have any suggestions for topics, activities and events that you would like to see included in the Staff Development Programme, please send them to the Staff Development Manager.

## Making Course Bookings

There are three ways in which you can make a booking for courses in the School of Continuing Professional Education programme. You may:

complete the on-line booking form available on the home page of the BCUC Intranet and click on the *Submit* button

*or*

email [scpebooking@bcuc.ac.uk](mailto:scpebooking@bcuc.ac.uk) with details of the course title, date(s) and time together with your name and location

*or*

telephone the Staff Development Administrator on 01494 450049 (int. ext. 7025) for all general and IT courses, or 01494 450107 (int. ext. 7033) for Teaching and Learning events.

## **PLEASE ASK YOUR LINE MANAGER FOR PERMISSION TO ATTEND BEFORE MAKING A COURSE BOOKING**

On-line and email bookings will receive email confirmation within 48 hours. All bookings will receive email confirmation/reminders, in the month prior to the course.

A buffet lunch is included on all one-day courses. Please advise the School of Continuing Professional Education if you have any special dietary or access requirements at the time of booking.