

# Professional Services Open Meeting

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Tuesday 24 September 2024

# Agenda

PS Vision and Mission

Continuous Improvement initiatives in SMS Teaching, Learning and  
Student Experience

Relaunch of Advance HE Fellows Scheme

# PS Vision and Mission

“We will be recognised as the global standard in inclusive, resilient, scalable, sustainable , high quality service delivery and partnership working in Higher Education.”

# PS Vision and Mission

The **world is changing and innovating** at an ever-increasing rate. This era of **Hyper-Change** creates new and exciting opportunities to which organisations need to rise. This involves mining deeply into our **Courage** value to take risks in pursuit of innovation, to embrace both success and failure in innovation as a pathway to **Wisdom**, and to hold our **Humanity** value as the compass for our flightpath to delivering world-class professional services and **Service Excellence**. The organisations that are most likely to **Thrive** are those that are **Adaptable** in the face of change; **Innovative** in their thinking; demonstrate **Agility in delivery, open to Learning** and **Inclusive of new ideas, perspectives and people** in creating novel solutions to new problems.

**This is Our Future**

# This is Our Future



**Knowledge**  
through  
Learning



**Wisdom**  
to  
Thrive



**Humanity**



**Courage**



**Pioneering Spirit**  
through  
Innovation



**Academic  
Freedom**

**Service Excellence**

**Inclusive**

**Agility**

**Sustainability**

# Service Excellence

Agility



Sustainability

Inclusivity



# Service Excellence

- Thinking and prioritising “**service excellence**” and being defined by our relentless appetite to deliver **great service**
- **People-centred** service: recognising where **personal** relationships matter within service, augmented by technology
- Continually reviewing policy, practice and routines, fostered by a restless appetite for **continuous improvement and innovation**
- Completing tasks once, without duplication, with services accessible to all including 24x7 where appropriate
- Getting things done and achieving our **service delivery goals** to support the academic mission



# Service Excellence

Agility



Sustainability

Inclusivity



# Agility

- Proactively **shaping our workforce** and the **skills** we require to achieve the ambitions and targets set out in our academic strategy
- Being **digital first** - using **technology** to help us reduce risk, scale up, reduce the **manual burden** of routine tasks and focus on value-adding activities
- Be **flexible** and forwarding thinking enough to be able to **adapt** as expectations change, outrun sector headwinds and being first to benefit from sector opportunities
- Being prepared in a **volatile world**, feeling **empowered** to test, **learn and scale**, with colleagues feeling confident to successfully carry out their roles



# Service Excellence

Agility



Sustainability

Inclusivity



# Sustainability

- Celebrating the **purpose** and **meaning** in our work Doing all we can to contribute to **zero carbon**
- Maximising use, challenging our **consumption** and finding creative ways to act, and encourage others to act, sustainably
- Addressing **unsustainable workloads** and freeing up time in partnership with stakeholders
- Investing where necessary to address areas of current unsustainable working practices
- **Safeguarding** the University for future students, staff and the city region through sound **financial management** and custody of our **strategic plan**



# Service Excellence

Agility



Sustainability

Inclusivity



# Inclusivity

- **Living our University values**
- Being inclusive and welcoming and creating a **sense of belonging**
- Acting as one to do what's best for the University  
**“One University mindset”**
- **Engaging** brilliantly and having **all voices heard** through enthusiastic cross boundary working and building meaningful connections with others
- Everyone **contributing** to University success
- Playing to **strengths** and being **honest** about our weaknesses
- **Partnership** working based on a level of **trust** and respect that cherishes the complimentary skills, experiences and voices required to get the job done
- Be recognised as the H.E. team that everyone wants to join because Manchester is synonymous with **positive experiences**



Becoming the best we can possibly be  
won't be delivered through a project or a  
system.

It will be because of you.

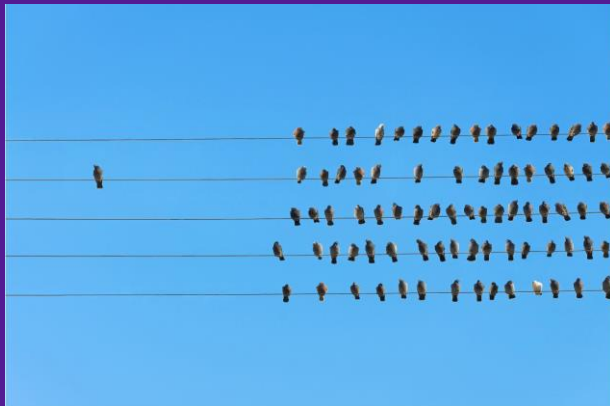
# It will be because of you.



Tell your stories



Build Connections



Share your learning



Celebrate

# Improvement initiatives in SMS Teaching, Learning and Student Experience

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Katy Boyle, Head of Teaching, Learning and Student Experience, SMS  
Joel Loutfi, Teaching and Learning Manager



Student  
Support &  
Wellbeing

Information,  
Advice &  
Guidance

Curriculum &  
Programmes

Assessment  
& Progression

Clinical  
Delivery

Accreditation

Community  
Placements

TELiM  
(1Med)

School of Medical Sciences – TLSE

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# School of Medical Sciences – TLSE

4 Clinical Education Campuses – with their own teaching teams

Over 300 GP Placement Providers / Outreach Providers

Consultation Skills Learning Centre (CSLC) – Stopford Building

New Dental Clinical Teaching Facility – Carys Bannister

# Continuous Improvement / change implementation

- Student Support Hub
- Student Information Hub
- Review and restructure of Community Based Medical Education PS Team
- Assessments
- SMS Collaborative Timetabling
- Consultation Skills Learning Centre
- Dental Teaching Facility

# Activity within Student Service, Support & Development

## Student Support Hub

- Now embedded that the student support hub activity is supported by all 8 of the SMS TLSE teams
- Shared rota allows for agility to cover absence / holidays across the 2 SMS hubs
- Promotes the importance of visibility to students

## Student Information Hub

- Development of a new Sharepoint Student Information site for SMS students
- Provides answers to regular questions and programme specific information
- Clear information on student support and wellbeing
- Signposts to shared inboxes
- Consolidates support information to students with an aim of improving how supported students feel
- Reducing general queries to build some more capacity within the SSW team.



# Review and restructure of Community Based Medical Education (CBME) PS Team

## Driver for change:

- Out of scope for SEP
- Dated job descriptions
- Lack of parity with peers in other TLSE teams
- Align with other teams – encourage cross team working

## Process:

- Met with / visited 3 Medical Schools who had recently reviewed their placement teams and activity
- Met with Academic stakeholders
- Workshops with the PS team

## Outcome – Community Placements Team:

- New, more balanced structure
- Allows for routes for progression within Community Placements Team and through other TSLE functions
- Parity of contracts with peers
- Confidence the structure matches the requirements of the activity
- New links with other Medical Schools – excellent links for activity such as NHSE returns

## Continuous improvement process

- Workshops with the PS team to map to new structures and discuss challenges
- Maintain move away from one person for one activity
- Encouragement of cross team support and working

# Assessments – MBChB

Implementation of a new system, Practique, to support delivery of our Clinical Competency Assessments that also take place in the Trusts.

- This removes the risk of human error, marking and uploading stations in real time.
- Assessment team able to provide on hand support with less overhead.
- Has improved staff and student experience

Plans to implement a change to delivery of the Annual Progress Test for those students in Preston by allowing them to be assessed locally rather than bringing them to the Manchester campus.

- Provides an enhanced student experience
- Reduces carbon footprint due to removal of coach travel.
- Reduces capacity pressures in Manchester assessment rooms
- Pilot will run in Jan 2025.



Consultation Skills Learning Centre

# Consultation Skills Learning Centre

- Unique teaching space where students consult with 'simulated patients' played by actors and practice clinical skills on 'SimMan'.
- Used for SMS UG MBChB and PGT Physician Associates programmes
- No dedicated PS support post-SEP in 23/24 academic year. Led to challenges with teaching staff having to take on additional administrative work alongside teaching.
- In 24/25 we now have a Project Intern to scope out what support and tasks are required to ensure this becomes a high functioning space with excellent teaching delivery.
- Allows us to streamline and embed processes and to support long-term high quality teaching delivery
- This proof of concept could be a starting point for considering how future similar clinical teaching facilities might be supported.



# Timetabling & Teaching Delivery Improvements

New dental clinical teaching space in Carys Bannister. Improved facilities for students and less reliance on Dental Hospital for placement activity.

Direct links to TLSE to support streamlined timetabling changes.

Administrative Support now built into C&P team

Working with Dental Hospital PS staff to understand needs of Dental Facility administration

HIVE training for staff



# SMS Collaborative Timetabling

## Drivers

- 2023/24: significant issues with timetabling
- Serious pinch point – clinical timetabling, especially Dentistry

## Why is timetabling of clinical Dentistry different?

- Reliant on patient availability
- Students are timetabled in pairs
- Additional nuance of left and right handed bays in clinic
- Last minute cancellations
- Labour intensive for FST

## Improvement for 2024/25

- Building and maintaining academic/TLSE PS relationships across the School
- Recruitment of G5 TLSE Coordinator (Scheduling) to work with the complex UG Dentistry programmes
- Cohesive working with FST - attending meetings/training/knowledge sharing
- weekly timetabling drop-in sessions for academics
- Improved engagement from PGT Dentistry academics - less errors
- TLSE staff having ECP (Enterprise Course Planner) training and access to create/edit teaching groups

# The University of Manchester Advance HE Fellowship Scheme

Professional accreditation of your practice in teaching and supporting learning

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**James Brooks PFHEA**, University Theme Lead for Teaching Excellence and Quality

**Holly Dewsnip SFHEA**, Teaching, Learning and Student Experience Adviser, Teaching Excellence team

# Advance HE fellowship and PSF 2023

## What is Advance HE?

- Sector owned charity that works with institutions to improve HE for all
- Manages the Professional Standards Framework for Teaching and Supporting Learning in HE

## What is the Professional Standards Framework (PSF)?

- Globally recognised framework for benchmarking success in HE teaching and learning.
- Set of statements (dimensions) that identify what we do to deliver high quality teaching and learning – Professional Values (V1-V5), Areas of Activity (A1-A5), Core Knowledge (K1-K5)

## What is Advance HE fellowship?

- Four categories of fellowship - Associate Fellow, Fellow, Senior Fellow and Principal Fellow
- Aligned to the PSF and awarded based on evidence of your professional practice in T&L

## What are the benefits of holding an Advance HE fellowship?

- Measures success in T&L against internationally recognized standards
  - Increasingly sought by employers in academia

# Categories of Advance HE fellowship

## Associate Fellow (D1)

- For those who may be new to T&L, or may have a limited teaching portfolio, or who support learning as a limited part of their role.

## Fellow (D2)

- For those with more substantive teaching responsibilities or support staff who support HE learning across the breadth

## Senior Fellow (D3)

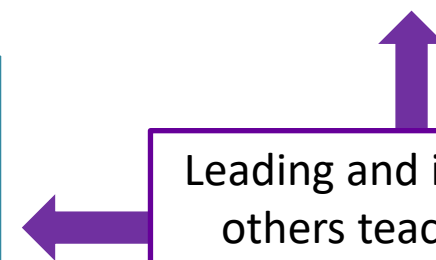
- For those who lead/influence academic practice and T&L by working with and through others.

## Principal Fellow (D4)

- For those who have evidence of impact on high quality learning at a strategic level and who demonstrate a sustained record of effective strategic leadership.

If you're unsure, use the Advance HE fellowship category tool: <https://www.advance-he.ac.uk/form/fellowship-decision-tool-2023>

Leading and influencing others teaching and learning practice





# The Professional Standards Framework

## Professional Values

- V1** - respect individual learners and diverse groups of learners
- V2** - promote engagement in learning and equity of opportunity for all to reach their potential
- V3** - use scholarship, or research, or professional learning, or other evidence-informed approaches as a basis for effective practice
- V4** - respond to the wider context in which higher education operates, recognising implications for practice
- V5** - collaborate with others to enhance practice

## Areas of Activity

- A1** – design and plan learning activities and/or programmes
- A2** – teach and/or support learning through appropriate approaches and environments
- A3** – assess and give feedback for learning
- A4** – support and guide learners
- A5** – enhance practice through own continuing professional development

## Core Knowledge

- K1** - how learners learn, generally and within specific subjects
- K2** - approaches to teaching and/or supporting learning, appropriate for subjects and level of study
- K3** - critical evaluation as a basis for effective practice
- K4** - appropriate use of digital and/or other technologies, and resources for learning
- K5** - requirements for quality assurance and enhancement, and their implications for practice

# Supporting you to achieve Advance HE fellowship

- University's Scheme supports you in evidencing your teaching and learning practice against an internationally recognised set of standards
- Not a development programme – evidencing what you are already doing
- Open to all those who teach and/or support learning at UoM
- Must be a University employee or registered student when you **receive** your fellowship



# Support available

**STEP 1**



Complete  
asynchronous  
online  
resource

**STEP 2**



Attend  
Development  
Group -  
Session 1  
(optional)

**STEP 3**



Develop your  
draft  
application

**STEP 4**



Attend  
Development  
Group -  
Session 2  
(optional)

**STEP 5**



Submit your  
Advance HE  
fellowship  
application

Workshops on  
reflective practice and  
writing

Monthly drop-in  
sessions for quick  
queries

Bespoke to each  
category of fellowship

Category  
specific; peer  
support group

Four opportunities  
each academic year

# Assessment

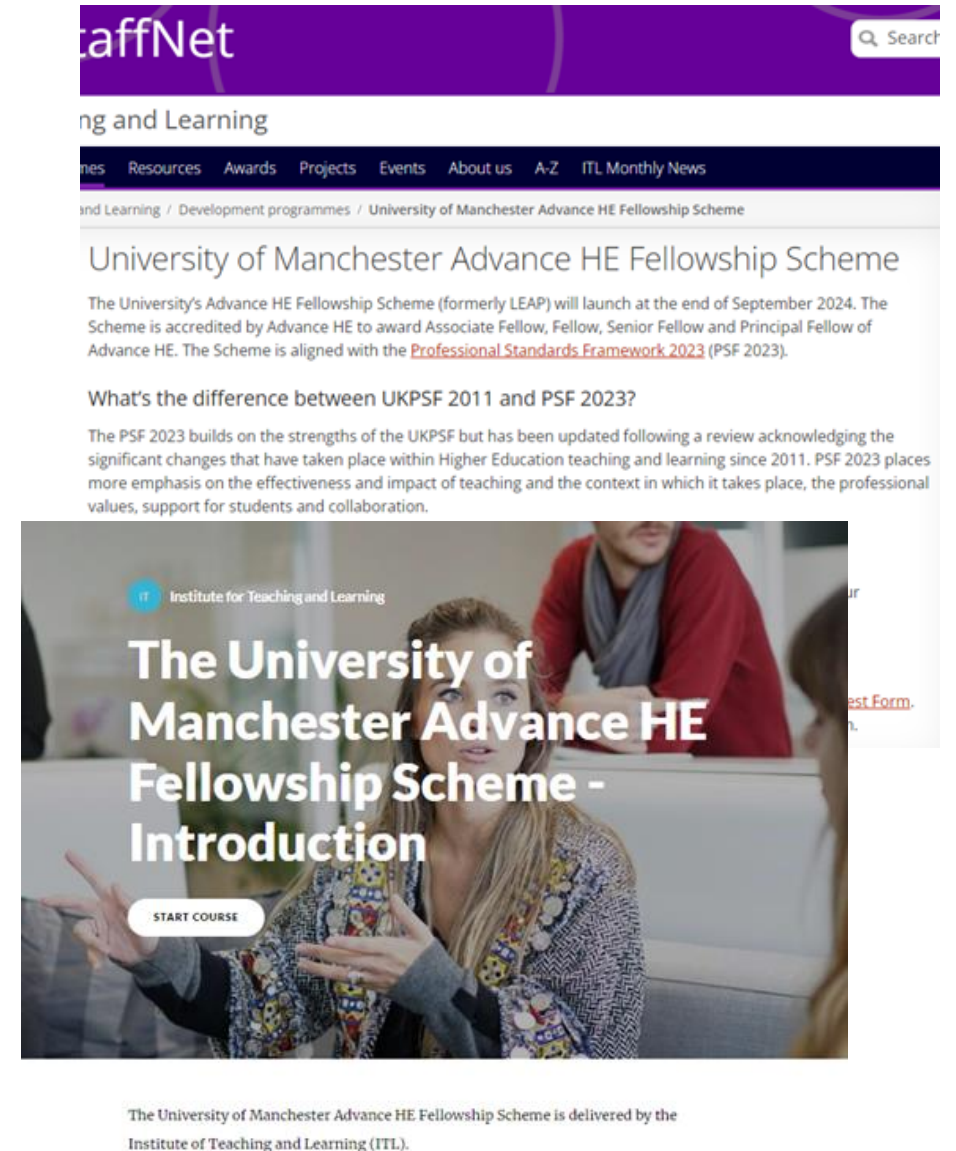
Choose the  
format that  
suits you

Fellowship	Number of reflective case studies	Written Portfolio (Max. word count)	Presentation (Max. length)
Associate Fellow	1 or 2	2,000 words	<b>10 minutes</b> Abstract 500 words
Fellow	1 or 2	3,500 words	<b>20 minutes</b> Abstract 750 words
Senior Fellow	2 or 3	6,500 words	<b>30 minutes</b> Abstract 1000 words
Principal Fellow	3 or 4	8,000 words	<b>40 minutes</b> Abstract 1000 words

# Next steps

1. Review the online information resource
2. Complete the online enrolment form (1<sup>st</sup> October)
3. Join the Blackboard space

<https://www.staffnet.manchester.ac.uk/umitl/teaching-development/advance-he-fellowship-scheme/>



The screenshot shows the 'StaffNet' website header with a search bar. Below the header is a navigation menu with links: 'Resources', 'Awards', 'Projects', 'Events', 'About us', 'A-Z', and 'ITL Monthly News'. The main content area is titled 'University of Manchester Advance HE Fellowship Scheme'. It includes a paragraph about the scheme's launch in September 2024 and its accreditation. Below this is a section titled 'What's the difference between UKPSF 2011 and PSF 2023?' followed by a paragraph explaining the updates to the Professional Standards Framework (PSF) 2023. At the bottom of the screenshot is a large banner image with the text 'The University of Manchester Advance HE Fellowship Scheme - Introduction' and a 'START COURSE' button. The banner also features the 'Institute for Teaching and Learning' logo.

StaffNet

Search

ing and Learning

Resources Awards Projects Events About us A-Z ITL Monthly News

ing and Learning / Development programmes / University of Manchester Advance HE Fellowship Scheme

## University of Manchester Advance HE Fellowship Scheme

The University's Advance HE Fellowship Scheme (formerly LEAP) will launch at the end of September 2024. The Scheme is accredited by Advance HE to award Associate Fellow, Fellow, Senior Fellow and Principal Fellow of Advance HE. The Scheme is aligned with the [Professional Standards Framework 2023](#) (PSF 2023).

### What's the difference between UKPSF 2011 and PSF 2023?

The PSF 2023 builds on the strengths of the UKPSF but has been updated following a review acknowledging the significant changes that have taken place within Higher Education teaching and learning since 2011. PSF 2023 places more emphasis on the effectiveness and impact of teaching and the context in which it takes place, the professional values, support for students and collaboration.

Institute for Teaching and Learning

## The University of Manchester Advance HE Fellowship Scheme - Introduction

START COURSE

The University of Manchester Advance HE Fellowship Scheme is delivered by the Institute of Teaching and Learning (ITL).



**Share feedback on today's meeting  
via Menti.com  
Code: 2660 4930**

Ideas, feedback and questions can also be  
sent to:

[elizabeth.micakovic@manchester.ac.uk](mailto:elizabeth.micakovic@manchester.ac.uk)

or

[bmhcommunications@manchester.ac.uk](mailto:bmhcommunications@manchester.ac.uk)



# Upcoming open meetings

## Next Faculty Forum

Wednesday, 2 October, 1pm-2pm (online)

Agenda will include a presentation from the University's Team Research programme  
- 'Teams Build Dreams'

## Next PS Open Meeting

14 January 2025 1pm-2.30pm

# PS Development Network

Relaunched this year after being on hold since 2020

Aims to help PS staff:

- CONNECT with new colleagues and widen their contacts
- SHARE their expertise
- LEARN new skills through bite-sized training and development activities

