Technician Partnership Conference
24 June 2020

John-Paul Ashton

CREATING A SUSTAINABLE FUTURE FOR TECHNICAL STAFF AND SERVICES

#N8TECHNICIANS
CPD: Holding the key to technical career progression

John-Paul Ashton

CREATING A SUSTAINABLE FUTURE FOR TECHNICAL STAFF AND SERVICES

#N8TECHNICIANS
In this session:

- Technicians and Challenges
- Career Progression
- Registration and CPD
- CPD Central

#N8TECHNICIANS
Poll Question 1 (115 people voted):
Do you carry out CPD?

- **YES** 87%
- **NO** 13%

87% of people at TPC2020 said they do carry out CPD
Poll Question 2 (115 people voted):
How long do you spend recording CPD?

- Upto 1 Week
- 1 - 2 days
- 2 - 7 hrs
- Longer
- 30 mins
- 1 - 2 hrs
We asked 100 people:

69% of people said they don’t record all activities from work

72% of people said they spend between 1 – 2 days writing up all their activities over the last year

6% said it takes them longer…
We asked 100 people:

What method do you use to record CPD?

- Calendar: 31%
- Email: 4%
- Computer Notes*: 23%
- Diary or NoteBook: 15%
- Online Software: 17%
- Combination of above: 10%

Computer notes (online and offline) = notes, word, excel, PowerPoint, numbers or pages (Mac)
Define a technician:

“A technician is a worker in a field of technology who is proficient in the relevant skill and technique, with a relatively practical understanding of the theoretical principles.”

“A person employed to look after technical equipment or do practical work in a laboratory.”

“An expert in the practical application of a science.”

“A person skilled in the technique of an art or craft.”

Several Sources: Oxford & Cambridge Dictionaries, Wikipedia, Google Define
Challenges Facing Technical Staff

- Feeling undervalued.
- Sometimes higher management or those in senior positions do not know what technicians do and how vital they are to the success of the organisation.
- A lack of professional development opportunities.
- Worries over job security.
- No clear career pathways / progression.
- Lack of technical representation on committees / groups.
- Only a few technical staff can prove competence - although their work can impact on the organisation's reputation.
The Swans Feet: Below the surface

“If people don’t understand what we do or how fundamental our role is, then we risk becoming undervalued”
Career Progression
Poll Question 3 (115 people voted):
Are You Professionally Registered?

NO - 60%
YES - 40%
Registration
Success
DEVELOP THE SKILLS YOU VALUE

We need world-class teams to retain our world-class reputation. That’s why training and development are absolutely vital to us.

Our engineering function has an established and robust Engineering Professional Development Framework. This highlights three broad career development routes for progression:

- Technical Project Managers,
- Technical Function (People) Managers,
- Technical Specialist route.

As you move through this structure we can provide you with a flexible range of opportunities, whether you decide to specialise in one of these types of roles or develop your capabilities across a broad range of skills. We encourage all our people to try out different role types early in their career to gain a breadth of experience, and we’ll also pay for up to two professional institute memberships.

https://www.rolls-royce.com
Benefits to your employer

- Recognised as employing a Professional Workforce
- Accredited staff - knowledge of skills base
- Proof of competency influencing future income generation giving a competitive edge
- Ability to direct resource as required
- Required CPD guarantees appropriate training and development programmes and ensures staff are up to date with the latest developments on procedures and related technologies
- Improved technical morale and business engagement
Professional Registration

Professional Registration establishes your proven knowledge, understanding and competence.

- Proves You are Professional
- Promotes Professional Status
- Promoting the Work of Your Profession
- Maintaining Your Professional Status

1. Showcase the breadth of your skills
2. Demonstrate your commitment to personal and professional development
3. Identify improvement opportunities and pathways
4. Connect you to professional / support networks
What is CPD

- Learning activities that professionals engage with to develop and enhance their abilities.

- Combines different methodologies
  1. Training Workshops
  2. Conferences/Events
  3. E-Learning
  4. Best Practice Techniques
  5. Ideas Sharing

- Skills-based / Practical Learning
Benefits of CPD

- For Individuals
- For Organisations

CPD needs to be:

- Recorded through a
  1. Certificate of Attendance
  2. Self-Assessment
  3. Personal Record

- Allocated specific time

- An accurate record of activities undertaken
2 Key Messages

CPD demonstrates that professionals;

1. engage in learning activities to develop and enhance their abilities,

2. can help employers all over the world to keep key staff and develop the skills and knowledge in their organisations to maintain a sustainable and competitive advantage,

3. CPD Central brings these two vital points together.

Develop Your Staff

Enhance Your Organisation

Set the National Standard

© National Technician Development Centre 2018
Huge Thank You.

Thank You to our Key Partners:

Thank You to the Organisations who piloted the Portal.

Thank You to our fantastic CPD team:
What is CPD Central?

CPD Central is an online tool designed to enhance the standards of professionalism of technical staff and managers in HE and industry.

The NTDC, in collaboration with partners including the IST, have developed a bespoke CPD portal to provide a platform for easily recording professional development as well as standardising that CPD across partner organisations.

Our CPD tool has been tested at several HE Institutions around the UK. We have been using their feedback from our testing to further develop and enhance the tool, but to also fix any issues that may arise.
Software Features / Functionality

- Highly secure and fully encrypted
- Log and manage your CPD record and complete tasks set
- Template for national standards
- Assign users to supervisors
- Supervisors can check CPD
- Supervisors can set and approve tasks
- Transfer CPD records to other organisations or personal accounts
- Easily upload documents
- Download your record if you decide to leave
Five Types of Users

1. Standard
2. Supervisor
3. Team Manager
4. Site Administrator
5. System Administrator
CPD Central Users

Supervisor Account: Professor Jane Smith
Head of Department

Team Manager Account: Mr Arthur Banks
Operations Manager

Supervisor Account: Miss Amanda Walsh
Senior Research Technician

Standard User Account: Dr Shirley Andrews
Research Technician

Standard User Account: Mr Callum Davies
Assistant Technician
CPD Central Users

Team Manager Account: Professor Jane Smith
   Head of Department

Supervisor Account: Mr Arthur Banks
   Operations Manager

Supervisor Account: Miss Amanda Walsh
   Senior Research Technician

Standard User Account: Dr Shirley Andrews
   Research Technician

Standard User Account: Mr Callum Davies
   Assistant Technician
# National Technician Development Centre - Accounts

## Register New User

## Register New Admin

<table>
<thead>
<tr>
<th>Username</th>
<th>First Name</th>
<th>Last Name</th>
<th>Email</th>
<th>Account Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>jobjbloggs.1</td>
<td>Joe</td>
<td>Bloggs</td>
<td><a href="mailto:email@email.co.uk">email@email.co.uk</a></td>
<td>StandardUser</td>
</tr>
<tr>
<td>johnashton.1</td>
<td>John</td>
<td>Ashton</td>
<td><a href="mailto:j.p.ashton@sheffield.ac.uk">j.p.ashton@sheffield.ac.uk</a></td>
<td>StandardUser</td>
</tr>
<tr>
<td>johnashton.2</td>
<td>John</td>
<td>Ashton</td>
<td><a href="mailto:jpashton296@gmail.com">jpashton296@gmail.com</a></td>
<td>TeamManager</td>
</tr>
<tr>
<td>johnashton.3</td>
<td>John</td>
<td>Ashton</td>
<td><a href="mailto:jpashton@provitalmedical.co.uk">jpashton@provitalmedical.co.uk</a></td>
<td>Supervisor</td>
</tr>
<tr>
<td>johnashton.4</td>
<td>John</td>
<td>Ashton</td>
<td><a href="mailto:recruitment@provitalmedical.co.uk">recruitment@provitalmedical.co.uk</a></td>
<td>StandardUser</td>
</tr>
<tr>
<td>ntdcadmin.1</td>
<td></td>
<td></td>
<td><a href="mailto:office@provitalmedical.co.uk">office@provitalmedical.co.uk</a></td>
<td>SiteAdmin</td>
</tr>
</tbody>
</table>

Showing 1 to 6 of 6 entries
User Profiles

Each User is in Full Control of their Own Data

Highly Secure
Globally Unique
Identification for each user

GDPR Compliant
Shows users exactly what data is kept on them

Link to Privacy Policy
Manage your account
Change your account settings

Profile
Password
Two-factor authentication
Personal data

Delete Personal Data
Deleting this data will permanently remove your account, and this cannot be recovered.

Password

Delete data and close my account
Tasks and Objectives
Title: Carriage of Dangerous Goods by Air Course

Date of Activity: 06-01-2016

Time Spent on Activity: 4+ hours

Brief Description of Activity: A course to get certification to be able to sign off packages for carriage by courier that contain dangerous substances.

VALUES OBTAINED FROM MY ACTIVITY

My Learning Outcomes:
Ability to know how to assess and advise on how to label and package, packages for carriage by courier that contain dangerous substances.

My New Skills Acquired:
Knowledge of how to use the relevant guides and other resources to identify and categorise different dangerous substances.

How the Activity has Benefited the Quality of my Practice:
I now understand and am qualified to sign off packages that are to be couriered, which contain dangerous substances. Previously I was unable to do this and relied on persons in other departments to do this. This often meant waiting on them, and time wasted chasing them. Particularly frustrating when the packages had perishable goods in them.

How the Activity has Benefited Users of my Workplace:
Less time between requesting packages getting approval for courier pick up and actual courier pick up. This means valuable perishable items are less likely to be damaged. It also means that we are complying with the law and will not have incorrectly packaged and labelled boxes returned to us when they fail to pass through customs etc.. Basically they get a better service with faster turn around and less returns.

Reflections:
Having done this course I believe that I am now the bottleneck for couriering packages. It is certainly more efficient than previously but the department would benefit from having more people certified, in different locations, so people don't have to chase me down and so that there are alternatives when I am on leave/unavailable. To this end I am going to recommend to my line manager that we get some in house training for a cohort of technical staff. What is also clear is that when I am dealing with this I am having to tell people to go back and change the way in which they have labelled and packed their substances. I need to provide some written/online guidance for them to make this more efficient.
# Leaving an Organisation

## Transfers

<table>
<thead>
<tr>
<th>Transfer ID</th>
<th>Status</th>
<th>Name</th>
<th>Date Requested</th>
<th>Changeover Date</th>
<th>New Institution</th>
<th>Account Type</th>
</tr>
</thead>
</table>

## Request transfer for Jane Wilson

- **Username:** technician3@sheffield.ac.uk
- **Primary Department:** Computer Science
- **Job Title:** Computer Science
- **Last Login:** 2019-06-16 23:40:15 UTC

**New Institution:** University of Leeds

**Changeover date:** 18-2 June 2019

## Transfer Request 7

- **Jane Wilson**
  - **Account ID:** 3
  - **technician3@sheffield.ac.uk**

**Date Requested:** 2019-06-18

**Changeover Date:** 2019-06-18

- **Previous Account Type:** Standard
- **Previous Institution:** University of Sheffield
- **Previous Department:** Computer Science
- **Previous Job Title:** Computer Science

**New Institution:** University of Leeds

**New Department:**

**New Job Title:**

## Accepting Transfer Request 7

**Jane Wilson**
- **Account ID:** 3
- **technician3@sheffield.ac.uk**

**New Data**

- **Account type:** Supervisor

**New email:**

- **Primary department:** Computing
- **Job Title:** New Job Title

**Changeover date:** 18-2 June 2019

**Update Transfer request**

**Cancel Request**
# Our Delivery Approach

<table>
<thead>
<tr>
<th>Stage 1</th>
<th>Stage 2</th>
<th>Stage 3</th>
<th>Stage 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENGAGEMENT</td>
<td>PLAN / DESIGN</td>
<td>MOBILISE</td>
<td>SERVICE HANDOVER</td>
</tr>
<tr>
<td>• First contact, including all products and services.</td>
<td>• Plan and design meeting.</td>
<td>• Progress review and meetings.</td>
<td>• Post project review and lessons learned.</td>
</tr>
<tr>
<td>• Product demo / webinar.</td>
<td>• Pilot user account(s) creation within CPD Central.</td>
<td>• Exchange of data records.</td>
<td>• Handover into business as usual.</td>
</tr>
<tr>
<td>• Account creation.</td>
<td>• Technical team design and tasks agreed.</td>
<td>• Platform setup, testing and deployment.</td>
<td>• Point of contact confirmed.</td>
</tr>
<tr>
<td>• Discussions on requirements.</td>
<td>• Timeline and detailed proposal produced.</td>
<td>• User and hierarchy (groups) set up in line with proposal.</td>
<td>• Quarterly reviews scheduled (next 12 months).</td>
</tr>
<tr>
<td>• Technical team evaluation.</td>
<td></td>
<td>• User training and support.</td>
<td>• Service support in place.</td>
</tr>
<tr>
<td>• Proposal issued.</td>
<td></td>
<td>• Service and training material made available.</td>
<td></td>
</tr>
</tbody>
</table>
Setting Up CPD Central
#N8TECHNICIANS

TWEET US YOUR 'T FOR TECHNICIANS' SELFIE

TELL US ABOUT ONE OF YOUR FANTASTIC PROJECTS OR ACHIEVEMENTS

INCLUDE THE HASHTAG #N8TECHNICIANS
NTDC National Photo Competition

January

March
Discussion / Questions
National Technician Development Centre

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South Yorkshire
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