

Newsletter: Winter 09



Announcing a valuable
training resource

Training the technical trainer

New mentoring support network

TRAINING OPPORTUNITIES
See pages 6 & 7 for **FULL** list of courses running in 2009

It's all go at HEaTED HQ in 2010



Matt Levi, Executive Director of HEaTED describes the second year of an ambitious HEaTED programme that will build on the emerging 2009 survey themes around communication, consultation, technical training, CPD and career development.

The Technical Skills Needs Analysis and Employers Surveys planned for early 2010 will provide us with additional crucial data in responding proactively to our constituents.

There have been many successes and achievements over the last year and I am proud to have been involved with colleagues with working on CPD, the bespoke 'Train the Technical Trainer', launch of a Mentoring Scheme, delivery of extensive specialist courses, development of our unique Virtual Learning Environment and more. The HEaTED survey of technicians working in HE earlier this year ended up being the largest survey of it's kind in the sector with responses from 120 different organisations.

2010 will see a UK wide HEaTED Regional Technical Co-ordinators network to work closely alongside Staff Development Regional Groups and the Staff Development Forum.

Huge thanks go out to all colleagues and partners who have contributed to our success and I am convinced that we will continue to grow with the continued support of all HE communities, FE and overseas partners as they join us. Come and speak to us, the HEaTED team, at our second national conference in London June 2010 – don't worry you will get the details!

HEaTED expands into Schools and FE...

Our vision is to deliver tools and opportunities that not only meet the training and career development needs of technical staff, but also fit into the requirements of an ever changing education sector.

Staff that deliver technical solutions to problems and learning opportunities are increasingly at the centre of UK education strategy in so many ways today and that is not just in HE. HEaTED's vision and services are increasingly of interest to the

whole education sector in the UK and overseas. As a result promotional information has been developed specifically for this sector and will be marketed early next year. We are sure that an expanded membership can only increase the opportunities for practice sharing and development throughout the UK

"A training and career development framework for the UK education sector's technical staff"

If your not on the list...

Well over 700 of you are (on the HEaTED mailing list that is) with new colleagues joining every week.

This discussion list is for technical/specialist staff in Higher Education Institutes as well as those that support them. It's a platform where colleagues who share a common interest, join a list and use email to talk to one another. Belonging is like sitting in on a discussion. You can join in the talk, or you can just listen.

To post to the list you should first join by emailing wendy.mason@heated.ac.uk. To then send comments, questions, etc. to all the members of the list, simply send an email message to: HEATED@jiscmail.ac.uk.

The list is also used by the HEaTED team to disseminate a wide variety of information, including regular courses updates and details of new HEaTED initiatives

There are currently 719 members in the mailing list from 125 different institutions.



HEaTED Autumn Newsletter 09

The HEaTED facilitator guide to career development for technical specialists

A Facilitator Guide, an important set of resources that support “Career Planning: A reality check”, is now available on the HEaTED Web site.

This contains a set of exercises and supporting documents aimed at enabling University technicians to prepare systematically for their career development. The Facilitator Guide has been designed for trainers and managers so as to enable them to initiate and lead a Career Planning conference, course or seminar.

Practical advice on...

- Preparation for the Event, including pre-course exercises and correspondence
- **How to set the scene**
- Participant and venue organisation
- **Important instructions as to what is expected from participants**
- The critical issues that arise from each exercise
- **Points for discussion and follow up**
- How to lead exercises and subsequent feedback

Further details are available on the HEaTED web site or from: ken.bromfield@heated.ac.uk

Training the technical trainer: An opportunity

Here is a technician at work, not at his usual lab bench but leading a short course, demonstrating a special technique that he uses from day to day.

He feels assured because not only is he an expert in what he does, but has also attended the HEaTED “Train the Technical Trainer” Course. Perhaps one of the main reasons people attend the course is that the skills and experience associated with leading training, are highly marketable.

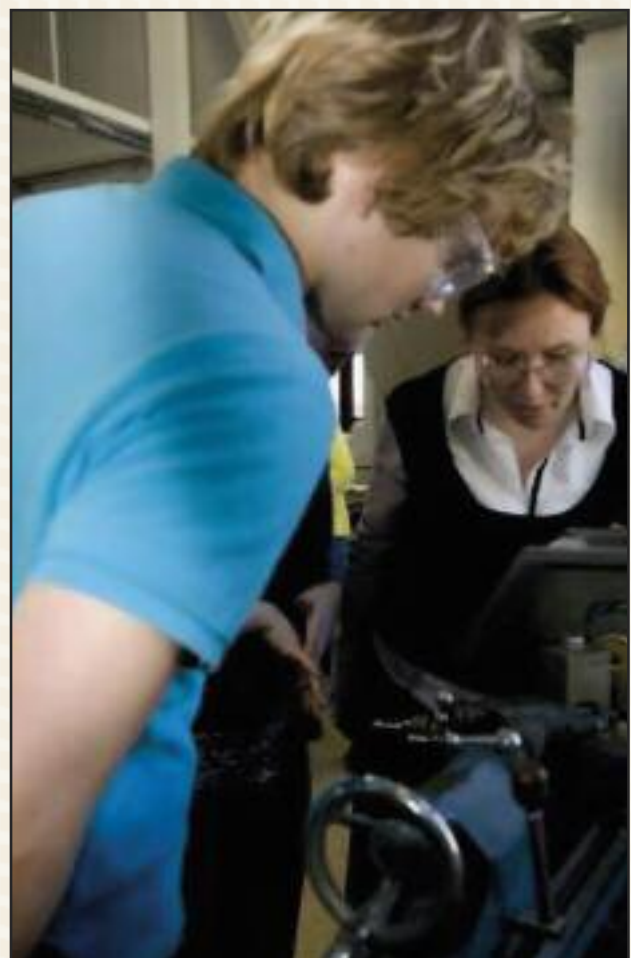
There is a huge difference between his ability carry out a technical procedure, and being capable of training others to do it, both systematically and competently.

Find out more and book your place on the HEaTED web site.

Perhaps you would like to explore the possibility of hosting or organising a train the technical trainer course locally, or regionally, please contact: Dr Michelle Jackson
michelle.jackson@heated.ac.uk

For advice on how to lead a TtT course and obtain course materials, contact Ken Bromfield:
ken.bromfield@heated.ac.uk

“I gained a lot from the course and am fired up with enthusiasm to offer some courses of my own”



New HEaTED mentoring support network

We are introducing a new **Mentor Support Network** utilising **Technical, Managerial and Specialist staff** with appropriate experience. These will be key people, equipped with many years experience in technical, administrative, managerial and specialist areas. They will have a specific role to facilitate guidance and offer advice to members (particularly new or young) both at a specialist level and on a wider spectrum such as personal and career development.

Through the HEaTED project, staff will forward initial mentee enquiries to an appropriate mentor. If the mentor feels that they are able to help the mentee with their requirements they will establish an initial contact. It will then be the responsibility of the mentee to drive any further contact and arrange meetings (our vision that this will take the form of telementoring to overcome the problem of geographically distant mentors and mentees). Guidance and direction will be offered by the mentor from the answer to a simple technical question to the more detailed review of skills training requirements.

Why mentoring?

Evidence from a variety of sources confirms that mentoring can be effective and focused method for assisting personal/career development. The mentoring relationship provides opportunities for individuals to review and refine their skills and practices within a supportive and confidential environment. HEaTED is committed to providing improved support to its members and mentoring opportunities should help us to facilitate this.

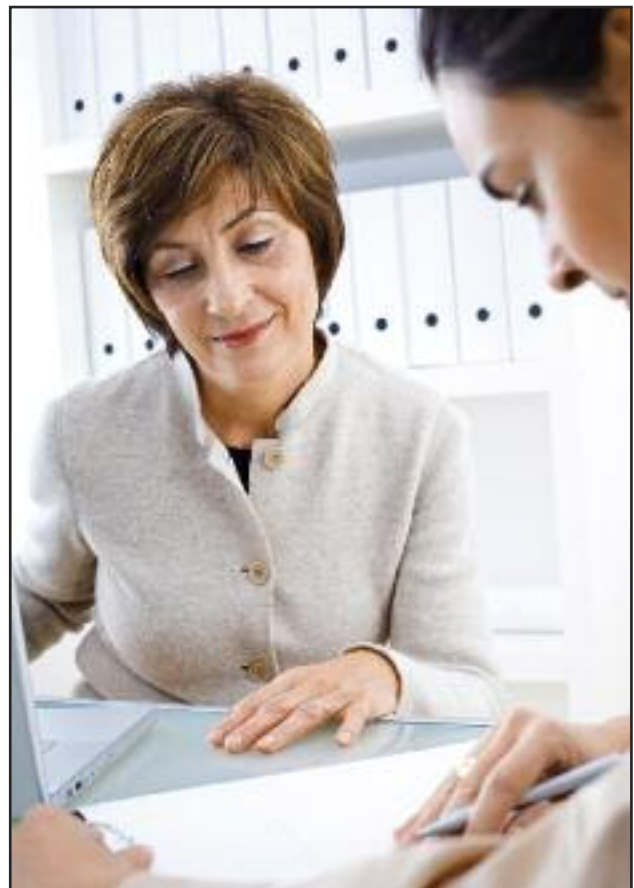
Selection of Mentors

During 2009/10 the HEaTED project intends to build a network of mentors with proven experience or training in mentoring. Once these mentors have been inducted into the network their advice and guidance will be available for HEaTED members as and when required.

Become a HEaTED Mentors

The HEaTED project is offering highly subsidised training for anyone interested in becoming a mentor. Completion of the course will qualify the candidate to become a HEaTED mentor.

It is designed for HEaTED members so that mentoring and coaching support systems can be established across the UK HE sector



At the end of the programme colleagues will have:

- Explored the benefits of mentoring and coaching
- Assessed what is required to become an effective mentor/coach
- Developed an understanding of the skill set required
- Considered appropriate media and associated techniques
- Reflected on their own performance from the practical elements of the programme
- Considered how best to take this forward in their own workplace
- Considered how best to support the wider HE Technical community through the IST/HEaTED scheme

See the HEaTED web site now for details of the next workshop near you.

Technicians speak

“Go forth and subculture without bugs...”

Hi I’m Nadia Lovegrove, I work at the genome damage and stability centre at the University of Sussex as the lab manager for the tissue culture labs and the flow cytometer room.

Following my degree in medical microbiology at University of Surrey I worked in agrochemicals as a lab manager for a few years until I got a post at Sussex and became the tissue culture manager in 2007.

In a nutshell my job entails ensuring that a suite of four labs run smoothly for the use up to sixty people including PhD students, postdoc researchers, lab heads, undergraduate students, other technicians and various visitors to the labs.

The labs we have are pretty hi tech. The biggest one has six flow hoods, each with access to a microscope, a centrifuge and space for people to put other pieces of kit they may want to use.

On a typical day the first thing I do when I get in is check the labs are tidy ready for the day. Also at that time my team and I check all the equipment is running ok. We have a large number of incubators to hold all the cells and they need to be running efficiently to keep the cells alive. We then stock the labs up. As we have such a large number of users of our labs we tend to have to stock them up a few times a day with gloves, pipettes and flasks.

When cell lines arrive at our centre they have to be tested for mycoplasma, amplified and stored by the tissue culture technicians. I normally get on with the cells in my charge during the morning and any

experimental work I have to do for any lab heads. I fit experimental work around the lab management work.

There tends to be more time for this in the summer when there are fewer students about. Last year I worked with an oncologist looking at chemotherapy amounts on glioma cells for a paper he was preparing.

There are always orders to be sorted. At the end of each month I work out how much each lab in the department has used in the tissue culture areas and then work out the cost codes for the following months.

Throughout the day, in between meetings, the labs are checked to see that they are tidy and that the equipment is all running ok.

There are maintenance and cleaning tasks that are allocated to the pieces of equipment daily, weekly or monthly to ensure they run correctly and safely.

My favourite part of the job is training new people in the lab. It is my job to train up anyone who is going to be working in tissue culture without previous experience.

The test for me is always if they can go forth and subculture without bugs!

My hardest part of my job at the moment is updating our freezer files from paper to the computer. There are always jobs like this in the background which have to be done. There are 90,000 samples on index cards which by the end will be on a data base.

I didn’t really plan to become a technician but it really suits me. The university has helped me in my role by letting me grow into it and allowing me to try out new ideas. I really enjoy working with students their energy and vitality is catching. A crucial skill needed in my job is to be able to talk to people from every type of background, normally several at once! It is not uncommon to be looking after a student, have visitor in the lab, be receiving deliveries, have someone ask you where a working pipettor is, and have an engineer fixing an incubator at the same time.

I am really glad HEaTED is available to us, it’s great to have clear, concise resources at hand to refer to.



Training opportunities update

And this is just the stuff happening up to Easter 2010

■ Biological

Biological sample preparation for Transmission Electron Microscopy workshop. 2nd - 4th February

Research fluorescence microscopes- how they work and getting the best out of your images. 3rd March (1 day event)

■ Chemistry

Intense 2- Day workshop in NMR. 14th & 15th January

Introduction to Analytical Validation. 4th February

Practical GC Troubleshooting and Maintenance. 26th - 27th January

Practical LC/MS - 2-3 February Masterclass in Modern HPLC. starts January 2010

Advanced HPLC 1 - The Science behind HPLC. 12th January, 17th March

Advanced HPLC 2 - HPLC Columns. 13th January, 9th March

Advanced HPLC 3 - HPLC Detection. 15th January, 10th March

Advanced HPLC 4 - Eluent Selection & Optimisation. 14th January, 12th March

Advanced HPLC 5 - Integration & Calibration. 19th January, 11th March

Advanced HPLC 6 - HPLC Instrumentation. 20th January, 16th March

LC-MS Data Interpretation Course. 1 day - 26th January Electronics

Overview of electronics. 14th - 15th January

Practical RF / Microwave Design. 18th - 22nd January

Digital Signal Processing 25th - 27th January

Digital Signal Processing Implementation. 28th January Successful RF PCB Design. 11th February

Microwave Engineering. 15th-19th February

Mastering the Oscilloscope. 5th March

Basic Practical Electronics. 26th March

Current and Emerging Wireless Technologies. 15th -19th March

■ Engineering & Geoscience

GIS: Introduction to GIS. 11th & 12th January

GIS: Intermediate GIS. 13th & 14th January

GIS: Spatial Analysis. 15th January

Unlocking precise GNSS Network RTK and post-processed positioning. 24th - 25th March

■ Information Technology

Web Application Development. March/April TBA

Enterprise Web Application Development. March/April TBA

■ Management

'Nuts and Bolts - Supporting HE Technical Specialists - a programme for HEaTED HEI liaison colleagues'. 17th February

■ Personal Development

Mentoring and Coaching Skills for Technical Specialists - an introduction to the HEaTED scheme. 21st January, 25th January, 11th February

■ Safety

Biological and Microbiological Safety Course. 7th & 8th January

LIMITED PLACES STILL AVAILABLE FOR December 2009

■ Biological

Immunology: A Pathway Through the Maze. 10th - 11th December

■ Chemistry

Practical HPLC Method Development. 2nd - 3rd December

Practical Fast HPLC. 10th December

The Fundamentals of HPLC. 2th December

HPLC Equipment Servicing Course. 2 days - 3rd - 4th December

■ Electronics

Antennas and Propagation 30th November - 4th December

■ Management

Contract Law (procurement) 4th December

Nuts and Bolts - Supporting HE Technical Specialists - a programme for HEaTED HEI liaison colleagues'. 8th December

■ Personal Development

Applying Knowledge Management: Principles and Practices. 1st December

Successful Change Management for Engineers & Scientists. 2nd December

Essentials of Project Management for Engineers, & Scientists. 3rd December

Advanced Project Management for Engineers, & Scientists. 4th December

Effective Writing for Biomedical Professionals. 2nd - 4th December

Body Language in Negotiations - Speak the Silent Language. 4th December

■ Quality control/Assurance

Method Validation. 1st - 3rd December

■ Safety

Practical Training in the Uses of Unsealed Sources of Ionising Radiation. December

■ New Courses

Please visit: http://www.istonline.org.uk/TSCP/technical_skills_courses.asp

■ Biological

Biological sample preparation for Transmission Electron Microscopy workshop. 2nd - 4th February

■ Chemistry

Introduction to Analytical Validation. 4th February

Practical HPLC Method Development. 2nd - 3rd December

Practical HPLC Troubleshooting and Maintenance Practical Fast HPLC. 10th December

HPLC Troubleshooting

The Fundamentals of HPLC. 2nd December

Practical GC Troubleshooting and Maintenance 26th - 27th January

Practical GC/MS

GC/MS Spectral Interpretation

GC/MS for the Chromatographer

Practical LC/MS - 2-3 February LC/MS Spectral Interpretation

LC/MS for the Chromatographer

HPLC Maintenance and Troubleshooting

For a full listing of courses available please visit: http://www.istonline.org.uk/TSCP/technical_skills_courses.asp

Introduction to Practical HPLC Course. 2 days

Introduction to Practical GPC Course. 2 days

Intermediate Practical HPLC Course. 2 days

Advanced HPLC Course. 5 days

Practical HPLC Method Development Course. 3 days

HPLC Troubleshooting Course. 2 days

HPLC Equipment Servicing Course. 2 days 3rd - 4th December

Agilent HPLC Equipment Servicing Course. 2 days

Introduction to HPLC Course 1 day

Introduction to GPC Course 1 day

Introduction to Ion Chromatography Course. 1 day

Masterclass in Modern HPLC. Starts January 2010

Advanced HPLC 1 - The Science behind HPLC. 12th January, 17th March

Advanced HPLC 2 - HPLC Columns. 13th January, 9th March

Advanced HPLC 3 - HPLC Detection. 15th January, 10th March

Advanced HPLC 4 - Eluent Selection & Optimisation. 14th January, 12th March

Advanced HPLC 5 - Integration & Calibration 19th January, 11th March

Advanced HPLC 6 - HPLC. Instrumentation 20th January, 16th March

Clarity Data System Course. 1 day

HPLC in Hospital Laboratories Course. 1 day

Amino Acid Analysis Course. 1 day

HPLC of Sugars Course. 1 day

LC-MS Data Interpretation Course. 1 day - 26th January

■ Electronics

Modern Radar Theory and Practice

Digital Terrestrial Television - An Overview

High Definition Television (HDTV)

Digital Signal Processing

Antennas and Propagation. 30th November - 4th December

Microwave Engineering. 15th - 19th February

Satellite Communications Current and Emerging Wireless Technologies. 15th - 19th March

RF Circuit and Systems Design Spacecraft Systems Design Introduction to Nanotechnology: From Materials to Applications

■ Information Technology

Web Application Development. March/April TBA

Enterprise Web Application Development. March/April TBA

IP Networking Protocols and Technologies

■ Management

'Nuts and Bolts - Supporting HE Technical Specialists - a programme for HEaTED HEI liaison colleagues'. 8th Dec, 17th February

■ Personal development

Mentoring and Coaching Skills for Technical Specialists - an introduction to the HEaTED scheme. 21st January, 25th January, 11th February

■ Safety

Health and Safety for Education Technicians. NB wrong price previously quoted for this course

Chemicals working with them safely. NB wrong price previously quoted for this course

H & S issues and techniques in Microbiology. NB wrong price previously quoted for this course

■ Schools Teaching

The Science Silly Bus Show (two points)

Murder! Forensic Activities for schools (four points)

Extra IT courses for January, February, and March 2010

Information Technology

Web Application Development. March/April TBA

Enterprise Web Application Development. March/April TBA

Adobe Illustrator 'Pro'. 18th January, 1st March (Manchester), 5th January, 16th February, (Leeds), 11th January, (Guildford),

An Introduction to Apple Final Cut Pro: 7 FCP101. 25th January, 3rd March, (Manchester), 22nd March, (Guildford)

Web Design & Development with Dreamweaver CS4. 27th January, 22nd March, (Manchester),

Mac OS 101: Support Essentials. 12th January, 16th March (Manchester)

Adobe InDesign CS4 Level 1.

6th January, 25th February (Manchester), 25th January, (Leeds), 13th January, (Guildford)

Adobe Photoshop CS4 Level 1.

1st February, 16th March, (Manchester), 12th January, 1st March, (Leeds), 18th January, (Guildford)

Color101: An Introduction to Colour Correction in Final Cut Studio. 22nd March

Adobe InDesign 'Pro'. 6th January, 25th February

Apple Aperture 101 (v2). 8th March (Manchester), 11th February, (Guildford)

Adobe Flash CS4: Rich Content Creation. 1st March.

(Manchester), 21st January, 15th March, (Leeds), 9th February, (Guildford)

OTHER COURSES

Many other courses will run at other times or when there are enough interested candidates, sign up now and we will contact you when we are ready to run the course.

Audio Visual
Biological
Chemistry
Craft and Design
Electronics
Engineering & Geoscience
Forensic Science
Gases Handling
Information Technology
Instrumentation
Management
Mechanical
Personal Development
Quality Control/Assurance
Safety
Schools Teaching
Vacuum

Please visit:

http://www.istonline.org.uk/TSCP/technical_skills_courses.asp for further details.

ROYAL VETERINARY COLLEGE, LONDON

Cranfield University OXFORD Leicester

Nottingham Trent Northumbria

Royal Holloway, University of London BRISTOL

YORK UNIVERSITY COLLEGE, LONDON

Worcester University ROEHAMPTON UNIVERSITY

Glasgow Caledonian Liverpool

STRATHCLYDE IMPERIAL COLLEGE

BATH Anglia Ruskin University

NEWMAN COLLEGE OF HE Bradford DUNDEE

Keele Newport, University of Wales College

ABERDEEN Sheffield KENT

Southampton Durham
Manchester

St Georges, University of London

Plymouth Surrey
Leeds

University of the Arts London

Go on, join us?

With over 60 Universities already signed up we have grown steadily over the last two years

Subscriptions are kept as low as possible in order to sustain HEaTED as a long term part of the HE environment.

HEI with less than 50 Technical Specialists - £300
£900 for 50 to 250 TS
£1800 over 250 TS

FE and Schools please contact us for further information

Sign up, and take advantage right now, by contacting Wendy Mason
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Further information...

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