

Celebrating **staff success**

2010



Celebrating Staff Success

Featured awards:

- **NEW** Health and Safety Award
- **NEW** Best Newcomer Award
- **NEW** Outstanding Manager Award
- Learning and Teaching Fellowships
- Professorial Conferments
- Sustainability Awards
- 25 Years Contribution to the University Award
- Equality and Diversity Award
- Apprentice of the Year
- Qualification Successes
- Customer Service Awards



Overall Team Customer Service Award Winners 2009 – Potteries Shopping Centre Team



A warm welcome from our Vice-Chancellor and Chancellor
**Professor Christine King CBE, DL and
The Honorable Lord Morris of Handsworth OJ**

Staffordshire University is more successful year on year. This success is due to the exceptional staff that we have here at the University. We have only to listen to the success stories of our graduates to get some measure of the difference we are making to people's lives.

It is therefore our pleasure to welcome you all to the third annual 'Celebrating Staff Success' event – a celebration of the talent we have here at Staffordshire University and an opportunity to give our thanks to the University's shining stars for all their hard work and achievements throughout the past year.

Not every member of staff can receive an award, but our story is the story of every colleague who is committed to and enthusiastic about our students and their success. It is their support, professionalism and passion that makes Staffordshire University a truly exceptional community.

Tonight our congratulations go especially to our award winners, but also to every person helping to create the difference at Staffordshire University.

Thank you for all you do. You have so much to be proud of.

Christine E King

Lord Morris

Programme

Tuesday, 7 September 2010

4.30pm **Arrival, Registration and Afternoon Tea Reception**
Ingestre Suite, Staffordshire County Showground

5.30pm **Welcome**
Professor Christine King CBE, DL, Vice-Chancellor

5.35pm **Introduction**
Nina Nannar, University Honorary Graduate

5.40pm **Presentation of Awards – Part One**

Learning and Teaching Fellowships
Presented by Paul Richards, Deputy Vice-Chancellor

Professorial Conferments
Presented by Professor Christine King CBE, DL, Vice-Chancellor

Health and Safety Award
Presented by Steve Burgin, Chair of the Board of Governors

Sustainability Awards
Presented by Joanna Yarrow, University Honorary Graduate

25 Years Contribution to the University Awards
Presented by Lady Ann Fender DL, Vice-Chair of the Board of Governors

Equality and Diversity Award
Presented by Paul Henshall, University Honorary Graduate

Apprentice of the Year
Presented by Helen Pegg, University Governor

Best Newcomer Award
Presented by Neil Scott, Director of Finance

Outstanding Manager Award
Presented by Simon Crofts, University Governor

6.45pm **Interval**

7.05pm **Presentation of Awards – Part Two**

Qualification Successes

Introduced by Ian Blachford, Director of Human Resources
Presented by Professor Christine King CBE, DL, Vice-Chancellor

Customer Service Awards

Faculty/School/Service Individual and Team Award Winners including
Overall Individual, Team and Cross University Team Awards

Introduced by Ian Blachford, Director of Human Resources
Presented by Professor Christine King CBE, DL, Vice-Chancellor

8.00pm **Closing Remarks**
Nina Nannar, University Honorary Graduate

8.10pm **Post-event Celebrations**

10.30pm **Depart**



Overall Individual Customer Service Award Winner 2009 – Nia Wearn

Learning and Teaching Fellowships

The Learning and Teaching Fellowship scheme recognises and celebrates excellence in the process of teaching and learning support. It is an annual award for which competition is high. To achieve this award, staff are expected to demonstrate a consistently high level of teaching and learning support, thereby having a positive impact on student success. On receipt of this award, staff are expected to disseminate their effective practice with colleagues through a number of different teaching focused activities and projects.

Professor Nick Adnett

Nick is Head of Research and Professor of Economics in the Business School. Over his career he has taught across the whole range of Higher Education awards, though currently he specialises in research degree supervision. He has assisted over twenty students to complete their PhDs in the areas of macroeconomics, labour economics and education economics. His own research covers these three areas and he is the author of four books and over fifty refereed papers.

Nick is part-seconded to the Centre for Professional Development to run research supervision training within the University. Over the last decade approximately a hundred colleagues have participated in the Research Supervision module. He is currently designing a distance learning mode of study for this module and his Learning and Teaching Development Action Plan includes the creation of a central University renewable resource for research supervisors and their students.



Dr. Jamie Cleland

Jamie is a Senior Lecturer in Sport and Exercise where he teaches on a range of awards with the Faculty of Health. His other responsibilities include undergraduate admissions tutor, first year tutor and PhD research supervisor. Jamie's research and publications have focused on the sociological significance of sport on supporters, players, the local community, organisations, consumption and the media. He also writes on contemporary cultural issues such as volunteering, race and gender and how the audience engage and interact with the developing media. His external income projects have focused on online gambling and how local authorities engage with ethnic minorities.

Jamie's Learning and Teaching Fellowship project focuses on a study skills module which students undertake in the first semester of their undergraduate degree – Research and Professional Development. Jamie is using this Fellowship to focus upon a major project regarding online discourse – encompassing online feedback and engagement in online peer assessment – which will be supported by a large-scale survey of those students who are enrolled on the module (150+). Using online discourse and feedback among undergraduate students is a developing theme of research and is something that he is looking to build through the students' engagement in enquiry-based learning.



Dr. Claire Gwinnett

Claire is a lecturer in the Forensic and Crime Science department, Faculty of Sciences where she has taught on a variety of programmes and courses. Her current responsibilities range from teaching criminalistic methods, forensic biology and trace evidence analysis to peer observation coordinator for the department. Claire has also taken the role of criminalistic coordinator for an international EDULINK project which has facilitated the creation of forensic science programmes at the University of Mauritius and University of Jamaica. Claire's main research is in the development and use of proficiency testing for Higher Education assessment but she has also conducted funded projects related to the development of Continuing Professional Development training for defence lawyers. Claire is currently carrying out a HEA funded project into the use of Multiple Choice Questions in forensic science assessment.

Claire's Learning and Teaching Fellowship will focus primarily on a project which investigates the perceptions of undergraduate students of practical sessions and any change in proficiency in carrying out certain analytical tests over time. Observing any change in proficiency in the ability of students to carry out different analytical tasks will provide information into which skills have less longevity than others and help determine strategies to keep these skills updated. In addition to this project, Claire will also be looking into methods for increasing student and staff knowledge together with the understanding of the statistical analysis of evidence.



University Professorships

The award of Professor reflects the high standing of a member of staff in activities which support the University's values.

Whilst the criteria used by the University is designed to recognise activity traditionally associated with professorial work in Higher Education, the assessment process gives equal weight to the skills and achievements of teachers, entrepreneurs and practitioners.

In order to secure a professorship, a candidate must be outstanding and have significant achievements in at least one of the following areas:

- Scholarship, research, knowledge transfer and professional practice,
- Teaching, curriculum development and pedagogic practice,
- Academic and/or professional citizenship and reputation,
- Academic leadership that has furthered the University's aims.

At Staffordshire University, the award of professorial titles demonstrates the outstanding nature of staff achievement across a diverse range of activity.

The award of a visiting professorship enables the University to recognise and celebrate the contribution made by our partners and collaborators. Candidates for a visiting professorship must demonstrate specific expertise in their field and show that the award of a title will enhance the work and reputation of the University.

Appointed Professorial Conferments

Tony Stewart - Professor in Public Health

Since joining the University as Professor in Public Health, Tony has made a huge contribution to our work in the area of public health taking on a range of roles including award leadership of the Master of Public Health and the Master of Public Health (Health Informatics). Prior to this post Tony has been a Medical Audit Officer, a Systematic Reviewer, a Specialist in Public Health and a full-time NHS consultant, with responsibility for many areas of public health including cancer screening, sexual health, eye services, maternity, health needs assessment and research. He is a member of the editorial board for the Royal Society for Public Health and has published widely on clinical audit, medical statistics and epidemiology. In April 2010 Tony delivered an amusing and inspiring inaugural lecture titled 'Lifting the Fog: Bringing Clarity to Public Health'.



Viswanath Unnithan – Professor in Physical Activity, Exercise and Health Research

Professor Viswanath Unnithan joined Staffordshire University's Faculty of Health this month from Liverpool Hope University where he has been employed as Professor of Paediatric Exercise Physiology since September 2004. His major area of research is on children with cerebral palsy. He has also investigated the impact on health and performance of high-intensity training for young 'elite' athletes. He has been appointed to conduct research and consultancy and lead the development and delivery of externally funded projects in the area of 'physical activity, exercise and health', promoting the work of the University's Centre for Sport, Health and Exercise Research and the Faculty's Health Research Institute.

Visiting Professorial Conferments

Colin Davis – Visiting Professor

Colin Davis is an expert in medical technologies, sustainable technologies and heritage vehicle engineering. He is Director of the Museum of the British Road Transport Trust. Colin has wide experience of working with technology based companies across the West Midlands. As a visiting professor, Colin will promote Staffordshire University as a base for the Medical Interchange which promotes links between higher education and business.

Harsh Duggal - Visiting Professor in Communicable Disease Control

Harsh Duggal is Director of Health Protection/ Consultant in Communicable Disease Control at West Midlands North Health Protection Unit. He has extensive experience and clinical leadership in operational public health and disease control. Harsh has collaborated with the University's Faculty of Health by teaching, organising conferences and offering secondment opportunities to students. As a visiting professor, he will strengthen the University's Health research portfolio and make a major contribution to the delivery and assessment of teaching programmes.

Tanvir Rana – Visiting Professor in Mental Health

Tanvir Rana is a Consultant Psychiatrist in General Adult Psychiatry at South Staffordshire and Shropshire Healthcare Foundation NHS Trust. Prior to the award of his visiting professorship, Tanvir held a visiting senior lectureship in the University's Faculty of Health. As a visiting professor, Tanvir will work with members of the Health Faculty on a review of the literature available on dementia care for ethnic minorities.

Jammi Rao – Visiting Professor in Public Health

Jammi Rao is currently Deputy Regional Director of Public Health, Department of Health, West Midlands Government Office where he is responsible for implementing national policy on alcohol harm reduction. Jammi has published widely on Health Informatics and has presented his work nationally and internationally. As a visiting professor, Jammi will work with members of the Faculty of Health on developing research programmes, the evaluation of public health policy and areas such as public health management, health economics, health information and medical statistics.

Anthony Redmond – Visiting Professor in Clinical Biomechanics

Anthony Redmond holds the post of Arthritis Research Campaign Senior Lecturer of the School of Medicine, Leeds University. His research into the mechanical and biological interactions in musculoskeletal diseases has been widely recognised and has secured substantial funding. Anthony is a Fellow of the College of Podiatrists. As a visiting professor, Anthony will work with the Centre for Sport, Health and Exercise to develop new collaborative projects in Musculo-Skeletal Medicine/Clinical Biomechanics.

John Sallis – Visiting Professor in Philosophy

John Sallis is the Frederick J. Adelman Professor of Philosophy, Boston College, Massachusetts and is widely recognised as one of the leading academics in Continental Philosophy in the USA. An eminent author, his association with Staffordshire University began in the late 1990's when John took part in a conference on the relationship between Art and Philosophy. John's expertise matches the research strengths of the University's Philosophy Team.

Richard Wilson – Visiting Professor in Health Informatics

Richard Wilson is Associate Director of Information and Intelligence at Sandwell Primary Care Trust and has worked extensively in the areas of health informatics and public health within the NHS. As a visiting professor he will strengthen the Health Faculty's research portfolio and contribute to the delivery and assessment of teaching programmes.

Graeme Yorston – Visiting Professor in Ageing and Forensic Mental Health

Graeme Yorston is a Consultant Forensic Old Age Psychiatrist with St. Andrew's Healthcare and has held a number of senior posts in Forensic Psychiatry. Graeme is a Fellow of the Royal Society of Medicine and has held an honorary lectureship at the Institute of Psychiatry. Graeme will work with members of the University's Centre for Ageing and Mental Health on the development of new courses and research projects.

Health and Safety Award

As an organisation involved in so many different activities, the safety of our colleagues, students and customers is always paramount at Staffordshire University.

The Health and Safety Award has been developed to recognise individuals who have made an outstanding contribution in the field of health and safety within the University. Health and Safety may sometimes be overlooked in terms of the critical importance it plays in our lives – so this award is about celebrating those individuals or teams who have really made a positive difference.

Nominees

Diane Atkin

Clerical Assistant (Support), Sales and Student Recruitment

Diane is the lead health and safety representative within Sales and Student Recruitment and attends the University's Health and Safety Committee in this capacity. Within Sales and Student Recruitment, Diane chairs the department's health and safety working group to ensure that all health and safety matters are being progressed. Diane's approach to health and safety within the department has been very systematic and organised to ensure that each team, located across the different campuses are following recommended good practice and the health and safety legislation.

Christine Lawrence

Resources and Enterprise Admin Manager, Business School

Chris has been the School's Health and Safety Advisor since 2004. Whilst the Business School does not have an overtly dangerous working environment, this can lead to an environment where people can, and some do, hold the view that there are few real risks and where some requests to comply with health and safety guidelines may go unheeded. Chris has been leading the drive to raise everyone's awareness of health and safety matters within the School and to encourage individual and manager responsibility in this area. Amongst her achievements in this area she has worked as a part of the University team charged with defining the University's health and safety responsibilities under the Revitalisation of Health and Safety initiative. In addition Chris has contributed to the design of bespoke health and safety awareness training aimed at all managers in the School and worked closely with tutors to ensure compliance with the completion of risk assessments for activities and events.

Graham Preece

Technical Team Leader, Faculty of Computing, Engineering and Technology

Graham has undertaken a lead role in the implementation of many new health and safety initiatives within the technical team in the Faculty of Computing, Engineering and Technology. As the team leader for the Engineering Technical Team he oversees approximately 75 risk assessments each year, in addition to other Working at Height, CoSHH or Manual Handling assessments for his team. During the last year, Graham has taken on the role of Faculty Laser Safety Advisor. Of particular note, last Summer, Graham arranged a site visit for a group of faculty colleagues to visit another employer in order to review and share good practice around health and safety matters. Most recently Graham has been instrumental in the implementation of the new CoSHH policy at an operational level. Graham's approach to health and safety has been described as 'infectious' amongst his peers.

Malcolm Smith

Senior Technician/Instructor, Faculty of Arts, Media and Design

Malcolm manages the high risk area of the workshops within the Faculty and is the lead person for advice and guidance for the safe management and use of all equipment within the area – including band saws, planers, dimension circular rip saws and many other cutting and shaping tools. Malcolm implements the safe maintenance and use of these areas with a calm and methodical approach. Within this role, Malcolm has led the introduction of accredited training for staff in the use of specialist equipment, with the health and safety practices within his area being singled out for excellent feedback from the external trainer. As a key player in the success of the annual Art and Design Show, Malcolm ensures that this is delivered in accordance with health and safety legislation and best practice without compromising the quality of the show.

Technical Team (Stoke) – Faculty of Health

Justin Rich, Mark Bailey and Mark Young

The technical team, based at Stoke, within the Faculty of Health have made a valuable contribution to the areas of health and safety support, guidance and training together with ensuring that staff, students and visitors to Sport and Exercise laboratories and facilities are safe from harm. Over the last 12 months the team have undertaken regular health and safety monitoring within the laboratories and teaching facilities and ensured that all equipment conforms to health and safety legislation and good practice. In addition they have been involved in health and safety promotions and displaying health and safety notices in appropriate areas. This year, members of the team have actively promoted the importance of risk assessment training to members of academic staff and to students particularly relating to dissertation data collection, practical assignments and embedding risk assessment within learning and teaching.



Sustainability Awards

The Sustainability Awards have been introduced to recognise outstanding practice in sustainability and celebrate the efforts of our staff in helping to achieve sustainability improvements through education, research and the management of our estate. These awards demonstrate the significance of sustainability and the role we have to play in helping deliver a positive contribution to a sustainable university.

Sustainability Within and/or Beyond the Workplace

Server and Storage Development Team, Information Services

David Butler	Paul Mitchinson
Paul Ferneyhough	Gordon Thursfield
Jan Gora	Neil Wright
David Maguire	Richard Yates
Pete Merricks	

The winner for the Sustainability Within and/or Beyond the Workplace award is presented to the Server and Storage Development team, for a major programme led within Information Services. The programme was designed to significantly reduce the number of physical servers within the University, through the adoption of technology, which would allow multiple applications to co-exist on one physical server, whilst still retaining segregation between applications and without compromising security. One of the key drivers for this programme was to reduce the power consumption of servers, by reducing the number of servers together with the added benefits of reduced equipment maintenance and replacement costs. The University has already as a consequence of this programme reduced the numbers of servers by 50 to date, with a further 70 identified, with significant savings in power consumption already achieved which will contribute to the University's Carbon Reduction Commitment.

Sustainability Innovations in the Curriculum

Creative Communities Unit, Faculty of Arts, Media and Design

Barbara Emadi-Coffin	Peter Twilley
Janet Hetherington	Penny Vincent

The winner for the Sustainability Innovations in the Curriculum award is presented to the Creative Communities Unit for their contribution to the social and civic sustainability of the local community in Stoke-on-Trent, through the delivery of a number of programmes aimed at encouraging people to take a more active and engaged role in their local communities. A key aspect of this work has centred on local democracy, in response to falling levels of participation in the local political processes, where the team have developed a programme called Take Part in conjunction with the council. This programme is comprised a series of accredited courses relating to active citizenship, with three levels – Speaking Up, aimed at people with limited experience of being involved in the community, Taking Part, aimed at people already involved in the community but wish to develop this and understand how to work more effectively with others and finally, 21st Century Leadership, specifically designed for Councillors, exploring the concepts of community leadership, citizenship, social exclusion and the role of the Councillor within the community.

Following its first year, the programme has made a substantial impact on democratic participation locally- over 50 people have participated in the programme and several members involved in the programme have since stood in local elections.

25 Years Contribution to the University Award

Staffordshire University is a great place to work – and part of the evidence for this is the number of colleagues who have contributed to the development of the University throughout their careers, spanning over 25 years of loyal service. We are very proud of our long serving staff and are honoured that they have contributed so much of their lives to the work of the University.

Prof Tariq Al-Shemmeri

Faculty of Computing, Engineering and Technology

Susan Avery

Faculty of Sciences

Janice Bould

Information Services

Janice Broad

Information Services

Christine Clowes

Faculty of Arts, Media and Design

Christine Culverwell

Sales and Student Recruitment

Gary Dickson

Print Room

Dr Alan Eardley

Faculty of Computing, Engineering and Technology

Martin Fiddler

Faculty of Computing, Engineering and Technology

Dr David Gatley

Faculty of Arts, Media and Design

Glenys Goy

Estates

Chris Hankey

Estates

Janet Lawton

Faculty of Computing, Engineering and Technology

John Platt

Faculty of Arts, Media and Design

Keith Puttick

Law School

Kathy Ridge

Faculty of Arts, Media and Design

Judith Robinson

Sales and Student Recruitment

Dr Alan Russell

Faculty of Arts, Media and Design

Jayne Weston

Sales and Student Recruitment

Joe Zoroch

Faculty of Computing, Engineering and Technology



Equality and Diversity Award

We are committed to embedding equality of opportunity across our University and we understand that it is our diversity that helps to make us such a strong, innovative and exciting community.

Our staff play a vital role in ensuring that we continue to provide an inclusive and friendly environment for students, partners, visitors and employees. This diversity award demonstrates our appreciation for all the wonderful work that they do in promoting equality and diversity across the University and within the local community.

For the diversity award we have decided to focus on a different equality strand each year and our award this year is for the member of staff who has excelled in promoting disability equality.

Although there is only one award available, our thanks go to everyone who helps to make our University such an inclusive and welcoming place to study and work.

Nominees

Dave Allman

Head of the Student Enabling Centre, Student Office

Although Dave's role is to manage the Student Enabling Centre he has done much more to support disabled students and promote diversity across the University. During the past year Dave has managed a complex move of staff to the new Student Enabling Centre in Stoke as well as managing a HEFCE-funded project about Disabled Student Engagement. He has also developed and set up a disabled student group to support the planning of the University Quarter. In addition Dave has devoted much of his own time to running the Community Organic Garden which has been a positive lifeline for some of our disabled students and contributed to their mental well-being. He has secured sponsorship to fund three raised beds in the garden for wheelchair users to access.

Portia Bentley

Disability Support and Guidance Officer, Faculty of Arts, Media and Design

Portia works closely with the Student Guidance Officer and provides an identified point of contact for staff and students. In addition to responding to the immediate needs of staff and students she has significantly moved the Faculty forward in terms of its approach to understanding the needs of disabled students. She has developed a number of initiatives including a rolling programme of short training sessions for staff, a resource pack to support staff working with disabled students and has worked with staff and students on an individual basis to develop coping strategies. Portia is also planning to run a series of workshops for students in conjunction with the Students' Union which aim to break down preconceived ideas and barriers around disability. She has had a significant impact within the Faculty despite only being in post for 4 months.

Alison Hunt

Equality and Diversity Officer, Equality and Diversity Team, Personnel Services

Alison has been a key influence in progressing disability equality across the University. She was instrumental in establishing the Disabled Staff Forum, provides advice and guidance to colleagues and has delivered a range of disability awareness-raising events. In addition she has developed disability guides for managers, designed and maintained the diversity website which contains a comprehensive disability resource. She represents Personnel Services on the Disability Forum and has worked with colleagues to develop policies and procedures that embed the principles of promoting disability equality. She has also developed links with a range of disability organisations in the local area in order to promote disability events, advertise disability-related research and to support work placement opportunities for disabled students.

Judy Rimmer

Senior Lecturer in Human Resource Management, Business School

Judy has written and led modules which are taught on a number of undergraduate and postgraduate programmes and has developed the module material as policy and practice have changed. She has recently provided very positive support in the preparation of the School's Single Equality Action Plan and has represented the School at University level, making a significant contribution to this important area. In her role as Diversity Manager within the Business School she has influenced a complete re-appraisal of the structure of support that the School will be offering its students. Additionally, Judy keeps a strong watching brief on the issues of staff equality and diversity, and has made several positive suggestions which will be implemented during the forthcoming year.

Dave Skingsley

Senior Lecturer, Faculty of Science

Dave has taken the lead in promoting inclusivity within the Faculty of Sciences and in his role as Disability Co-ordinator he has been instrumental in developing an inclusive learning and teaching environment - inclusivity is now firmly embedded in the Faculty's approach to learning, teaching and assessment. This has been achieved through his call for subject-area disability co-ordinators, chairing the disability and equality committee and the extenuating circumstances panel as well as leading on the development of student course profile documents, the disability action plan and the recent equality action plan. Dave provides disability advice and guidance to colleagues and he proactively shares the latest up-dates on legislation and good practice from across the sector. He has delivered numerous staff development workshops on disability across the University, he chairs the Disability sub-group of LTQEC and is a member of the Disability Forum.

Apprentice of the Year

About the scheme

Since 2008, the University has provided a number of opportunities for apprentices, drawn from our local community. We began with 6 apprentices joining us in business administration roles in different Faculties/Schools and Services across the University. Following their success, a further five apprentices have since joined the University in 2009. These newest apprentices have been partially funded through the Future Jobs Fund, which seeks to support local jobseekers, particularly in the 18-24 year old age range in gaining training and employment job opportunities.

All of our apprentices, under the careful guidance and support of their supervisors, have been exposed to a range of different experiences, which has enabled them to successfully integrate work-based learning with the pursuit of additional qualifications.

Apprentices

Daniel Amison

Daniel is currently undertaking an apprenticeship as a nursery nurse and is based in the Stoke nursery at the University. Within this role, Daniel has a range of duties and responsibilities and is working towards level 2 of the Childcare NVQ.

Karl Bennett

Carl has a Customer Services Apprenticeship within the University which currently involves working as a Recreation Steward at the University sports centre in Stoke. Undertaking a range of frontline duties, Carl is gathering evidence and experience towards the level 2 in Customer Service NVQ.

Ashley Bishop

Ashley has recently been appointed to an apprenticeship within the Careers team of the Student Office where he is undertaking a number of customer-facing duties. This work-based experience is enabling Ashley to gather evidence for the level 2 in Customer Service NVQ.

Chloe Griffiths

Chloe has primarily been based in the Law School where she has undertaken a variety of administrative, reception and customer enquiry duties. Through her apprenticeship, she has now achieved both levels 2 and 3 of the Business Administration NVQ.

Zoë Hargreaves

Zoë worked in the Faculty of Computing, Engineering and Technology within her first year, moving on to the SURF office in her second year. In both areas, she has gained a wide range of experience doing a number of different administrative duties. Zoë has now completed levels 2 and 3 of the Business Administration NVQ and has also secured a permanent appointment in Sales and Student Recruitment.

Rosemary Jackson

Rosemary has worked in the SURF Office and then Faculty of Computing, Engineering and Technology, undertaking a wide range of duties and administrative tasks. Having completed levels 2 and 3 of the Business Administration NVQ, Rosemary has now secured a permanent post within Financial Services.

Kieran Lally

Kieran initially started in the Careers Centre within the Student Office, undertaking a varied range of administrative and customer service tasks. Having gained the accolade of 'Apprentice of the Year' within the University in September 2009, Kieran then moved to the Student Administration area of the Student Office for the second year of his apprenticeship. Kieran has completed levels 2 and 3 of the Business Administration NVQ, and has now secured a permanent appointment within the Student Office.

Leigh-Anne Parry

Leigh-Anne works in the Stafford nursery within the University where she undertakes a varied range of childcare tasks. Within a relatively short period of time within this role, Leigh-Anne has successfully managed to complete the level 2 stage of the Childcare NVQ.

John Rutherford

John works as a Recreation Steward in the University sports centre in Stafford. Here he has a range of frontline duties, enabling him to build up his experience and work towards level 2 in the Customer Service NVQ.

Natasha Simanwe

Natasha started her apprenticeship in the area of Enterprise and Commercial Development, gaining experience in a wide range of administrative and customer service-related tasks. This experience has been further enhanced during the second year of her apprenticeship through her placement in the Executive Business Unit and she has now successfully completed levels 2 and 3 of the Business Administration NVQ.

Rowanne Walker

Rowanne has worked her apprenticeship in the Business School, actively learning a wide range of administrative processes and procedures. She has achieved level 2 Business Administration NVQ and is currently working towards the completion of level 3. Part-way through her apprenticeship, Rowanne managed to secure a permanent part-time administrative role within the Faculty of Health.

Best Newcomer Award

Every year we are joined by talented people who have chosen Staffordshire University as the place they most want to work. A new role in a new organisation can be an extremely rewarding time and with this award we recognise an individual's outstanding contribution during the first twelve months of their employment.

Nominees

Philip Connolly

Technical Skills Specialist, Faculty of Computing, Engineering and Technology

Within his role, Phil has the responsibility for running and supervising the use of the University's television studio where his wealth of professional experience and knowledge are invaluable in developing the studio for the future. Recruited specifically to focus on developing the TV studio, Phil has exceeded all expectations and has now established himself as a well respected and pivotal member of the film technology team – colleagues consistently speak highly of his ability to deliver support for the students learning experience and Phil thrives on working with the students on technical matters.

Susan Hambleton

Nursery Manager, Nursery, Student Office

Since Susan joined the University as a Nursery Manager at the Stoke Nursery she has contributed significantly in a number of areas. Susan has played a leading role in the review of the childcare policies and supporting procedures for both the Stoke and Stafford nurseries, contributing extensively to their modernisation. In addition, Susan has developed rigorous monitoring systems to underpin the implementation of the new policies and procedures. Both of these areas of Susan's strength are borne out of her passion for developing and improving the services we offer. Susan has also worked with the Head of Childcare to reduce the operational costs of the nursery without affecting service delivery. Susan has proved to be an excellent advocate for the University, with a positive approach to all aspects of her role, demonstrating great loyalty and dedication to the University and the nurseries within which she works.

Michelle Hammond

Lecturer, Law School

Within weeks of her arrival in the Law School, the Module Leader in a core subject taught by Michelle fell ill – without hesitation Michelle took over this role – the largest single module in the School. This involved Michelle teaching approximately 200 day time students and 30 part time evening students together with the associated teaching related activities. Michelle has now taken on this role on a permanent basis having proven her ability in this role. In addition, Michelle now teaches on a number of different subjects and has taken on other roles and projects within the School, far greater than those expected of her at the time of her appointment, many of which will continue to improve the quality of the student experience within the Law School. Michelle has proved to be a positive role model within the School in a very short space of time.

Susan Miller

Awards Administrator - Operations, Faculty of Arts, Media and Design

As the Faculty moves towards delivering awards through non-traditional routes in order to widen the Faculty portfolio, Susan has worked tirelessly to ensure efficient management of all student activity, particularly in relation to partnership arrangements that are in place within the Faculty. This has meant that since her appointment Susan has needed to develop new procedures and ways of working together with communicating these effectively to colleagues across the University. Susan has also developed excellent working relationships with the Faculty's key partners – the National Design Academy, Oasis and the Centre for Youth Ministry. Susan has quickly proved herself to be exceptionally able, organised together with a calm and business-like approach – in a short space of time she has become a highly respected member of the Faculty.

Peter Simcock

Senior Lecturer, Faculty of Health

Since Peter joined the Faculty of Health, he has launched into the Higher Education environment, with a positive and proactive approach to his work – a working environment very different to his previous social work practice situation. Since joining, Peter has developed a new distance learning module, where he has not only had to develop his understanding of module development and the underpinning quality systems but also how to use Blackboard to enable students to access the new materials. During this time Peter has developed excellent relationships with work colleagues, partner University colleagues and external service provider partners. In addition to this, Peter has also undertaken complex teaching activities within his role including managing a part-time undergraduate programme on a different site. Peter has demonstrated great skill, knowledge and a positive attitude towards the new role and has proved to be a great addition to the team.



Apprentice of the Year 2009 - Kieran Lally

Outstanding Manager Award

The role that our managers play in leading and managing teams, creating energy, providing direction, problem solving and supporting their teams is critical to the success of Staffordshire University.

The Outstanding Manager Award provides colleagues with the opportunity to applaud their manager for not only what they have contributed but how they do this.

Nominees

Richard Allies

Senior Administration Officer, Faculty of Computing, Engineering and Technology

Richard has been nominated for this award for efficiently and effectively leading his team, providing support to students and to other members of staff within the Faculty, through his in-depth knowledge and experience of the University's administrative systems and procedures.

Catherine Cook

Recruitment Manager-Customer Contact Centre, Sales and Student Recruitment

Catherine has been nominated for this award for her role in the creation and development of the new Customer Contact Centre team, together with the development of new working arrangements with other Faculties/Schools and Services, as a consequence of the earlier cross University review.

Dr Pam Cotterill

Principal Lecturer, Faculty of Arts, Media and Design

Pam has been nominated for this award for her leadership of the sociology group of awards and the Creative Communities Unit, particularly in relation to her continued drive for innovation in learning and teaching strategies and diversification into new areas of development.

Emma Davies

External Projects Manager, Enterprise and Commercial Development

Emma has been nominated for this award in recognition of her contribution in the area of external projects, having worked on over one hundred bids for external funding, supporting a wide range of colleagues from across the University.

Helen Denison

Finance and Resources Manager, Faculty of Health

Helen has been nominated for this award for the considerable work that she has undertaken in modernising the working arrangements within the Faculty, and ensuring these are embedded within the team and the across the Faculty.

Keziah Dewing

Head of Accounts Payable/Receivable, Financial Services

Keziah has been nominated for this award in recognition of her leadership throughout the Financial Services restructure, the way that she has dealt with issues that arose during the implementation together with how she has actively worked with others to embed the new ways of working.

Helen Ferneyhough

Student Information Manager, Student Office

Helen has been nominated for this award in recognition for her commitment to the student experience, by continuously developing and improving our ways of working and encouraging others within her team to embrace change as an opportunity for their own personal development.

Marj Spiller

Head of Professional Development, Personnel Services

Marj has been nominated for this award in recognition of her leadership in the area of professional development and for the way in which she manages her team who deliver the many different areas of the provision.

Dewi Williams

Senior Lecturer, Law School

Dewi has been nominated for this award in recognition of the leadership and direction he has provided to the LLM Award, together with the introduction of changes that have made this run more efficiently and increased its attractiveness to students.

Andy Willits

Business Manager, Faculty of Sciences

Andy has been nominated for this award for his leadership in the implementation of new business processes and ways of working within the Faculty, delivering greater efficiencies and developing a range of new customer service standards.



Qualification Successes

Staffordshire University is a place of active learning for staff as well as students. In the move towards the enhanced professionalisation of many roles, the University continues to invest in its staff. Increasingly over the past few years, this has been towards the pursuit of accredited qualifications, either traditionally taught or by work-based learning. Through this process of development, the capacity of staff to face new demands is enhanced and their contribution to the organisation continues to grow. The University wishes to recognise and acknowledge the efforts of staff who have engaged in professional development, thanking them for their commitment and hard work in achieving success.

BA(Hons) Business Management

Thulani Mkwena Faculty of Arts, Media and Design

BA(Hons) Sport and Leisure Management

Gary Monk Hospitality and Leisure Services

British Sign Language – Level 1

Anita Jones Student Office

BSc in Applied Computing

Ed Saikul Information Services

BSc(Hons) Applied Multimedia Systems

Jay Burke Information Services

Certificate in Counselling

Doreen Thompson Faculty of Sciences

Certificate in Higher Education in Professional Support for Education

Jenny Bossons Information Services
Nichola Edwards Sales and Student Recruitment
Sharon Hemmings Sales and Student Recruitment
Pat Holdcroft Business School
Elaine Knox Business School
Lesley Mountford Student Office
Karen Owens Sales and Student Recruitment
Susan Totton Student Office
Helen Wells Information Services

Certificate of Credit: Working in HE – Contemporary Issues

Kay Deakes Student Office
Esther Handy Business School

Certificate of Credit: Professional Support for Education – Project Planning and Management

Iain Mansell Sales and Student Recruitment

Certificate of Credit: Effective Teaching in HE

Helen Branthwaite Faculty of Health
Alison Davidson Faculty of Sciences
Christopher Harding Faculty of Computing, Engineering and Technology
Simon Waite Faculty of Computing, Engineering and Technology

Certificate of Continuous Professional Development: Research Supervision

Emily Buckley Faculty of Sciences
Jamie Cleland Faculty of Health
Lesley Drumm Faculty of Computing, Engineering and Technology
Jennifer Gale Business School
Bernard Moss Faculty of Health
Ceri Parsons Faculty of Sciences
Mohammed Patwary Faculty of Computing, Engineering and Technology
Frances Rhoda Castle Faculty of Health



Certificate of Continuous Professional Development: Working in HE

Ann Edwards	Personnel
Kerry Ellis	Personnel
Megan Goodwin	Quality Improvement
Chloe Griffiths	Law School
Zoë Hargrave	Sales and Student Recruitment
Rosemary Jackson	Finance
Kieran Lally	Student Office
Pauline Mahon	Faculty of Sciences
Candice Poole	Business School
Yvonne Rhodes	Personnel
Gail Rogerson	Student Office
Natasha Simanwe	Executive Business Unit
Elaine Stanway	Faculty of Health
Rowanne Walker	Faculty of Health

Diploma to teach in the Lifelong Learning Sector

Laura Burgess	Business School
----------------------	-----------------

Doctor of Education

Paula Crick	Faculty of Health
--------------------	-------------------

ECDL (European Computer Driving Licence)

Linda Fradley	Information Services
Alison Rowley	Information Services

GCSE Mathematics

Jodie Cochrane	Sales and Student Recruitment
-----------------------	-------------------------------

Graduate Certificate in Leadership and Management

Craig Brito	Sales and Student Recruitment
--------------------	-------------------------------

ILM Endorsed – Effective Practice in First Line Management

Manoubi Ben'Lamri	Arts, Media and Design
Guy Collins	Student Office
Lindsay Dodd	Faculty of Sciences
Natalie Lowndes	Faculty of Sciences
Alison Mutimer	Student Office
Kim Osbourne	Student Office
Neil Packer	Faculty of Computing, Engineering and Technology
Jo Phillips	Sales and Student Recruitment
Sally Smith	Student Office
Tracy Young	Vice Chancellors Office

IMIS (Institute for the Management of Information Services) Award

Jay Burke Information Services

IOSH Managing Safely

Rolando Madera Hospitality and Leisure Services
Judi Ryder Hospitality and Leisure Services
Judith Turner Hospitality and Leisure Services

Masters in Business Administration

Mary Bate Faculty of Computing, Engineering and Technology
Sian Dunning Enterprise and Commercial Development
Ian Jones Sales and Student Recruitment
Steve Marsh Faculty of Computing, Engineering and Technology
Liz Plumb Student Office

Master of Laws (LLM)

Dave Tapp Law School
Pippa Wildin Law School

MA Early Childhood Education

Sarah Sharpe Faculty of Sciences
Ann Whitehouse Faculty of Sciences

MA Library and Information Management

Claire Rowney Information Services

MA Media Futures

Susan Clews Business School

MA Negotiated Study

Guy Collins Student Office

MA Philosophy

Sharon Painter Information Services

M.Ed Professional Education

Sue Seabra Faculty of Health

MSc by Negotiated Learning Health and Sciences

Caroline Rowe Faculty of Health

MSc Advanced Technology

Mick Britton Faculty of Computing, Engineering and Technology

MSc in Professional Education in Healthcare

Lisa Beeston Faculty of Health
Ruth Fretz Faculty of Health
Andrea Wright Faculty of Health

NCFE Level 2 - Supporting Teaching and Learning in Schools

Claire Bennett Sales and Student Recruitment

NOCN Level 3 - Youth and Community

Nichola Johnson Sales and Student Recruitment

NVQ Level 4 Management

Cheryl Williams Student Office

NVQ Level 3 Business Administration

Chloe Griffiths Law School
Zoë Hargrave Sales and Student Recruitment
Rosemary Jackson Financial Services
Keiran Lally Student Office
Natasha Simanwe Executive Business Unit

NVQ Level 2 Childcare Learning and Development

Leigh-Anne Parry Student Office

OCR Level 2 Text Production

Chloe Griffiths Law School
Zoë Hargrave Sales and Student Recruitment
Keiran Lally Student Office

OCR Level 2 Word Processing

Zoë Hargrave Sales and Student Recruitment
Keiran Lally Student Office

PhD in Education

John Noble Business School
Kim Slack Business School

PhD in European Political Economy

Michael Latham Information Services

PhD in Knowledge Management

Claire Stanier Faculty of Computing,
Engineering and Technology

PhD in Video Surveillance Security Systems

Mohammed Sedky Faculty of Computing,
Engineering and Technology

Postgraduate Certificate in Education

Belinda Priestley Faculty of Sciences

Postgraduate Certificate in Higher and Professional Education

Nazia Ali Business School
Andrew Aspinall Faculty of Health
Robert Bradshaw-Hilditch Faculty of Health
Peter Brookes Faculty of Arts, Media
and Design
Thierry Larose Chevalier Faculty of Health
Nicholas Decourt Faculty of Computing,
Engineering and Technology
Aaron Dolton Faculty of Computing,
Engineering and Technology
Jo Ellard Faculty of Health
Stephen Foster Faculty of Computing,
Engineering and Technology
Stephen Gallagher Faculty of Sciences
Mark Garner Faculty of Arts, Media
and Design
Daniel Hopkins Faculty of Arts, Media
and Design
Paul Jenkinson Faculty of Sciences
Susan Jenkinson Law School
Sarah Krahenbuhl Faculty of Sciences
Leisa Meigh Faculty of Health
Carla Meijen Faculty of Health
Dharshini Nathan Faculty of Computing,
Engineering and Technology
Mohamed Sedky Faculty of Computing,
Engineering and Technology
Hatem Tammam Faculty of Computing,
Engineering and Technology
Kay Tufft Faculty of Health
Allan Watson Faculty of Sciences
Philip Windridge Faculty of Computing,
Engineering and Technology
Lisa Wolfe Faculty of Arts, Media
and Design

Postgraduate Certificate in HE Leadership and Practice

Julie Adams Information Services
Donna Armitage Sales and Student Recruitment
Janice Broad Information Services
Tracey Burrows Sales and Student Recruitment
Catherine Cook Sales and Student Recruitment
Sheila Dexter Executive Business Unit
Joyce Everall Sales and Student Recruitment
Helen Ferneyhough Student Office
Alison Hunt Equality and Diversity
Fleur Phillips Learning Development
and Innovation

Postgraduate Certificate in Management Studies

Lesley Jones Sales and Student Recruitment

Postgraduate Diploma in Higher and Professional Education

Dr Claire Gwinnett Faculty of Sciences
Susan Kneill-Boxley Learning, Development
and Innovation
Kristian Lines Law School
Helen Robson Faculty of Health

SLA (Special Libraries Association) Europe, Information Professional Award

Geoff Walton Information Services

University Certificate CPD Advanced Performance Coaching and Mentoring

Lisa Jones Faculty of Arts, Media
and Design

University Professional Certificate: HE Leadership and Practice

Janice Halpin Business School
Iain Mansell Sales and Student Recruitment

Customer Service Awards

The Customer Service Awards Scheme recognises and celebrates the excellent customer service that is provided to our customers – be they students, employers, staff from other organisations or workplace colleagues. Customer service is at the heart of all our decisions and behaviours and it is on this that our reputation is built and enhanced. These awards celebrate individuals and teams who have raised their game in the delivery of our customer service to levels beyond those normally expected.

Each Faculty/School and Service selected the following winners from applications submitted:

Individual Awards

Faculty of Arts, Media and Design

Sam Court

Sam has been awarded the individual customer service award for his exceptional support to both students and staff in the use of blackboard in his role as an E Learning Facilitator within the Faculty.

Business School

Marie Barlow

Marie has been awarded the individual customer service award for her support of colleagues within and beyond the Business School, demonstrating an outstanding commitment to customer excellence.

Faculty of Computing, Engineering and Technology

Norma Purdy

Norma has been awarded the individual customer service award for her exceptional contribution to the Faculty's Award Support team, supporting numerous faculty wide functions and being the central reception point within the faculty.

Enterprise and Commercial Development

Holly Hoar

Holly has been awarded the individual customer service award for her outstanding contribution to the development of the department's service including the quality of advice and support, both in person and on line.

Estates

Jane Hancock

Jane has been awarded the individual customer service award for her high standards of customer service in managing the central room booking facility within the University.

Executive Business Unit

Wendy Fenton

Wendy has been awarded the individual customer service award for her outstanding support in the delivery of the new 'Leading for Success' leadership development programme.

Finance

Ann Clowes

Ann has been awarded the individual customer service award for her excellent support of students when dealing with the Student Loans Company on their behalf.

Faculty of Health

Lynne Ashcroft

Lynne has been awarded the individual customer service award for her consistently high quality service supporting the pre qualifying assessment and award boards within the Faculty of Health.

Hospitality and Leisure Services

Judi Ryder

Judi has been awarded the individual customer service award for exceeding the expected levels of pastoral care for students in her role as Halls Manager and for her contribution in presenting the Stafford accommodation at Open Days.

Information Services

David Winter

David has been awarded the individual customer service award for his significant contribution to the developments in the University's telephone system where his innovative solutions will significantly improve the customer experience and reduce costs.

Law School

Janet Graham

Janet has been awarded the individual customer service award for providing an outstanding service to both students and staff in her role in managing the administrative team in the Law School.

Personnel Services

Suzanne Leech

Suzanne has been awarded the individual customer service award for her significant contribution in supporting a number of Faculties/Schools and Services through major reviews and complex employment matters during the last 12 months.

Faculty of Sciences

Paul Gallimore

Paul has been awarded the individual customer service award for his outstanding contribution to supporting the work of the Psychology programme area, including his strong involvement in the development of the Human Sciences Laboratory.

Sales and Student Recruitment

Geraldine McKinnon

Geraldine has been awarded the individual customer service award in recognition of her outstanding support provided to individual colleagues and her new team generally, at a time of great internal transition and large increases in student recruitment activity.

Student Office

Sue Mountford

Sue has been awarded the individual customer service award for exemplary service to students at the Information Centre reception, Stoke, which creates an excellent first impression of Staffordshire University.

From all of these Faculty/School and Service winners, an Overall Individual Customer Service Award winner will be selected and announced on the evening.

Team Awards

Faculty of Arts, Media and Design

BA(Hons) Graphic Design

Mark Garner	Sarah Rushton
John Hudson	Vicki Shields
Bobbie Jones	Jim Williams
Barbara Ridley	

The BA Hons Graphic Design team have been awarded the customer service team award for their exceptional commitment to students and the significant developments and achievements within the team over the last 12 months.

Business School

Undergraduate Awards Team

Allison Baddeley	Jenny Shemilt
Liz Binns	Pam Stephenson
Jill Dix	Veronica Wagg
Sue Hall	

The Undergraduate Awards team have been awarded the customer service team award for leading developments in their service for the benefit of both staff and students, with excellence being recognised by both internal customers and External Examiners.

Faculty of Computing, Engineering and Technology

Award Support Team

Richard Allies	Christopher Hanks
Catherine Brough	Lynn Hawthorne
Sally Brown	Nigel Nix
Zoe Congreave	Kathryn Shenton
Kate Cranston	Julie Thomas
Craig Draper	Marie Wright

The Award Support teams, based at both Stoke and Stafford, have been awarded the team customer service award in recognition of their first class service provided to students and the way they have actively worked to improve the accessibility of their services.

Enterprise and Commercial Development

Business Administration Team

Lucie Allen
Liz Barker

Linda Eyre
Lynne Skelton

The Business Administration team have been awarded the team customer service award for their high standard of customer service within the department and beyond, to both internal and external customers.

Estates

Awards 2010 Mini Bus Drivers

Ian Cartwright
George Gulley
Chris Hankey

Doug Hawkins
Sid Kelly
Mick Walklate

The Awards 2010 mini bus driver team have been awarded the team customer service award for their outstanding customer service and commitment to the graduating students and families who attended the award ceremonies during July.

Executive Business Unit

Business Villages Team

Sue Boden
Guy Gibson
Libby Griffin

Natasha Simanwe
Sue Tabbenor
Kay Williams

The Business Villages team have been awarded the team customer service award in recognition of the exceptional customer service provided to a wide variety of Business Village clients, many of whom have bespoke customer needs.

Finance

Financial Accounts Team

Hayley Dams
Julie Evans

Davina Infanti

The Financial Accounts team have been awarded the team customer service award in recognition of their sustained contribution to the accuracy and timeliness of the management of the University's finances, recognised in successive external audit reports.

Faculty of Health

Sport and Exercise Administration Team

Emma Cowdell
Ann Davies

Jane Sheldon

The Sports and Exercise Administration team have been awarded the team customer service award in recognition of the exemplary service they provide to students, staff and external colleagues.

Hospitality and Leisure Services

Conference Team

Ron Allcock
Andrew Griffiths

Gary Grimes
Nicola Morris

The Conference team have been awarded the team customer service award for their outstanding support for the conference activity that takes place within the University and the highly professional way that this is undertaken.

Information Services

Study Skills Team

Jane Ball
Soo Plant

Liz Tomkinson

The Study Skills team have been awarded the team customer service award for their exceptional quality of provision evidenced through extensive positive customer feedback throughout the last 12 months.

Law School

Technical Team

Christine Harrison
Peter Robinson

The technical team have been awarded the team customer service award for demonstrating outstanding commitment and energy in supporting the Legal Practice Course team to design and deliver the new postgraduate Legal Practice Course.

Personnel Services

Professional Development Administration Team

Clare Harp
Emma Holdham

Lyn Longhurst

The Professional Development Administration team have been awarded the team customer service award for their outstanding contribution to the success of the two 'Learning for Success' unconferences held during 2010.

Faculty of Sciences

Early Childhood Studies Awards Team

Carol Hayes
Sarah Sharpe

Anne Whitehouse

The Early Childhood Studies Awards team have been awarded the team customer service award in recognition of the development of a new, outstandingly developed and highly successful subject area for the University.

Sales and Student Recruitment

Roadshow Team

Richard Benefer
Graham Brown
Linda Burgess
Catherine Cook
David Jenkins
Sue Lloyd

Wendy Munro
Judith Robinson
Helen Thurstan
Sarah Tudor
Chris Watson
Lee Williams

The Roadshow team have been awarded the team customer service award for the delivery of their customer focused roadshows, designed to improve internal communications between areas and showcase the newly developed services.

Student Office

Stafford Information Centre

Carole Burnham
Janet Newey

Diana Rogers

The Stafford Information Centre team have been awarded the team customer service award for providing an exemplary service to students, staff and visitors to the Stafford campus together with recognising their contribution to charity fundraising within the University.

From all of these Faculty/School and Service winners, the Overall Team Customer Service Award winners will be selected and announced on the evening.



Cross University Team Winners 2009 – Central Student Recruitment Team

Cross University Team Customer Service Award

Nominees

Beaconside Sports Refurbishment Project

Emma Baker	Alison Curtis
Gary Baker	John Hannah
Linda Bickerton	Ed Matthews
Geoff Bridgwood	Craig Wright

During May/June the Beaconside Sports Centre underwent a major building refurbishment. The refurbishment activities would need to be completed within a period of one month, a very tight deadline. There would also need to be minimum disruption to service users.

The refurbishment activity was achieved within the timescale, within budget and with minimum disruption to the service users. Such a result could only be achieved through the successful team working of a number of different areas of the University, working together in a highly flexible way.

Futures Programme Project Team

Tony Bowers	Guy Peters
Jodie Cochrane	Lou Reynolds
Clair Hameed	Lynne Walley
Mark Kent	Mark Webster

The Futures Programme was funded through the government's Economic Challenge Investment Fund (ECIF) – designed to galvanise the resources and expertise of the Higher Education sector in countering the impact of the economic downturn on individuals and employers in the sub region.

The programme incorporates 3 collaborative strands of activity - Graduate Futures, Business Futures and Working Futures – utilising a virtual project team spanning across the University in order to achieve demonstrable long term outcomes for the University and the local business community.

Cross university delivery supported by Faculties/Schools and Services has been a critical factor in this approach. The management of the programme has shown itself flexible in responding to emergent needs and opportunities as well as proactive in identifying opportunities for cost effective and sustainable actions.

Beneficiaries and partners of the project have all noted positive experiences and customer feedback has been outstanding, underlining the pragmatic "can do" attitude embraced by the team.

Additional opportunities emanating from the project have also been realised including KTPs, enhanced business community involvement in graduate employability, internships and careers opportunities, together with strengthened relationships with regional stakeholders.

RAF Personnel Framework Development Team

John Cooper	Jane Pallister
Anni Hollings	Christine Shaw
Lesley Jones	Sarah Tudor
Gordon Leach	

The RAF, the Business School and Business Evolution began developing plans to create a framework of awards to meet the needs of service personnel at a range of ranks within the RAF. The RAF were looking for a forward thinking provider to develop awards which recognised the study that RAF personnel undertake, enabling them to gain qualifications to support their development within the force and thereafter.

Hard work, determination and flexibility enabled colleagues to map RAF study and ranks to academic levels, develop a set of flexible, responsive programmes from Foundation Degree to Masters in Strategic Human Resource Management, all of which provide credit for previous study.

In 2010 over 60 students will commence on these awards with the university, generating important income for the University. Initial advertising has seen a phenomenal response with future demand looking very healthy.

Non-Commissioned Aircrew Programme Development Team

Peter Barnes	Lesley Jones
Liz Hathaway	Guy Peters

Business Evolution and the Faculty of Computing, Engineering and Technology submitted a rapid response to a tender for a programme to be developed ready for delivery within a 2 months window – a short timescale to develop and validate an academic programme.

The award has been designed and delivered in an innovative way which ensures the university provides flexible provision, allowing students to capitalise on their prior certificated and experiential learning. Fifty six students have completed the first year the programme with a similar number expected to enter in 2010-11. This has provided an important income stream for the University.

The work on the development of this award has seen Business Evolution and the Faculty work closely, under pressure to deliver excellent results, generating a sustainable level of income for the faculty over the next 3 years, and potentially beyond.

Short Courses Team

Sita Bali	Lesley Jones
Barbara Emadi-Coffin	Lou Reynolds
David Golby	Alan Russell
Ian Jackson	

The team, drawn from across the University, were brought together to prepare a tender for the Ministry of Defence to deliver short courses in a number of areas. A highly competitive tender process resulted in the University being selected as one of six providers nationally, and the only University to have all the courses it bid for accepted.

Over 140 participants have studied four of the five courses with the fifth planned for Autumn. Students all over the world and from a wide range of ranks within the Army, Navy and RAF have visited Staffordshire with more than 98% of students rating the standard of teaching and learning and overall experience of the programme as excellent.

In challenging economic times where external income is increasingly important this is an excellent example of cross university team working.

Science and Technology Design Centre Team

Jayne Francis	Steve Marsh
Paul Gallimore	Graham Preece
Sharon Gwinneth	John Wheeler
Audra Jones	Mark Young

Work began in 2006 on scoping the vision for a Science Centre in Stoke-on-Trent to be the new home of the Science provision of Staffordshire University, Stoke-on-Trent Sixth Form College and Stoke-on-Trent College. Since this time many iterations of the vision and design have been conceived, culminating in a finalised design for the Science and Technology Centre in Spring 2010.

Many individuals have been involved in the process from inception to realisation of the design work and many more have been consulted about their needs and wishes for this exciting new build – but all of this work has been led by the Design Team.

The team have demonstrated their commitment to team work through working towards a set of common goals, sharing thoughts and ideas, communicating with each other and with all stakeholders and interested parties, and providing mutual support and encouragement.

Staff Profile Webpage Team

Matthew Bagshaw	Richard Rogers
Chris Goostry	John Wheeler
Susan O'Reilly	

As part of the on-going development of the University website, this team was formed to focus upon a much requested and needed facility for publicising information about staff in a unified and professional format.

Following consultation, the team developed the technical solution within the Tridion Content Management System together with creating a design and structure to incorporate the brand and values of the University website.

Launched in February 2010, the staff web pages will over time replace all other staff pages available on the University website with a consistent structure, style and content, available to both internal and external audiences.

Automotive Wiring Team

Andy Garner	Alison Kent
Chris Gould	Guy Peters
Mark Hanstock	Sarath Tennakoon

This short course was developed in response to a need to provide a work based learning programme for Leoni Wiring Systems. Leoni's priority was for learners to understand the theoretical aspects of the area then transfer the learning through practical work. Colleagues from Computing, Engineering and Technology worked alongside Business Evolution to develop a programme which enabled learners to develop knowledge and skills which translated into immediate return on investment for the business.

In challenging circumstances requiring tenacity, innovation and quick turnaround times the team have worked to overcome barriers to develop high quality programmes which will deliver sustainable income over the next 3 years.

Following a successful pilot which culminated in both groups of staff working together to evaluate and enhance the programme, Leoni will now be using the university to develop a further 2 cohorts of their staff.

The winner of the Cross University Team Customer Service Award will be announced on the evening.



STAFFORDSHIRE
UNIVERSITY