

Celebrating Staff Success

Awards Ceremony 2012



Celebrating Staff Success

Awards Ceremony 2012

Featured Awards:

- Learning and Teaching Fellowships
- Business Engagement Awards
- Apprentice of the Year Award
- Health and Safety Award
- Sustainability Awards
- 25 Years Contribution to the University Awards
- Outstanding Manager Award
- Equality and Diversity Award
- Student-Led Teaching Awards 2012
- Best Newcomer Award
- Outstanding Contribution Award
- Qualification Successes
- Customer Service Awards

A warm welcome

from Vice-Chancellor,
Professor Michael Gunn



What makes Staffordshire University a great place to work and study is the people. I am encouraged by the commitment, dedication, motivation, determination, delivery and care that I witness on a daily basis. Being prepared to go the extra mile is rewarding for you and those whose experiences you touch. It is only with that level of contribution that we can truly fulfill our mission - which is to transform people and communities by delivering accessible, high quality, higher education through partnership and to place students at the heart of everything that we do. The drive, energy and passion of our staff to make a difference to the lives of those who invest their futures is the best guarantee of success.

Celebrating Staff Success event is now an integral part of our year. This is the fifth occasion on which we have come together to recognise and celebrate the achievements of individuals and staff teams across the university. It is a great opportunity to say thank you to everyone for their engagement and work and for you to reflect on your achievements and a job well done. Tonight, in particular, we congratulate our winners for the real difference that they have made. I take this opportunity to thank you for your contribution over the last year which has been one of real change as we endeavour to meet the new challenges that now face us.

It is an enormous privilege for me to serve as Vice-Chancellor and to ensure we are in the best possible position to meet those challenges and grasp the opportunities before us. I am very proud to work alongside you at Staffordshire University.

Thank you.

A handwritten signature in black ink, appearing to read 'M Gunn', written in a cursive style.



Overall Team Customer Service Award Winners 2011
Law Foundation Year Team

Programme

Wednesday 19 September 2012

- 4.30pm** **Arrival, Registration and Afternoon Tea Reception**
The Waddington Suite, Britannia Stadium
- 5.30pm** **Introduction**
Nina Nannar, University Honorary Doctor
- 5.35pm** **Welcome**
Professor Michael Gunn, Vice-Chancellor
- 5.40pm** **Presentation of Awards – Part One**
- Learning and Teaching Fellowships**
Presented by Paul Richards, Deputy Vice-Chancellor
- Business Engagement Awards**
Presented by Professor Michael Gunn, Vice-Chancellor
- Apprentice of the Year Award**
Presented by Professor Michael Gunn, Vice-Chancellor
- Health and Safety Award**
Presented by David Gage, Vice-Chairman, Board of Governors
- Sustainability Awards**
Presented by Mark Hattersley, Director of Finance and Infrastructure
- 25 Years Contribution to the University Awards**
Introduced by Ken Sproston, University Secretary
Presented by Steve Burgin, Chairman, Board of Governors
- Outstanding Manager Award**
Presented by Tony Pulis, University Honorary Doctor
- Equality and Diversity Award**
Presented by Mike Herbert, University Governor
- Student-Led Teaching Awards 2012**
Introduced by Gary Richardson, President of Students' Union
- Best Newcomer Award**
Presented by Cordella Bart Stewart, University Governor and Honorary Doctor
- Outstanding Contribution Award**
Presented by Peter Coates, University Honorary Doctor

- 6.45pm** **Interval**
- 7.05pm** **Presentation of Awards – Part Two**
- Qualification Successes**
Introduced by Ian Blachford, Director of Human Resources
Presented by Professor Michael Gunn, 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 Michael Gunn, Vice-Chancellor
- 8.00pm** **Closing Remarks**
Nina Nannar, University Honorary Doctor



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.



Barbara Ridley

Barbara is a Principal Lecturer in Graphic Design and Award Manager in the Faculty of Arts, and Creative Technologies.

Barbara currently teaches on the BA Hons Graphic Design Award, and is Award Leader for the newly validated MA Creative Futures. This role manages a number of Awards including; Advertising and Brand Management, Graphic Design, Illustration, Cartoon and Comic Arts, Photography, Photo Journalism, Entrepreneurship for the Creative and Cultural Industries, Foundation Art and Foundation Design.

Barbara is also IPA (International Programme Advisor) and Quality Advisor for the Faculties franchised awards at Werbe Akademie, Vienna.

The project originally awarded the Fellowship is now underway, the focus of which is understanding the progression profile of graduate and post graduate students from the creative subjects and the need to establish a professional industry profile prior to graduation, embedding this understanding throughout the curriculum. The relationship between the creative and cultural industries and creative education is fundamental to successful and relevant delivery of courses and successful graduates who are equipped with the necessary skills to gain employment or establish their own entrepreneurial creative practice.

The project proposal was to establish a series of events that would support the ongoing dialogue between industry professionals and students; the aim is to host a conference within the Faculty of Arts, and Creative Technologies that would engage established creative thinkers, practitioners, academics and students in a productive and mutually beneficial dialogue.

Hosting an event such as this has many benefits to all concerned, a two way dialogue between industry and education is essential for mutual understanding and building supportive relationships. Barbara believes that capturing the imagination, inspiration and innovation of students on our creative courses is a powerful tool, which she hopes to channel and direct through industry related projects, seminars and workshops.



Robert Marsden

Robert is Senior Lecturer in Drama Practice in the Faculty of Arts, and Creative Technologies

He is responsible for the practical drama pathways in acting, directing and play production in terms of curriculum content and development, assessment strategies and levels progression alongside colleagues and in consultation with the Award Leader. In addition Robert continues to direct in a freelance capacity for theatres and organisations across the UK and Europe.

Having been awarded the Fellowship in 2012, Robert will embark on a series of projects which examine notions of creative teaching and learning. Although Drama seems a congruent subject through which to teach creatively he aims to promote creative teaching across subject disciplines. Other projects will include leading Staff Development sessions, creating POOT evaluation sessions for all sessional and freelance staff within Drama and to represent the University at Creative Teaching conferences.

Within the Drama Award in particular, they examine notions of the theatre industry and, akin with many other Awards, offer real world experience and expertise, whether our students go into the theatre profession directly or apply those skills in business, teaching, or arts administration. Robert's belief is that our students need to understand the links between the real world and academic experiences and then explicitly recognise their own skills and attributes in preparation for graduation and the world of work.



Eleanor Johnston

Eleanor is an Academic Skills Librarian within information Services.

Information and Digital Literacy are both key to the Staffordshire Graduate, and Eleanor has been demonstrating and training others to utilise emerging technologies and innovate teaching practices. These communication tools establish and encourage interaction and group collaboration, helping to enhance the information skills/literacy skills of a wide range of learners.

Eleanor was awarded the Fellowship in 2012. Eleanor hopes to develop teaching, learning and assessment practices in the use of social media to promote cross-university liaison and external shared practice, via Teachmeets and other events.

Eleanor is using social media and mobile technologies to communicate with students about research support issues and also, significantly, using these methods of learning support. Through proactivity, engagement, feedback, discussion and debate, Information Professionals can help students find information, reliable resources, reference more accurately and achieve better grades. During her Fellowship, Eleanor hopes to take forward how best to market, demonstrate and realise these lifelong skills



Ruby Hammer

Ruby Hammer is a Senior Lecturer within the Law School where she teaches and researches within the fields of Tort Law and Environmental Law. She is the Law School's undergraduate careers and employability co-ordinator as well as an employability 'champion' on the Staffordshire Graduate Employability Programme. She co-authors Routledge's Business Law textbook as well as participating in EU funded research projects relating to the environment and sustainability.

Ruby's fellowship was awarded in 2012 and focuses on education for sustainable development aiming to create a synergy between environmental research, sustainability and the Staffordshire Graduate Employability Programme. She is particularly interested in the role of universities in contributing towards the transition to a low carbon economy.

Ruby's teaching and learning expertise focuses upon enhancing the student experience in relation to blended learning and assessment and her Environmental Law module has been designated as an example of 'best practice' by the Learning Development Institute at Staffordshire.



Anni Hollings

Anni is Principal Lecturer and learning and Teaching Experience Manager within the Business School and a large part of her role involves working with award leaders to promote effective practices and innovation in learning, teaching and assessment.

Anni was awarded the Fellowship in 2012 and is using the opportunity to focus on 'crafting' the L4 student experience, in particular looking at how developing skills in assessment can impact on student engagement with assessment and satisfaction. She will be developing her work utilising aspects of Expectancy Theory and Hersey and Blanchard's Situational Leadership Theory to explore student motivation and achievement satisfaction.

The work Anni is doing is in response to her concern about the changing HE environment and the implications for students who are more discerning and demanding. She is especially interested in understanding how we can deliver a learning experience that is innovative, distinctive and satisfying that engages the learners at L4 and becomes a pattern for their overall learning approach.

University Professorships

Visiting Professorial Conferments

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 subject area and show how the award of a title will enhance the work and reputation of the University.

The University is delighted to announce that between September 2011 and July 2012, the following visiting professorships were conferred:

Audrey Osler – Visiting Professor, Faculty of Business, Education and Law

Audrey Osler holds visiting professorships at Birkbeck College, University of London and Leeds University, where she established the Centre for Citizenship and Human Rights Education. Professor Osler's research on the sociology of education, citizenship and education, and equalities, human rights and social justice is highly regarded and internationally acclaimed. She has recently completed work on multiculturalism, patriotism and the teaching of history and is currently studying education in post-conflict Cyprus and Iraq. Professor Osler acts as a consultant and adviser to several international bodies including UNESCO, the Council of Europe, the British Council and the European Commission.

Peter Davies – Visiting Professor, Faculty of Business, Education and Law

Before joining Birmingham University in 2010, Peter Davies was Professor of Education Policy and Director of the Institute for Education Policy Research, at Staffordshire University. Peter has written extensively on the economics of education, school and subject choice, widening participation and fair access. He has led a number of prestigious research projects and in 2011 received a major grant from the Nuffield Foundation to examine labour market expectations and subject choice. Peter is a member of the Editorial Board of *Education* and has edited the *International Review of Economics Education*.

Flavia Swann - Visiting Professor, Faculty of Arts and Creative Technologies

Flavia Swann has held senior academic posts at Sunderland University, where she was Dean of the School of Arts, Design, Media and Culture, Sunderland University, and Staffordshire Polytechnic, where she was Head of the History of Art and Design Department. She has advised a number of leading organisations including the National Glass Centre, the Victoria and Albert Museum, the Design History Association and the Association of Art Historians. As a University Visiting Professor, Flavia will work with members of the Faculty of Arts, Media and Design on a range of projects including the Design History Archive, the History of Art and Design curriculum and Community Radio.

Michael Murray – Visiting Professor, Faculty of Arts and Creative Technologies

Michael Murray is Professor of Applied Social and Health Psychology and Head of Keele University's School of Psychology. Professor Murray has held senior academic posts in Canada and Northern Ireland and is a Fellow of the British Psychology Society. He has published on the social representations of health and illness, health psychology and the arts and community health psychology and is the Associate Editor of the *Journal of Health Psychology* and is a member of the Editorial Boards of several other journals including *Arts and Health*. As a University Visiting Professor, Michael will work with the Faculty of Arts and Creative Technologies on projects relating to community arts and health, and social and community psychology.

Patrick Saunders – Visiting Professor, Faculty of Health Sciences

Patrick Saunders is Associate Director of Public Health with Sandwell Primary Care Trust and has held senior posts with the Health Protection Agency and the West Midlands Regional Health Authority. He is an Honorary Senior Lecturer with Birmingham University and a member of the World Health Organisation's Expert Panel for Health and Environment. Patrick Saunders has published widely in leading journals and his main current research interest is the development of Europe's first environment public health tracking system, which will involve collaboration between academics, health professionals and local communities. Professor Saunders will support the development of the Faculty's postgraduate portfolio, assist with project supervision and encourage research bids and joint publications.

Nick Holland – Visiting Professor, Faculty of Arts and Creative Technologies

Nick Holland is Director of Design for the Vista Alegre Atlantis, SA, a Portuguese porcelain manufacturer. Having studied product design at the Royal College of Art, Nick Holland worked in the design industry and managed design and marketing for Staffordshire Potteries plc. The company that Nick established, Nick Holland Design Group, achieved critical acclaim and won several design awards. Professor Holland has served on a number of professional bodies for design, including the Design Council, the Royal Society of Arts and the Design Trust. He is a Fellow of the Royal Society of Arts and has undertaken design projects with universities in Portugal, Spain and Britain. As a visiting professor, Nick Holland will strengthen the link between the MA Ceramic Design programme and the international ceramics industry and assist the Faculty to build international networks.

Peter Draper - Visiting Professor, Faculty of Health Sciences

Peter Draper leads the Department of Health Professional Studies at Hull University. His main research interest combines the philosophical and ethical basis of nursing practice with understanding patients' interests and the solution of clinical problems. Professor Draper's publications have made a significant contribution to the literature on national and international nursing and health care. He has extensive experience of both external examining and editorial boards. Peter has collaborated with members of Staffordshire University's Health Sciences Faculty on work that investigated the ethics of teaching spirituality. As a visiting professor, Peter Draper will assist the Faculty to develop research proposals, support the supervision of postgraduate students and encourage greater collaboration between Staffordshire and Hull universities.

Howard Stevenson – Visiting Professor, Faculty of Business, Education and Law

Howard Stevenson is Professor of Education and Deputy Director of the Centre for Educational Research and Development at the Lincoln University. Within the Education subject area, Howard Stevenson has extensive leadership and management experience. His main areas of expertise are education policy (school sector and higher education) and industrial relations within the education sector. He serves on the board of several journals and is Associate Editor of the Journal of Professional Development in Education. As a visiting professor, Howard will support the Faculty's postgraduate awards, encourage members of the Faculty to develop their research and consultancy interests and allow the Faculty to draw on his extensive professional network.

Nigel Radcliffe – Visiting Professor, Faculty of Business, Education and Law

Nigel Radcliffe has extensive experience of leading senior teams within pharmaceutical industry. Prior to his retirement from the company in 2011, Nigel was Vice-President of AstraZeneca Pharmaceuticals PLC with responsibility for research and business development. Professor Radcliffe is Chair of Staffordshire and Stoke-on-Trent Partnership NHS Trust and holds a visiting professorship in the School of Pharmacy, University of London. As a visiting professor of Staffordshire University, Nigel Radcliffe will share his knowledge and experience with undergraduate and postgraduate students. He will support the development of innovative assessment methods and contribute to talks and seminars organised by the Faculty.

Anthony Furness – Visiting Professor, Faculty of Computing, Engineering and Sciences

Anthony Furness is an internationally recognised specialist in automatic identification and data capture technologies. He is Technical Director for the Smart Identification Association and Director of AIDC Global Ltd, a start-up company specialising in automatic identification and data capture. He has an impressive record of securing European Union funding and has wide experience of PhD, MPhil and MSc supervision and external examining. The Faculty will draw on Anthony's expertise to support scholarship, research, professional practice and curriculum development concerned with automatic identification and object-connected ICT. The Faculty will also benefit from Anthony's wide knowledge of European Framework programmes and his experience of collaboration between industry and higher education sector.

Paul Sudnik – Visiting Professor, Faculty of Business, Education and Law

Paul Sudnik is Dean of the Faculty of Commerce and Business Administration, Future University, Egypt. Following a successful career in senior management with several international companies, Professor Sudnik taught at universities in Macedonia, India, Kosovo and Egypt. As a visiting professor, Paul Sudnik will work with the Faculty on the future growth of the DBA and MBA programmes and support the development of the Faculty's activities in Egypt. Through his involvement with the Centre for Applied Business Research (CABR), Professor Sudnik will contribute to research and advanced scholarship and strengthen the research environment within the Faculty.

Patrick Pietroni – Visiting Professor, Faculty of Health Sciences

Patrick Petron has worked at a very senior level in NHS practice and has extensive clinical experience. He has held several prestigious academic appointments, including Dean of Postgraduate General Practice, University of London. Professor Petron has published extensively and has been the founding editor of three journals and currently edits the Journal of Psychological Therapies in Primary Care. He holds visiting professorships with the University of Surrey and London Metropolitan University. Patrick is a member of the Staffordshire and Shropshire Institute of Public Health and within the Institute leads the Mental Health in Primary Care Research Group. As a visiting professor, Patrick Petron will extend his existing collaboration with the Faculty to include student dissertation supervision, funding bids and strategic links to other academic bodies and NHS agencies. His appointment will make a substantial contribution to the Faculty's research portfolio.

Rod Thomson – Visiting Professor, Faculty of Health Sciences

Rod Thomson is Director of Public Health, Staffordshire County PCT. He has worked for several years at a very senior strategic level in the NHS and has a long association with the Royal College of Nursing. During his career, Rod Thomson has published extensively and presented papers at many national and international conferences. He holds visiting professorships at Liverpool John Moores University and Rush University, Chicago. As a visiting professor, Rod Thomson will contribute to the Faculty's research portfolio, advise on public health research priorities, European and other funding opportunities, supervise postgraduate projects and assist the University to develop further strategic links with the NHS, the Royal College of Nursing and local government.



Overall Individual Customer Service Award Winner 2011
Mel Hall, Faculty of Sciences



Business Engagement Awards



The Business Engagement Awards have been introduced to recognise individuals and teams who have made an outstanding contribution in their work with businesses (private, public and third sector) in helping to generate external income for the University, develop an employer focused curriculum, increase opportunities for collaboration and research and/or enhance the employability of Staffordshire's students and graduates.

These awards acknowledge the significance of our partnerships with businesses and the role they play in driving our commitment to employability, enterprise and entrepreneurialism

Business Engagement Individual Award

Nominees

Marg Bannerman

Senior Lecturer - Faculty of Health Sciences

Marg has consistently shown an entrepreneurial spirit by developing links with professional bodies and innovative relationships with NHS Trusts. She has been nominated for the Business Engagement Individual Award for securing long-term relationships with businesses, generating a significant income stream and championing and driving professional qualifications.

Rosie Borup

Enterprise Reader - Faculty of Computing, Engineering and Sciences

Rosie is an advocate for business engagement across the organisation and has been influential in the delivery of a programme utilising a new learning approach. She has been nominated for the Business Engagement Individual Award for her enthusiasm, drive and commitment to maintaining the university's quality standards.

Professor Dave Cheshire

Faculty of Computing, Engineering and Sciences

Dave has worked with 12 Knowledge Transfer Partnerships (KTPs) and Teaching Company Scheme projects, spanning almost two decades and covering a diverse range of business sectors. He has been nominated for the Business Engagement Individual Award for his outstanding work with businesses.

Alastair Dawes

Enterprise Reader - Faculty of Computing, Engineering and Sciences

Alastair leads in the schools web business based modules, a critical role in developing students' entrepreneurial abilities and employability. He has been nominated for the Business Engagement Individual Award for his success in attracting large companies to the faculty GradEx event and his commitment to student employability.

Ian Sunley

Senior lecturer - Faculty of Computing, Engineering and Sciences

Ian provides academic support and advice for all students applying for placements in his role as Academic Lead in the industrial placement provision. He has been nominated for the Business Engagement Individual Award for his commitment to the employability of our students by making it possible for them to engage with industry and enterprise opportunities.

Business Engagement Team Awards

Nominees

Advice Team

Mark Savage, Helen Robson, Emor Porteous, Anne Wright

Faculty of Health Sciences

The Advice Team have developed an innovative off-shoot from the Distance Learning Advice Studies Degree, seeing over 200 students through the award and receiving national recognition of its excellence. They are nominated for the team Business Engagement Award for their hard work and dedication in ensuring the programmes successful delivery.

Armed Forces Team, Corporate Programmes

Gordon Leach, Chloe Griffiths, Louise Harrison

Faculty of Business, Education and Law

The Armed Forces team have increased the income from work-based learning delivered to the RAF through their professionalism, commitment and hard work. They are nominated for the team Business Engagement Award for ensuring the best possible experience for learners and for developing an important strategic partnership.

CIWEM Team (Chartered Institute of Water and Environmental Management)

Dr Glynn Skerratt, Sara Buckley

Faculty of Computing, Engineering and Sciences

Glynn and Sara have embraced a new training experience, utilising web-based learning to develop a range of online CPD units for external businesses. They are nominated for the team Business Engagement Award for their dedication and innovative approach, leading to big business names engaging with the university

The Enterprise and Entrepreneurship Team

Clair Hameed, Dot Wiernikowska, Cath McCabe

Faculty of Business, Education and Law

The Enterprise and Entrepreneurship Team has driven the entrepreneurship spirit of existing students and alumni, creating, sustaining and building a network of young professionals with the drive to succeed. They provide a first rate service to students and colleagues engaged on the SPEED programme - their enthusiasm in encouraging student business start-ups is exemplary. They are nominated for the team Business Engagement Award for the delivery of the external facing business brand and their work in setting up over 200 student start-up companies.

Farmers on Film Team

James Fair, Jon Fairburn

Faculty of Computing, Engineering and Sciences/Faculty of Business, Education and Law

James and Jon collaborated across faculties to submit an exemplary research informed teaching bid – Farmers on Film. They are nominated for the team Business Engagement Award for successful engagement across faculties with businesses and students, creating a ‘win-win’ situation for all parties involved.

Foundation Degree in Offender Management team

Tammy Willett, Michelle Hammond, Ian King

For Business, Enterprise and Commercial Development and
Faculty of Business, Education and Law

The Foundation Degree in Offender Management Team worked with a local prison to develop a new degree tailored for the prison service's needs. They are nominated for the team Business Engagement Award for broadening relationships; increasing work based learning income; and most importantly, their collaborative approach to working across faculties to achieve rewarding and long lasting business relationships.

HEFT Liaison Team

Chris Raper, Jo Carruthers, Matt Snowden

Faculty of Health Sciences

Chris, Jo and Matt are knowledgeable, supportive and approachable, with their programmes becoming recognised for both quality and flexibility. They are nominated for the team Business Engagement Award for their effective engagement and communication with the HEFT (Heart of England (NHS) Foundation Trust) teaching team, enabling the establishment of HEFT ‘in house’ accredited courses.

HM Forces Team

Lesley Jones, Andrew Thompson, Joanne Mould

Partnerships

The HM Forces Team have worked tirelessly over 12 months to grow the commercial income of this account, travelling to forces stations across the country to recruit students to existing programmes, as well anticipating and meeting the needs of the forces with tailored programmes. They are nominated for the team Business Engagement Award for their commitment to cross-university working.

Spots Atelier Team

Colette Dobson, Sarah Peart

Faculty of Arts and Creative Technologies

Colette and Sarah were influential in the concept, design and delivery of a direct-to-market agency for their students – Spots Atelier. They are nominated for the team Business Engagement Award for having the vision and foresight to seize a market opportunity to enhance the student experience and develop employability.

The Staffordshire County Council leadership Academy and the Staffordshire Manager Programme

Anne Longbottom, Sarah Tudor, Jo Philips, Jodie Cataldo, Jo Mould, Mark Forshaw, Mark Jones, Anni Hollins, Paul Williams, Rob McKay, David Cross, Gordon Leach, Sam Neal, Chloe Griffiths, Pat Holdcroft, Ian Blachford

These two programmes have delivered leadership and management education and development for over 70 leaders and managers at the council, responsible for delivering services to our local community. They are nominated for the team Business Engagement Award for providing an innovative approach to leadership development, offering the client the best solution for their needs.

Strategic Partnership Team

Peter Butler, Dave Parkes, Bernard Shaw, David Glover, Tracy Lewis

Information Services

Financial Services

Faculty of Computing, Engineering and Sciences

The Strategic Partnership Team continually move forward into new technology based solutions to meet the demand for ICT services and resources. They are nominated for the team Business Engagement Award for increasing value for money with their single supplier agreement, developing external relationships to explore collaborative research opportunities and for their ability to reach out to new markets outside of the UK.

Undergraduate Business and Tourism Programme Review Team

Sue Clews, Linda Philips, Anni Hollings, Janet Fletcher, Malcolm Ash

Faculty of Business, Education and Law

The Undergraduate Business and Tourism Programme Review Team recognise the pivotal role of the ‘business voice’ in enriching new awards. They build upon their established reputation to maximise their engagement with businesses, ensuring the curriculum we offer is contemporary and relevant. They are nominated for the team Business Engagement Award for their outstanding contribution to the portfolio of awards.

Apprentice of the Year

Customer Service Award

Since September 2008, the University has employed a number of apprentices from the local area, with the original aims of:

- introducing motivated young people into the University whose development would be aligned to redress any current or anticipated skills gaps
- developing individuals to work flexibly in a variety of situations, adapting readily to the needs of different Faculties, Schools and Services and thereby enabling the transfer of knowledge and practice.
- introducing an extended range of accredited work-based learning opportunities for young people in the local community

All of the apprentices have risen to the challenge of working within the University environment. Under the careful guidance and support of their supervisors, they have been exposed to a range of different experiences, thereby enabling them to successfully integrate work-based learning with the pursuit of additional qualifications.



Lianne Berry

Lianne works within the Faculty of Art and Creative Technologies Administration Team carrying out a number of frontline duties, enabling her to build on her experience and work towards an NVQ Level 2 in Business Administration.



Jenna Hulme

Jenna currently works within the Technical Team of the Faculty of Health Sciences undertaking a wide range of tasks and customer facing duties. She has developed and recognised the importance of many work based skills such as time management and communication skills.



Joe Tilstone

Joe works across Student Recruitment and Admissions actively learning a range of administrative processes and procedures whilst working towards an NVQ Level 2 in Business Administration.

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

Elaine Bird

Admissions Administrator - Student Recruitment and Admissions

Elaine is well respected for benefitting her colleagues with a safe and comfortable working environment in which to greet visitors. She has been nominated for a Health and Safety Award for her contributions to the team's health and safety policy and her achievements in increasing awareness.

Alison Curtis

Principal IT Officer - Information Services

Alison is a role model in commitment to health and safety, paying particular attention to process and detail to maintain excellent standards. She has been nominated for the Health and Safety Award for her outstanding contribution in making sure health and safety is of paramount importance in her area.

Janice Halpin

Resources Administrator - Faculty of Business, Education and Law

Janice is the Business School's health and safety advisor, a role she undertakes with zeal, enthusiasm and a sense of professional responsibility. She has been nominated for a Health and Safety Award for raising health and safety awareness, creating a safer working environment for colleagues across the university.

Jonathan McGahan

Senior Lecturer - Faculty of Business, Education and Law

Jon whole-heartedly embraces his responsibility as health and safety advisor for the Law School, raising awareness and proactively engaging colleagues while developing and implementing processes. He has been nominated for a Health and Safety Award for the significant impact he has made on the school and the wider university.

Sustainability Awards

The Sustainability Awards recognise outstanding practice in sustainability, celebrating the efforts of our staff in helping to achieve improvements through education, research and the management of our estate. These awards demonstrate the significance of sustainability and the positive contribution we can make to the university and the wider community.

Sustainability Within and/or Beyond the Workplace

In an increasingly competitive environment, it is vital for the university to demonstrate our values and sustainability agenda to our community and stakeholders. This category celebrates projects and initiatives that have delivered a real change and improvement across all facets of sustainability – environmental, social and economic – either in the workplace or the wider community.

Nominees

The Green Walls Project Team

Caroline Chiquet	John Dover
Geoff Bridgwood	John Hanna
Paul Taylor	Adam van Winsum

Estates/Faculty of Computing, Engineering and Sciences

The Green Walls Project Team has been involved in the development and implementation of green wall designs around our urban Stoke campus. They are nominated for this Sustainability Award for improving the aesthetics of the campus whilst increasing biodiversity in the community and reducing climate impact.

Adrian Lowe, Fiona Roberts

Commercial Services

The Commercial Services Team achieved gold in the Green Impact Awards, moving up from bronze in just one year. They are nominated for this Sustainability Award for their commitment to sustainable trading and the introduction of various initiatives to establish green trading throughout the university.

Cadman Project Team:

Janice Broad
Dave Parkes

Information Services

The Cadman Project Team was responsible for ensuring a sustainable approach to the recent refurbishments to the university library space. They are nominated for this Sustainability Award for reducing the environmental impact of the project by using sustainable methods such as recycling, reengineering and by using local companies to reduce transportation carbon emissions.

Anne Smith, Abi Jones

Student Recruitment and Admissions

Anne and Abi were responsible for introducing Eco-friendly Christmas cards to their department, reducing the impact of seasonal waste without diminishing the sentiment for colleagues. They are nominated for this Sustainability Award for encouraging people to consider cutting down on waste while helping to make a difference to the environment.

Jon Fairburn

Faculty of Business, Education and Law

Jon has extensive experience in delivering sustainability projects for external clients, focusing on innovation policy, renewable energy and low carbon technology. He is nominated for this Sustainability Award for his achievements in the Green Awards and his continued interest in environmental justice, green spaces and environmental health.

Sustainability Innovations in the Curriculum

Research suggests that in the current market, students now place a higher demand for the principles of sustainable development to be included in their course or curriculum. This category allows the University to showcase the possible improvements that can be made in this area, by responding to and delivering sustainable innovations in the curriculum.

Nominees

John Hudson

Faculty of Arts, and Creative Technologies

John has embraced the challenge of encouraging students to think about sustainability in their work, delivering modules with embedded sustainability as core to the design process. He is nominated for this Sustainability Award for raising awareness of these issues and bringing sustainability to the forefront of our students thinking.

Jon Fairburn

Faculty of Business, Education and Law

Jon's commitment to sustainability strategies and initiatives has enabled the success of social impact and external sustainability projects. He has been nominated for this Sustainability Award for his involvement in the development of university wide 'enhancement' taught modules and research informed teaching.

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.

Diane Bishton

Faculty of Computing, Engineering and Sciences

Petra Chell

Faculty of Health Sciences

Stephen Cleary

Faculty of Business, Education and Law

Roy Edwards

Faculty of Business, Education and Law

Joyce Everall

Student Recruitment and Admissions

John Franklin

Student Office

Anni Hollings

Faculty of Business, Education and Law

Peter Martin

Faculty of Computing, Engineering and Sciences

Steve Perry

Faculty of Computing, Engineering and Sciences

Dr Derek Pratts

Faculty of Computing, Engineering and Sciences

Dr Andrew Platt

Faculty of Computing, Engineering and Sciences

Louise Rosie

Faculty of Arts and Creative Technologies

Prof David Sanderson

Faculty of Arts and Creative Technologies

Ken Sproston

Executive

Steve Shaw

Estates

Susan Steele

Faculty of Computing, Engineering and Sciences

Dr Ian Taylor

Faculty of Computing, Engineering and Sciences

Dr Steve Wyn Williams

Academic Development Unit

Ian Wilson

Faculty of Business, Education and Law

John Wyld

Faculty of Business, Education and Law

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 also how they do this.

Nominees

Helen Ascroft

Faculty of Business, Education and Law

Helen is extremely dedicated and hardworking. Her clear leadership, direction and guidance ensures she is universally respected by her colleagues and her team. She is nominated for the Outstanding Manager Award for making a positive impact on the Business School, offering emotional and professional support and encouragement to bring out the best in her team.

Helen Fox

Faculty of Business, Education and Law

Helen does a wonderful job of balancing friendship with her team and her role as line manager – remaining 'one of the team' while providing strong leadership whenever it is required. She has been nominated for the Outstanding Manager Award for her inspirational approach and for fostering a spirit of inclusivity and teamwork throughout the Law School.

Carol Hayes

Faculty of Business, Education, and Law

Carol exudes professionalism with calm determination and integrity. She has been nominated for the Outstanding Manager Award during her time in the Faculty of Sciences with Early Childhood Studies, for her strong work ethic, her support to colleagues both professionally and personally and for her ability to inspire enthusiasm and motivation in her team.

Audra Jones

Faculty of Computing, Engineering and Sciences

Audra is a dedicated manager; working tirelessly above and beyond normal work schedules to ensure those around her can achieve their goals. She has been nominated for the Outstanding Manager Award for her exceptional dedication to her staff attention to detail.

Lisa Miceli

Faculty of Health Sciences

Lisa leads by example and is widely respected as an excellent manager. She was nominated for the Outstanding Manager Award during her time at the Law School, for her flexible approach, willingness to engage and her impressive leadership to the academic support team and beyond.

Kay Norman

Faculty of Health Sciences

Kay's understanding approach, unquestionable integrity and excellent knowledge of her domain engenders true commitment from her staff. She has been nominated for the Outstanding Manager Award during her time in the Faculty of Health, for her ability to disseminate knowledge and expertise within and beyond the team, while giving clear, inspired and appropriate guidance, acting as a role model to those around her.

Eileen Phillips
Commercial Services

Eileen strives to offer the best possible customer experience and is renowned for going to great lengths to deliver successful events and exceptional cupcakes! She has been nominated for the Outstanding Manager Award for her ability to lead from the front – moulding her team into a dynamic, customer focused unit and inspiring them to go above and beyond their daily objectives with pride in their work and themselves.

Mark Savage
Faculty of Health Sciences

Mark is always willing to offer advice and support to his peers and has continued to manage his own team to the highest standard while taking on the duties of a colleague. He is nominated for the Outstanding Manager Award for driving improvements within his team and the wider university.

Jenny Stephens
Student Office

Jenny's approach to customer service is quality based, working closely with her colleagues to ensure an excellent student experience. She is nominated for the Outstanding Manager Award for her friendly, warm and welcoming management style and commitment to quality outcomes.

Dr Nigel Thomas
Faculty of Health Sciences

Nigel demonstrates outstanding management and leadership skills, excelling in moulding a team of highly motivated and capable staff to achieve a good reputation both within and outside of the university. He has been nominated for the Outstanding Manager Award for his ability to effectively manage while maintaining high academic standards.

Sarah Tudor
Enterprise and Commercial Development

Sarah has led the For-Business Team through a difficult transition with enthusiasm and high quality, supportive leadership. She has been nominated for the Outstanding Manager Award for her ability to instil confidence in the people around her and for always aiming high to achieve success for the team and the university.

Janet Weaver
Information Services

Janet has been visionary and innovative in helping to create a better working environment for Information Services staff. She has been key in driving colleagues forward to obtain the Customer Service Excellence Award for the department. She has been nominated for the Outstanding Manager Award for her dedication to all members of the IS team and for her excellent organisational, liaison and communication skills.

Equality and Diversity Award

This Equality and Diversity Award reflects our commitment to embedding equality of opportunity right across our University community and provides an opportunity for us to celebrate the wonderful work of our staff in promoting equality and diversity. Our diverse community is one of our great strengths and we recognise that our staff play a vital role in ensuring that we continue to provide an inclusive and welcoming environment for all our students, staff, partners and visitors.

The award will be given to the individual or team judged to have excelled in promoting equality and diversity. Although there is only one award available, our thanks go to everyone who helps to make our University such a friendly and welcoming place to study and work.

Nicky Adams, Customer Services and Operations Manager
Information Services

Nicky has been a key player in the Cadman Refurbishment Project Group and has worked hard throughout the necessary relocation of employees to make sure that the diverse needs of staff were considered. She is nominated for the Equality and Diversity Award for her 'hands on' approach to ensuring all customers are treated equally and have their experience enhanced.

Careers Centre Team:

Jane Bailey, Carol Bragg, Sharon Brewster, Vicky Cook, Julia Crooks, Kathy England, Maria Feenan, Jill Freeman, Diane Gadsby, Amanda Garner, Olwen Gibson, Jackie Hartley, Mark Kent, Simon Knight, Dina Lewis, Bob Mee, Sally Smith, Sally Thompson, Janet Turner, Cheryl Williams

The Careers Centre Team ensures Equality and Diversity underpins all of their activity, including marketing and service delivery. They are nominated for the Equality and Diversity Award for actively promoting diversity and good practice amongst employers, providing support for those who may face specific issues within the graduate job market.

Judy Rimmer, Senior Lecturer
Faculty of Business, Education and Law

Judy has undertaken work of an academic nature in the area of diversity and equality, writing and leading modules, which are taught, on a number of undergraduate and postgraduate programs. She is nominated for the Equality and Diversity Award for supporting colleagues across the school to develop and implement the School's Equality Action Plan.

Judi Ryder, Halls Manager
Estates

Judi spends much of her time on the pastoral care of students in halls and is aware that not everyone finds it easy to integrate into student life. She is nominated for the Equality and Diversity Award for her commitment to duty of care and for acting as an excellent mentor and motivator - her inclusive approach ensuring that everyone's needs and opinions are heard and addressed.



Equality and Diversity Team Award Winners 2011
Disability and Equality Group, Faculty of Sciences



STUDENT-LED TEACHING AWARDS



Good teaching has an enormous impact on a student's university experience, despite the demands on lecturers and staff time, many go out of their way to exceed student's expectations. We believe students are the expert about their experience at University and this is why Staffordshire University Students' Union, Student-Led Teaching Awards are led by our students.

The Student-Led Teaching Awards are our way of saying 'Thank You' to all university staff that have provided students' with excellent teaching, student support and truly made them feel proud to be part of Staffs.

Winners from the first Student-Led Teaching Awards at Staffordshire University:

Excellence in Distance Learning Award

James Fair

Faculty of Arts and Creative Technologies

Positive Impact on Students Award

Catherine Dineley

Faculty of Arts and Creative Technologies

Developing Student Employability Award

Jim Pugh

Faculty of Business, Education and Law

Best Feedback Award

Tim Dunning

Faculty of Arts and Creative Technologies

Inclusiveness Award

Sylvia Cooper

Commercial Services

Innovative/Green Award

Dave Allman

Student Office

Personal Tutor of the Year Award

John Rafferty

Faculty of Arts and Creative Technologies

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 with us.

Nominees

Robert Banks

Principal Lecturer - Faculty of Health Sciences

Bob has shown a complete devotion to his role since joining the university, taking responsibility for his own objectives while helping others to complete theirs. He is nominated for the Best Newcomer Award for his friendly, approachable manner to building good relations with colleagues and regional partners, and for making a positive impact on the students and staff around him.

Paul Biggs

Academic Skills Librarian - Information Services

Paul made an immediate impact on the team when he joined in September 2011. He is capable of working at a very high level, choosing to put in effort above and beyond what is expected of him and contributing positively to many projects. He is nominated for the Best Newcomer Award for his invaluable input, knowledge and expertise.

James Capper

Senior Lecturer - Faculty of Health Sciences

James 'hit the ground running' when he joined the university, to strengthen the coaching aspect of teaching in Sport and Exercise. He is nominated for the Best Newcomer Award for performing at an exceptionally high standard, increasing the profile of the university both locally and nationally and acting as an excellent ambassador for the department and the university.

Debbie Chittenden

Senior Lecturer - Faculty of Health Sciences

Debbie has embraced the senior lecturer role with a positive and enthusiastic approach, demonstrating expert knowledge of theory and practice to inform session delivery. She is nominated for Best Newcomer Award for her positive attitude and constructive approach to improving student experiences.

Paul Christie

Lecturer - Faculty of Arts and Creative Technologies

Paul has thrown himself whole-heartedly into life at Staffordshire University since joining in September 2011. He has been nominated for the Best Newcomer Award for his flexible, creative thinking and his ability to balance enthusiasm and energy with great attention to detail.

Nicola Gratton

Senior Lecturer - Faculty of Arts and Creative Technologies

Nicola came to the role in September 2011 completely prepared to further the work of the Creative Communities Unit. She has been nominated for the Best Newcomer Award for her willingness to help those around her, her innovative approach to the work of the CCU and her excellent business engagement.

Alex Harvey

Project Manager - Enterprise and Commercial Development

Alex is the new HEIF Project Manager for ECD, working with local and regional businesses to create beneficial relationships on behalf of the university. She is nominated for the Best Newcomer Award for her efficient, customer focused approach – making a massive impact on the university with her calm, practical and courteous manner.

Duncan Hindmarch

Senior Lecturer - Faculty of Business, Education and Law

Duncan was quick to learn new ways of working and familiarised himself thoroughly with the university plan when he joined in September 2011 – making him able to lead on major projects from the start of his employment. He has been nominated for the Best Newcomer Award for his enthusiasm and dedication to the university, and his ability to enthuse the whole team.

Katrina Hutchins

Digital Marketing Manager - Marketing and Public Relations

Katrina has contributed a great deal since joining the university in September 2011, dramatically improving the website and introducing the latest thinking in digital and web technology. She is nominated for the Best Newcomer Award for her outstanding contribution to strategic marketing, increasing the productivity of the team and positively impacting on the university's reputation.

Neil Johnson

Campus Officer - Estates

Neil made an immediate impact on the campus team at Stafford with his excellent attitude to customer service. He has been nominated for the Best Newcomer Award for his positive impact on the university, with his thoughtful and innovative approach making him an exemplary member of the team.

Matt Lewis

Specialist Technical Instructor (Media) - Faculty of Arts and Creative Technologies

Matt has already made an outstanding start in a challenging role and has been embraced by our students who have come to rely on his technical abilities. He is nominated for the Best Newcomer Award in recognition of his keen motivation, exceptional contributions and in-depth skills.

Carol Quinn

Administration Assistant - Faculty of Health Sciences

Carol managed to maintain the process of arranging and administrating placements to social work students despite her line manager being away for an extended period of time shortly after Carol joining in September 2011. She is nominated for the best Newcomer Award for her excellent standard of customer service and for always putting the student experience first.

Matthew Richardson

Multi-media Press Officer - Marketing and Public Relations

Matthew has consistently proved himself an invaluable member of the team since joining the university in October 2011. He has excellent journalistic skills and is reliable, hardworking and incredibly talented. He has been nominated for the Best Newcomer Award for his dedication to the university's reputation, improving the team's service to the benefit of the whole university.

Joe Tilstone

Business Administration Apprentice - Student Recruitment and Admissions

Joe is an enthusiastic and key member of the team and is always keen to get involved in every aspect of student recruitment. He is nominated for the Best Newcomer Award for his invaluable influence on the team and his contribution to creating an enjoyable, friendly office environment.

Simon Tudor

Conference and Events Manager - Commercial Services

Simon joined the university in October 2011 and hit the ground running, leading on the development of new service standards. He has been nominated for the Best Newcomer Award for his excellent leadership skills and willingness to take on challenging situations in a calm and courteous manner.



Celebrating 20 years as a Modern University

Outstanding Contribution Award

This year marks the 20th anniversary of when the 1992 Further and Higher Education act was passed, allowing modern universities to apply for 'university title' and revolutionising higher education forever. Staffordshire University became one of the 'New Universities' at this time, continuing our proud tradition of widening participation and creating the inclusive community we enjoy today.

Staffordshire University is joining together with university think-tank Million+ to mark this occasion, introducing the Outstanding Contribution Award as part of our celebrations.

In this special year, we wish to reflect upon the outstanding contribution of all our staff. But in particular we also want to celebrate an individual who has contributed throughout this time and indeed has the longest service with the university - a lifetime's contribution to Staffordshire University.

The recipient of this very special award will be announced on the evening.

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.

As this is a celebration of the academic year 2011-2012, we are celebrating the achievements of our staff from the six faculties and nine services structure.

AAT Level 2 Certificate in Accounting

Alex Boston Finance

AAT Level 3 Certificate in Accounting

James Bennett Finance

BA(Hons) Business Management

Susan Fisher Business School

BA (Hons) Early Childhood Studies

Jennifer Cooper Student Office

BA(Hons) Early Childhood Studies

Sue Hambleton Student Office

BA (Hons) Graphic Design

Richard Lovatt Marketing and Public Relations

BA (Hons) Professional Support for Education

Jenny Bossons Information Services
Sharon Hemmings Student Recruitment and Admissions
Patricia Holdcroft Business School
Karen Owens Student Recruitment and Admissions

BSc Computer Science

Tom Hart Marketing and Public Relations

Certificate in Emergency First Aid at Work

Hazel Bathew Commercial Services
Stewart Coghlan Commercial Services
David Divine Commercial Services
Jade Kenward Spencer Commercial Services

Certificate of Continuous Professional Development: Enhancing Practice in HE

Clair Hameed Business School

Certificate of Continuous Professional Development: Research Supervision

Peter Considine Business School
Dr Sarah Fieldhouse Faculty of Sciences
Dr Carol Hayes Faculty of Sciences
Dr David Heap Faculty of Arts, Media and Design
Dr Andrew Hirst Business School
Dr Amanda Hughes Business School
Dr Sue Jenkinson Law School
Dr Sarah Krahenbuhl Faculty of Sciences
Dr Helen Scott Faculty of Sciences

Certificate of Continuous Professional Development: Research Supervision (Distance Learning)

Dr Peter Kevern Faculty of Health

Certificate of Continuous Professional Development: Facilitating Learning

Sandie Gay Faculty of Health
Philip Lee Faculty of Sciences
Harry Porter Faculty of Arts, Media and Design
Kenneth Raper Faculty of Sciences

Certificate of Continuous Professional Development: Working in HE

Lianne Berry	Faculty of Arts, Media and Design
Jodie Cataldo	Enterprise and Commercial Development
Jenna Hulme	Faculty of Health
Victoria Lewis	Faculty of Arts, Media and Design
Suzanne O'Brien	Information Services
Phyllis Prescott	Marketing, and Public Relations
Joseph Tilstone	Student Recruitment and Admissions
Nicola Turnock	Business School
Sam Davies	Faculty of Health
Dorota Wiernikowska	Business School

Certificate of Credit: Effective Teaching in HE

Mark Abbotts	Faculty of Health
Opeyemi Babatunde	Student Recruitment and Admissions
Dr Paul Barratt	Faculty of Health
Mishele Barrigas	Faculty of Health
Jane Daly	Law School
Julia Davies	School of Health
Jayne Francis	Faculty of Health
Hashum Mahmood	Faculty of Computing, Engineering and Technology
David Martin	Faculty of Computing, Engineering and Technology
Robert Needham	Faculty of Health
Charlotte-Maria Orphanou	Faculty of Sciences
Bhavesh Patel	Faculty of Computing, Engineering and Technology
Jason Randall	Faculty of Health
Matthew Slater	Faculty of Health
Chris Taylor	Business School
Karen Wade	Faculty of Health

Certificate of Credit: Effective Personal Tutoring

Simon Waite	Faculty of Computing, Engineering and Technology
-------------	--

Certificate of Credit: Higher Education Today

Pauline Whiston	Faculty of Health
-----------------	-------------------

Certificate of Credit: Leadership and Management in Higher Education

Joanne Burgess	Student Recruitment and Admissions
Clair Hameed	Business School

Certificate of Credit: Personal Development in Context

Joanne Burgess	Student Recruitment and Admissions
----------------	------------------------------------

Certificate of Credit: Practitioner Research Methods in Education

Alison Hay	Faculty of Health
------------	-------------------

Certificate of Credit: Supporting Learning

Opeyemi Babatunde	Student Recruitment and Admissions
Robert Needham	Faculty of Health
Mark Roycroft	Faculty of Health

Certificate of Credit: Technologies for Learning

Kathryn Booth	Faculty of Health
Dr Mani Das Gupta	Faculty of Health
Simon Waite	Faculty of Computing, Engineering and Technology

Certificate in Higher Education

Judith Wells	Estates
--------------	---------

Chartered Institute of Environmental Health Food Safety: Level 3

Rachel Burgess	Commercial Services
Dawn Clewlow	Commercial Services
Andrew Griffiths	Commercial Services
Wendy Lockett	Commercial Services

Chartered Institute of Management Accountants (CIMA) Advanced Diploma in Management Accounting

Hayley Dams	Finance
-------------	---------

CIPD Certificate in Human Resource Practice

Debbie Turner	Student Recruitment and Admissions
---------------	------------------------------------

Early Years Professional Status

Amanda Sherratt	Student Office
-----------------	----------------

ECDL Level 2

Tracy Love	Information Services
------------	----------------------

Facilitating Learning Award

Alison Hunt	Personnel Services
-------------	--------------------

Effective Practice in First Line Management (ILM Endorsed)

Stewart Coghlan	Commercial Services
Christopher Hanks	Faculty of Computing, Engineering and Technology
Abigail Jones	Student Recruitment and Admissions
Sarah Jones	Student Recruitment and Admissions
Anna Mawson	Faculty of Arts, Media and Design
Rebecca Patten	Student Recruitment and Admissions
Tracey Plummer-Knight	Student Office
David Pritchard	Commercial Services
Dr Jonathan Ranford	Faculty of Health

Foundation Degree in Professional Support for Education

Jean Amison	Student Office
Debra Hayes	Finance
Sue Totton	Student Office

Foundation Degree in Early Years

Dorothy Wilson	Student Office
----------------	----------------

HNC in Business

Andy Worden	Faculty of Health
-------------	-------------------

HNC Business Management

Rosie Jackson	Finance
---------------	---------

HNC in Hospitality Management

Joanne Connor	Commercial Services
---------------	---------------------

ITIL V3 Foundation

David Winter	Information Services
--------------	----------------------

ILM Endorsed Coaching for Success

Tracey Burrows	Educational Partnerships
Paul Donnelly	Student Recruitment and Admissions
Anne Longbottom	Enterprise and Commercial Development
Clare Heywood	Finance
Annie Walker	Faculty of Arts, Media and Design

ILM Level 5 Certificate in Coaching and Mentoring in Management

Joanne Astley	Student Recruitment and Admissions
Emma Holdham	Personnel Services
Jill Kirk	Student Recruitment and Admissions
Adrian Lowe	Commercial Services
David Shepherd	Business School
Dave Parkes	Information Services
John Dryer	Enterprise and Commercial Development
Adam Hall	Student Recruitment and Admissions

MA Disability Studies

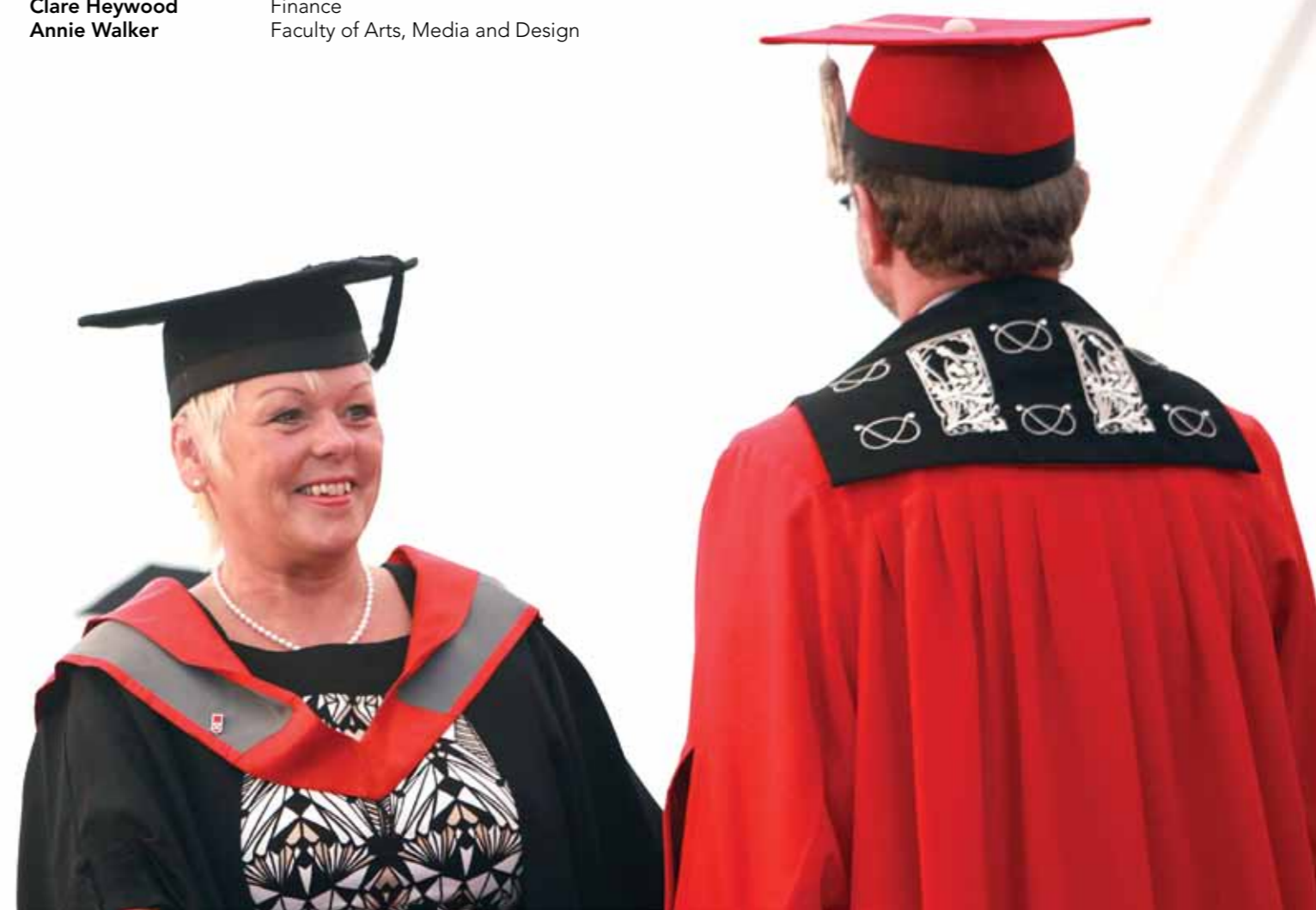
Alison Bottrill	Student Office
-----------------	----------------

MA Higher and Professional Education

Jayne Evans	Faculty of Health
Sarah Peart	Faculty of Arts, Media and Design
Susan Plant	Information Services
Mitch Pryce	Faculty of Arts, Media and Design
Elizabeth Tomkinson	Information Services

MA Journalism

Matthew Richardson	Marketing and Public Relations
--------------------	--------------------------------



MSc Computer Networks and Security

Ali Said Information Services

MSc Computing

Owen Carr Information Services

NOCN Level 2 IT User Skills

Gary Dickson Marketing, and Public Relations

NVQ Level 2: Business Administration

Lianne Berry Faculty of Arts, Media and Design
Joe Tilstone Student Recruitment and Admissions

NVQ Level 2: Food Preparation and Professional Cookery

Dawn Clewlow Commercial Services

NVQ Level 2: Food Production

Jane Dallison Commercial Services
Jamie Tildesley Commercial Services

NVQ Level 2: Hospitality

Stewart Coughlan Commercial Services

NVQ Level 3: Children's Care

Fiona Greatbatch Student Office

Post Graduate Certificate: Education-Information and Communication Technology

Susan Taylor Student Recruitment and Admissions

PhD Education

Dr Marj Spiller Personnel Services

PhD Law

Dr Joanne Beswick Law School

Post Graduate Certificate: Higher Education Leadership and Practice

Susan Avery Faculty of Health
Anne Burrows Student Office
Alex Crowton Faculty of Arts, Media and Design
Elizabeth Deakin Faculty of Health
Mark Downie Law School
Dr Jade Elliott Faculty of Health
Tina Fanneran Faculty of Health
Julie Faulkner Faculty of Health

Paul Gallimore Faculty of Health
Ruth Gill Faculty of Health
Ruth Handley Faculty of Health
Dr Mohammed Hasan Faculty of Computing, Engineering and Technology

Dr David Heap Faculty of Arts, Media and Design
Dr Andrew Hirst Business School
Jaspal Kalsi Student Office
Jacqueline Mason Faculty of Health
David Mason Faculty of Health
Dr Consolee Mbarushimana Faculty of Computing, Engineering and Technology

Dr Kenneth McFadyen Faculty of Health
Jonathan McGahan Law School
Robert McKay Business School
Marie Pedley Faculty of Computing, Engineering and Technology

Jemma Regan Faculty of Health
Debi Roberts Faculty of Computing, Engineering and Technology

Peter Simcock Faculty of Health
Christopher Smout Faculty of Computing, Engineering and Technology

Dr Clio Spanou Faculty of Health
Dr Anna Tsaroucha Faculty of Health
Martin Turner Faculty of Health
Dr Alison Tweed Faculty of Health
Dr Katy Vigurs Business School

Post Graduate Certificate: Higher and Professional Education plus Achievement of Nursing and Midwifery Council Stage 4

Helen Ashwood Faculty of Health
Natalie Dodge Faculty of Health
Susan Jackson Faculty of Health
Sherron Jukes Faculty of Health

Post Graduate Diploma: Higher and Professional Education

Dr Sacha Oberweis Faculty of Computing, Engineering and Technology

Preparing to Teach in Lifelong Learning Sector Certificate (PTTLS)

David Home Commercial Services

PRINCE 2: Foundation

Jo Phillips Enterprise and Commercial Development

Prince 2 Practitioner

Jodie Cataldo Enterprise and Commercial Development



The Government Standard

Customer Service Excellence Award Winners

Information Services

The notion of excellence in customer service is well established throughout the University and is demonstrated by a wide range of staff. Information Services, however, have taken this one step further by being awarded with a national Customer Service Excellence award. This is a Government sponsored, externally accredited framework of criteria firmly based on timely delivery, the professionalism and attitude of staff and the importance of users' experience as an indication of service satisfaction. It is underpinned by five main criteria:

- Customer Insight
- The Culture of the Organisation
- Information and Access
- Delivery
- Timeliness and Quality of Service

Information Services have been working toward this award for the past eighteen months. It has provided a powerful developmental tool, allowing them to scrutinise their processes, gather additional feedback and ultimately put the customer at the heart of everything they do. This standard has been embraced by all the staff within the service, and has been achieved by a strong team effort to consolidate existing good practice, at the same times as openly welcoming new ideas and approaches.

Bernard Shaw, the Director of Information Services, said:

"I am immensely proud of the staff in Information Services for achieving this award. It has given us a great opportunity to show how we value our customers and how we develop our services to meet changing requirements."

Customer Service Awards

The Customer Service Awards Scheme was introduced to recognise and celebrate 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.

As this is a celebration of the academic year 2011-2012, we are celebrating the achievements of our staff from the six faculties and nine services structure.

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

Individual Awards

Faculty of Arts, Media and Design

Pippa Brady

Pippa is a non-stop student facing whirlwind of hard working care and consideration. She has been awarded the individual customer service award for her dedication in providing additional support to students in her own time and for presenting a positive and friendly face to all visitors to the Media Centre services.

Business School

Stephen Kelly

Stephen consistently demonstrates good customer care service throughout all aspects of his work. He has been awarded the individual customer service award for recognising the importance of customer satisfaction in enhancing enrolment and retention, acting as a leading example of ensuring students are at the heart of everything we do.

Commercial Services

Nicki Morris

Nicki is a key member of the team, offering first contact to external and internal customers, working tirelessly to ensure their expectations are reached and often exceeded. She has been awarded an individual customer service award for dealing with all matters relating to her role quickly, efficiently and in a friendly manner.

Faculty of Computing, Engineering and Technology

Sue Bailey

Sue has given much of her free time to helping a severely disabled student achieve their potential, by offering support, extra tutorials and pastoral care. She has been awarded the individual customer service award for her commitment to customer service and for going above and beyond in giving students a meaningful university experience.

Enterprise and Commercial Development

Christopher Kenning

Christopher has introduced a new internal service for colleagues to access contracting support as part of his role, providing an excellent level of service to both his colleagues and other university staff. He has been awarded the individual customer service award for his professional support and for ensuring standardised high quality service across the team.

Estates

Max Dicks

Max has been an inspiration and delight to work with since joining the university. His boundless energy and enthusiasm ensures nothing is too much trouble, going above and beyond in every aspect of his role. He is being awarded the individual customer service award for his friendly, supportive and enthusiastic approach and his exemplary attitude to customer service.

Finance

Hannah Murley

Hannah is always ready and willing to give assistance to students and staff, offering advice quickly and effectively. She is being awarded the individual customer service award for her friendly approach and willingness to assist even when outside of her role, showing her commitment to excellent customer service.

Faculty of Health

Rachel Good

Rachel deals with a wide range of applicants, parents, service users and carers as part of her role. She is polite and professional in her interactions and is always the first to offer her services to assist people. Rachel has been awarded the individual customer service award for her commitment to providing a warm and encouraging welcome to all those she meets.

Information Services

Craig Houghton

Craig is extremely customer focused and always strives to provide a resolution to everybody who makes contact via the IT Help Desks or 3800. He has been awarded the individual customer service award for his innovative approach, excellent skills in reassuring stressed students experiencing problems with IT, and for his positive attitude while tailoring instructions to customers' needs.

Law School

Diane Light

Diane oversees the administration of a large constituency of students and is always ready to offer guidance and share her detailed knowledge with students and colleagues. She is being awarded the individual customer service award for her devotion to assisting others in a professional and empathetic manner, recognising her as an invaluable member of the team and the university.

Marketing and Public Relations

Gary Dickson

Gary always puts the customer first and is excellent at recognising the importance of projects and prioritising his workload to ensure students and staff receive excellent service. He has been awarded the individual customer service award for his hardworking and helpful approach and for his commitment to delivering an exemplary printing service.

Personnel Services

Kathryn McFarlane

Kathryn plays an invaluable role within the Centre for Professional Development, working extremely hard in her own role and by taking on extra responsibilities and teaching areas for an absent member of staff. She has been awarded the individual customer service award for her outstanding and professional approach to ensuring all customers receive a really good experience.

Faculty of Sciences

Jackie Campbell

Jackie undertakes her role with a great deal of patience and care, sensitive to the demands and pressures of those around her throughout her role. She is being awarded the individual customer service award for her dedication in maintaining the faculty's reputation for quality, while providing excellent and efficient customer service.

Student Office

Shelley Burton

Shelley has continuously provided additional support to the student experience, showing a high level of commitment and energy in her work. She has been awarded the individual customer service award in recognition of her additional hours and support leading up to graduation week, ensuring that attending students and guests had a quality experience from beginning to end.

Student Recruitment and Admissions

Annie Hood

Annie has immersed herself in the work of the Enquiry and Events team since joining the university, making her a shining example of teamwork and in 'going the extra mile'. She has been awarded the individual customer service award for approaching every situation with a positive and friendly manner, providing top level customer service to both internal and external customers.

Team Awards

Faculty of Arts, Media and Design

The Faculty Quality Team

Annette Dodds
Alison Plant

The Faculty Quality Team have been involved in the redesign of undergraduate award structures, a complex task which has been completed in addition to the teams normal duties in a smooth and consistent matter. They are awarded the team customer service award for offering outstanding service in a demanding situation, reassuring and inspiring those around them.

Business School

Enterprising Times Team

Peter Greene
Jon Fairburn
Tom Ward

The Enterprising Times Team is highly proactive and creative in their production of the faculty newsletter, increasing communication between colleagues and across the university and the wider world. They are awarded the team customer service award for their energy, enthusiasm and commitment to service delivery excellence.

Commercial Services

Stoke Catering Team

Jayne Austin	Pam Bennett
Joanne Bourne	Rachel Burgess
James Cairns	Dawn Clewlow
Allyson Connor	Joanne Connor
Kirsty Dean	Chi Dinh
Andrew Griffiths	Gill Hollins
Wendy Lockett	Adrian Lowe
Diane Morris	Nazan Smith
Dawn Stonier	Liz Thorley
Jane Woolrich	

The Stoke Catering Team has significantly improved the quality of service throughout the catering areas, leading to a 13% increase in sales in a difficult retail market. They are nominated for the team customer service award for their consistently high standards in delivering catering to staff and students, and in successfully delivering high profile events to internal and external customers.

Faculty of Computing, Engineering and Technology

Computer Networks Team

Dr Carolin Bauer	Tomasz Bosakowski
Dr Justin Champion	Dr Mohammad Hasan
Chris Howard	Dr Mohamed Sedky

The Computer Networks Team has done an outstanding job in pursuing an agenda of engaging leading employers and creating opportunities for students. They are awarded the team customer service award for improving our students employability by designing and delivering courses to match industry needs

Enterprise and Commercial Development

Placements Team

Jane Bailey
Maria Feenan
Sally Thompson

The Placements Team promote hundreds of opportunities to students and staff, helping students throughout the process and monitoring and resolving any problems that may arise. They are awarded the team customer service award for meeting expectations under pressure and to target, providing excellent customer service with warmth and composure.

Estates

Room Bookings Team

Jane Hancock
Judith Wells

The Room Bookings Team provides exemplary support, offering a learning environment central to the student experience. They are awarded the team customer service award for their flexible, responsive and accommodating approach to customer requests and for always going the extra mile for staff and students.

Finance

Credit Control Team

Jacqueline Mottershead
Deborah Pownall

The Credit Control team have a difficult task to perform, obtaining overdue payments from our customers. They are awarded the team customer service award for undertaking their role in a professional and polite manner, reaming empathetic and understanding even when dealing with people who can often be upset or angry due to the nature of their work.

Faculty of Health

Student Allocations Team

Samantha Davies
Andrew Worden

The Allocations Team have successfully managed to place all faculty students into clinical practices during the re-organisation of regional and local NHS partners. They are awarded the team customer service award for meeting this challenge with minimal disruption ensuring the best experience for our students.

Information Services

Business Applications Team

Michelle Burgess	Owen Carr
Gareth Hall	Seevali Kirinadage
Matthew Mason	Pete Moss
Rob Oakes	Alison Phillips
Nicola Randles	Ed Saikul

The Business Applications Team went above and beyond in ensuring that the introduction of the new accommodation system was a success, excelling even further in supporting their customers and providing first class service. They are nominated for the team customer service award for their exceptional standards leading to a nomination in the Times Higher Education award.

Law School

APIIT Summer School Team

Lisa Miceli	Jon McGahan
Louise Robinson	Dewi Williams

The APITT Summer School Team was responsible for arranging and delivering a three-week long educational visit by 15 Sri Lankan students within a very tight timescale. They are awarded the team customer service award for their tireless work and commitment to ensuring the students received an experience of the highest standard.

Marketing and Public Relations

Digital Marketing Team

Chris Goostry	Tom Hart
Katrina Hutchins	Amy Winter

The Digital Marketing Team delivers top quality services to clients across the university. They are nominated for the team customer service award for building and maintaining relationships with communities across the institution, the community and the wider world, inspiring the wider Marketing and Public Relations team while delivering to the highest of customer service standards.

Personnel Services

Personal Managers

Paula Cottrell
Lynne Mellor
Deborah Tilbury

The Personnel Manager Team have had an incredibly busy year, supporting colleagues across the university to deliver their objectives during a number of restructures. They are nominated for the team customer service award for going the extra mile to ensure their customers are well supported and their dedication in providing excellent service.

Faculty of Sciences

Faculty Technical Team

Sarah Appleby	Sue Avery
Paul Bailey	Terry Barker
Mishele Barrigas	Kathryn Booth
Liz Deakin	Rosie Duncan
Denise Figgins	Jayne Francis
Paul Gallimore	Chris Halsall
Sue Holmes	Ian Hopkins
Mark Jennings	Dr Rob Manning
Pete Martin	Caroline Newman
Dr Jon Ranford	Sharon Williams

The Sciences Technical Team have been influential in making the faculty move into the new building a success. They are awarded the team customer service award for going above and beyond in ensuring minimal impact on our staff and students, working extremely hard with good humour, dedication and professionalism.

Student Office

Student Guidance Team

Andrea Alker	Becky Barker
Lisa Benson	Deb Graddon
Amanda Holt	Janice Kalisz
Nicki Laurie	Lesley Mountford
Jean Simpson	Sally Smith
Rachel Thompson	Tracy Walker

The Student Guidance Team have worked together for a number of years to provide advice and guidance to all students across the university. They are nominated for a team customer service award for their support and commitment to the student experience, enabling students to complete their studies.

Student Recruitment and Admissions

Admissions and Data Team

Chris Alcock	Sharon Arnold
Elaine Bird	Maggie Burndred
Chris Culverwell	Debbie Dudley
Sharon Hemmings	Jane Howe
Patsy Lahey	Marie Leese
Gel McKinnon	Karen Owens
Emma Davis	Amelia Rout
Peter Rout	Su Taylor

The Admissions and Data Team are always ready to meet customer needs and continually demonstrate exemplary customer care by reviewing and improving their practices and procedures. They are nominated for a team customer service award for their development of new operational, tactical and strategic changes, leading to benefits for both internal and external customers.

Cross University Team Customer Service Award

Nominees

Clearing 2011 Campaign Team

Chris Alcock	Jo Burgess
Dr. Helen Chapman	Dr. Jamie Cleland
Catherine Cook	Emma Davis
Paul Donnelly	Joyce Everall
Lisa Miceli	Peter Moss
Gurjit Nijjar	Robin Oldham
Jim Pugh	Kevin Rowe
Dr. John Wheeler	David Winter

The Clearing Campaign Team worked hard throughout the 2011 period to ensure recruitment of over 900 new applicants. They are nominated for the Customer Service Award for their exemplary collaboration and team work and for their development of a new clearing strategy - using a paperless system and introducing the new CRM system to make the whole campaign more efficient and successful throughout.

Innovations Clinics Team

Rachel Watmore
Mark Downie
Stuart Brown

The Innovations Clinics Team offers a friendly and confidential environment for people to discuss their ideas and receive important advice. They are nominated for the Customer Service Award for raising the profile of Intellectual property and Innovation, going beyond expectations to draw together a specialist project, of benefit to the university and business community.

RAF Tender Team

Dr Sita Bali	Margaret Bennett
Sandra Booth	Rune By
Jodie Cataldo	Dr Helen Chapman
Lynn Coburn	Darren Coles
Emma Davies	Gary Dickson
Chris Drummond	Prof Susan Foreman
Prof Mike Goodwin	Angela Gunn

Dr Astrid Herhoffer	Holly Hoar
Mary Hulford	Gordon Leach
Jo Mould	Lesley Jones
Chris Kenning	David Parkes
Anne Perrins	Alison Philips
Paul Richards	Dr Alan Russell
Chris Slade	Bernard Shaw
Karen Snaith	Prof Mark Stiles
Deborah Tilbury	Sarah Tudor
Dr Steve Wyn Williams	

The RAF Tender Team was responsible for a complex tender worth almost £5m and their teamwork, focus and tenacity made it possible for the university to submit a serious bid. They are nominated for the Customer Service Award for their commitment, enthusiasm and attention to detail - the quality of the submission enhancing the university's ability to work with the RAF in the future.

StaffFest Project Team

Tim Deville	Emma Holdham
Sue Lawton	Ellen Lockett
Lyn Longhurst	Kathryn McFarlane
Judy O'Brien	

The StaffFest Project Team was responsible for planning and delivering a two-week programme of innovative engagement activities, on top of their normal range of duties. They are nominated for the Customer Service Award for their achievements in strengthening the university's commitment to professional development while exceeding expectations in the level of service provided.

University RSS Representatives Team

Fiona Beardmore	Geoff Bridgwood
Jean Burgess	Sue Chatfield
Vicky Cook	John Dryer
Karen Gretton	Elizabeth Griffin
Christine Harrison	Deborah Hayes
Alison Hunt	Mark Jennings
Shaun Kelly	Ellen Lockett
Penelope Reid	Gail Rogerson
Jill Rose	David Shepherd
Nicola Smith	Linda Thompson
Helen Walmsley	Tom Ward
Mandy Welch	Helen Wells
Amy Winter	

The RSS Representatives Team carries out a vital role above and beyond their normal duties, gathering news and events information to share on the university blogs. They are nominated for the Customer Service Award for the big part they play in making the internal communications a success, helping to connect colleagues and keep them informed as the university progresses into the future.



Cross University Team Customer Service Award Winners 2011
Art and Design degree Show Planning and delivery Team





STAFFORDSHIRE
UNIVERSITY