

**Newsletter:** Summer 10

**PLUS!**

A FULL course list for  
**Summer**  
2010

**CPD Promotion**

**National HEATED Conference**

**Future Apprenticeship Scheme**

# Welcome from Matt



## Dear Colleagues

We are now into the holiday season, where has the year gone?

For us at HEaTED it has been a rewarding one, seeing our membership increase and interest spread. There have been many achievements but none more so than the embracing of new networking events for and by Technical Managers in significant numbers. HEaTED is a listening and sharing organisation and to me this is what it is all about and a real measure of success.

Other excellent internal events have run recently with over 30 attendees at Wolverhampton, 60 at Derby and 110 at Nottingham. There are many other examples, too many to quote.

We had a great UK conference at the University of the Arts in London where 130 people from across a range of HR and Technical disciplines joined together to explore future partnership working. LLUK and the National Apprenticeships Services joined us and our Keynote speakers were from HECE (Alison Johns) and The Leadership Foundation (Bob Thackwray), both giving us their insight into the future and a lot of food for thought and action.

We are talking to NAS about apprenticeships, HEFCE about future sustainability, LLUK about Technical qualifications and will have talks with the AUA about working together on CPD initiatives and mutual support.

We are starting to explore how we might support Technical specialists in Further Education following considerable interest and will soon have our first member.

On the down side we have had to re-position our fees structure now that our pump priming grant from HEFCE (without which we would not even have got started) is almost run out. This is essential for our survival and continued service to HE and membership fees are our only source of core income.

There is much planned for next year; new events and resources and more of the same too.

I personally wish we did not have to charge fees at all but there is simply no alternative and I think we have kept it as low as possible and that it still represents fantastic value if staff become engaged as they are in many HEIs and Regions.

It has been a wonderful year for all of those involved and I would like to thank everyone involved for grasping the nettle and proving that you can bring about major change if you pull together.

Have a great summer vacation!

**Matt**

## If your not on the list...

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

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

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

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



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## CPD Promotion

A new Flyer and Poster campaign has been launched across the sector promoting the ever popular technicians CPD qualification

Following the publication of the employers survey results earlier this year HEATED have continued the tradition of making it clear how in practice we will respond to what our customers say. Action for the next academic year 2010/11 was outlined to all Universities in the latest HEATED publication 'Technical skills leading the UK Recovery'. Actions fall under two headings of training and career development and communication and consultation. Full details are available on the HEATED web site but a total of 17 different areas of work include...

- Significant expansion of the popular professionally accredited (CPD) qualification for HE Technical Staff
- An expansion of our national training programme that already offers over 240 different specialist development workshops across the UK
- A brand new UK wide Mentor Support Network
- Analysis of specialist technical needs with colleagues from technical groups and professional organisations
- A third and larger national Technical Staff Development conference to share 'what works' across our diverse sector
- Targeted advisory documents on subjects highlighted by employers as problematic in the recent employers survey
  - 'avoiding confusion over technical line management'
  - 'communicating and consulting your technical workforce'
  - building technical skills into workforce planning



### Your Train Ticket

The HEATED Train the Technical Trainer (TtTT) course is receiving very positive feedback from around the UK. We have received a very encouraging (and pertinent) participant response, requesting guidance on how to lead a do-it-yourself TtTT course locally.

HEATED has anticipated this outcome by creating

bespoke resources that will enable individuals, for example staff trainers and technical staff, to design and lead a TtTT event, whether it's a seminar, course or conference.

These include:-

- A video that is part of an exercise to explore the potential pitfalls in technical training practice, and the consequences of committing outright gaffes; (The multimeter exercise)
- an associated trainer guide on how to conduct group and plenary exercises that arise from the multimeter exercise
- prepared materials supporting the above
- guidance on the options for the content of a TtTT course / seminar / conference
- supporting resources (accessed by username/password)
- materials for a follow-up practice session

This is supported by advice on how to apply these resources.

This may be obtained from: Ken Bromfield (ken.bromfield@heated.ac.uk or Skype ken.bromfield937)

For further information see:

[http://www.istonline.org.uk/TSCP/TtTT/local\\_setup.asp](http://www.istonline.org.uk/TSCP/TtTT/local_setup.asp) and <http://www.istonline.org.uk/TSCP/TtTT/>

There are also links from this HEATED web page

<http://www.heated.ac.uk/courses.php>

# HE technical skills for the next decade

The 2nd National HEaTED Conference, London 30 June 2010



**Is it an indication of how important the Higher Education Sector views the work HEaTED does, that despite the current climate of financial cutbacks, the second national HEaTED conference, was a not only a sell out but had a significant list of delegates on standby?**

Or perhaps it is because of the current climate that HEIs are seeing the importance of recognising the vital work their technical workforce does and ensuring that it remains fully skilled.

Held at the University of the Arts London the atmosphere on the day was vibrant. 90 delegates attended the event including technicians, technical managers, staff developers and representatives from Human Resource departments, from over 40 institutes.

After a brief introduction to the day by Matt Levi and Bob Hardwick, Alison Johns, Head of Leadership, Governance and Management, HEFCE, got the day underway. She gave a presentation entitled 'Delivering the academic enterprise in challenging times: the political and economic context for providing professional technical support'. This insightful and thought provoking talk highlighted key issues facing the HE sector now and in the future. After Alison's presentation delegates had a choice of four interactive

breakout sessions, presentations for these sessions and for the key note sessions can be found at: <http://www.heated.ac.uk/news.php>.

**'Do you want to save time and money, and improve safety in your lab? Considering your sustainability and environmental impact can help'**, was led by Peter James (HEEPI, Co-director). Aimed at individuals with responsibilities for running/managing laboratories, workshops or offices, the session focused on recent advances in technology and the importance of understanding how your lab works holistically, in order to minimise its environmental impact and save money.

Matt Levi (HEaTED Executive Director) led the session **'1001 reasons to take up CPD before you die'** – a fast waltz around the issues, the detail and how to engage!. This was aimed at technicians, technical specialists and managers, HR, OD and Staff Development Professionals. Matt explained the importance of continuous development for all staff in HE. Delegates were given the opportunity to explore the Institute of Science and Technology's Continuing Professional Development award.

**'Career development or atrophy: A reality check'** was a lively very interactive session led by Clare Brophy (University of Bristol, Staff Career Coach). Aimed at individuals who wish to explore career options, Claire took her audience through a series of exercises which allowed them to consider the important factors for success in climbing the career ladder.

There was some fierce debate about the relative importance of one's

They gave an impressive overview of the massive review and overhaul of technical services that UAL have undertaken.

visibility versus one's performance in terms of achieving recognition, in a stimulating and thought provoking session. Key resources provided by HEaTED were highlighted.

**'I don't have time to blow my nose! (Managing technical staff & resources), sharing best practice and individual experiences'** was a session led by Stephen Duffy (Facilities Manager, School of Electrical and Electronic, University of Manchester). It was aimed at overloaded Managers, new or up and coming Technical Managers who wanted to develop/share their experiences and was clear from this very popular session that there are a lot of overworked technicians and managers in UK Universities! Despite the climate of increasing workloads and fewer staff, the session was a



Professor Bob Thackwray, Director at the Leadership Foundation for Higher Education addresses the conference

useful platform for sharing best practise and ideas on how to cope. Stephen also brought to light the importance of being able to identify the symptoms of stress in yourself and having the tools to manage your own stress levels. Alison Johns was an attendee at this session and subsequently invited Stephen to London at a future date to discuss issues arising from the session.

There was then a quick update on the progress of the HEaTED project before delegates were able to enjoy a lunch in the beautiful surroundings of the Red room.

The afternoon session started with feedback from the breakout sessions, and then Professor Bob Thackwray entertained the audience with a presentation entitled **'Nothing endures but change'**. Bob used his time to reflect on the fact that change is inevitable, the different ways that Universities have responded to this in the past, and how historically they have viewed themselves as 'different' to other organisations. It was a humorous presentation that left colleagues pondering some important questions about how Universities need to approach the difficult times ahead.

The conference concluded with an uplifting session from Clive Bane (Director of Human Resources), Kevin Garner (Head of Technical Services), and Sally Tiffin (Chelsea College of Art and Design Technical Manager) all from UAL. They gave an impressive overview of the massive review and overhaul technical services that UAL have undertaken. It was clear that technicians play a central role in teaching and learning at the University and Clive, Kevin and Sally have been successful in securing funding to qualify and recognise technicians with such a role.

HEaTED extends the warmest thanks to our wonderful hosts at UAL and hope that next years conference will be just as successful.



Alison Johns, Head of Leadership, Governance and Management at HEFCE, talks to colleagues after her key note talk

Following the conference delegates can now:

1. Take home key points from Alison Johns and Bob Thackwray's presentations to their own institutes and get them across to senior managers and staff.
2. Look at the support HEEPI is providing and make their working environment more environmentally sustainable. Form a sustainability group.
3. Challenge technicians and senior management about the provision for the professional development of technical staff in their institutes, introduce to them the idea of CPD and the IST award.
4. Hold a 'careers conference for technicians' using the resources provided by HEaTED, or use the HEaTED 'Career's planning – a reality check' work book to reflect on what they themselves should be doing to not only to get ahead, but also to simply keep in the game.
5. Enquire about running a HEaTED 'Train the Technical Trainer'.
6. Make use of some of the good practices being used by other technical managers to cope with increasing workloads.
7. Be aware of their own stress levels and how to handle them

# Just how important is communication with technical specialist and managerial staffs (TSM's)?



**Matthew Barker,** a Technician in the department of Cell Physiology and Pharmacology at the University of Leicester realises "that success just won't come to him" during an interview with Dr Michelle Jackson from HEATED...

## **What does your job entail Matthew?**

I am a research technician in a group investigating sensory and systems neuroscience, specifically investigating the auditory pathway. Within the group I perform the majority of the morphological studies using a variety of labelling and neuronal tracing techniques. I also perform auditory brainstem response recordings to determine the effects on hearing of acoustic over exposure and study the resultant cellular damage. From these experiments I collate, analyse and interpret the results which are then

either prepared for publication in scientific journals or incorporated into presentations.

At a departmental level I provide training and give support to staff, PhD students and final year project students in the use of core equipment. I also provide support to our central teaching unit, overseeing the set up and running of an undergraduate practical class.

## **How long have you worked in your current position?**

I have been in the department of Cell Physiology and Pharmacology (CPP) for 12 years.

## **Can you describe your working environment?**

Our research group is located in two laboratories, one of which is dedicated to the sectioning of live tissue, electrophysiology, electroporation and microscopy. The other laboratory is used for the handling of fixed tissue, immunocytochemistry and solution making. As well as this I am responsible for the neuroscience section of CPP, which is located in one of the two buildings in which we have premises on the main campus of the University of Leicester.

## **What would be a 'typical day' for you?**

Thankfully I don't have a typical day as such. My normal routine depends upon where we are in relation to our research projects. It could well be that I spend the majority of my time devising and performing experiments, however when these are complete then the majority of my time will be devoted to analysis and preparation of figures to go into papers or preparing posters

and presentations. Around this work I fit my departmental duties such as giving training and maintaining equipment.

## **How did you get to where you are today?**

I joined CPP as a graduate trainee after doing a degree in Biotechnology. Through the time I have been in CPP have taken on responsibilities when they have been offered to me as well as training and this has allowed me to progress through the grading system to my current position.

The first major influence which allowed me to develop as a technician was that of Professor Ian Forsythe in whose laboratory I was given my own part in the group's research projects and where I was first able to contribute to publications. Latterly my career has developed in Dr. Martine Hamann's laboratory where I have been able to develop my own research projects, design my own experiments and dictate the direction of my research which has resulted in a first authorship publication in the Journal of Neuroscience methods. Further more with Dr. Hamann as my academic supervisor I am also studying part time for an M Phil. Throughout my time in CPP I have been supported by my Departmental Services Manager, Mr. Alan Willcocks who has always been willing to give me advice on the best way manage my career and recommend suitable training to continue my professional development. My continued development has been helped by accessing a number of courses through the Staff Development Centre. Also where appropriate I have been able to attend training

workshops at other institutions. Further to this the university pays for the fees for my part time master's degree. So I guess I receive a lot of support!

**Where do you see yourself going from your current position?**

My immediate goal is to progress to the next grade. After that I will have to wait and see. I am very happy at the University of Leicester and my family are settled in the area.

**What are the best and worst bits of your job?**

The best parts of the job are definitely developing experiments

and protocols, then implementing them and seeing them through to a successful conclusion. The worst bit has to be the smell of autoclave waste.

**What is the most unusual thing you have had to do in your job?**

The most unusual part of my job this year has been my success presenting my work at conferences. At the Physiological Society I gave a poster presentation which won second prize in the Blue Riband poster competition. Later in the year I gave another poster presentation at the University of Leicester Neuroscience Day and was awarded first prize

for the best poster presentation. Finally to cap the year off I was asked to give an oral communication at the Young Physiologists Symposium, sponsored by the Physiological Society and won first prize for the best oral communication.

**Do you have any advice for anyone wanting to do what you do?**

Make as much use of the continued professional development assets that are at your disposal as possible. If you want to progress then you have to make the effort and take on responsibilities. Success won't just come to you.

## Alan Willcocks

As a general principle, I subscribe to the following: employees can only work effectively if they participate in the work of the University and when they are fully informed.

**And this principle applies no less to staff development and training, but there are often significant barriers to overcome if communication is to become effective.**

Barriers include: departmental silos, cynicism, limited resources, lack of support from managers and poor IT systems. It is always important to have the support of senior management when introducing training initiatives. We ensure that we obtain that support and, importantly, that their support is communicated to our technical staff.

This happened when we introduced our own, local, CPD framework. Training and development is communicated through the Staff Development website. This shows all courses internally available and defines them by Job Family, reinforced by regular e-newsletters. Communication with technicians is further provided through the Technical Training Advisory Group and its

website which has details of the Group's work as well as links to HEaTED.

The staff development website provides details on funding for (external) courses and how to apply for it. It is important to make clear that the entire burden of course costs will not usually fall to the host department.

We have found the use of TTAG organised Forums to be an effective communication and development tool. These are run on the principle that delegates provide the majority of the communication.

The facilitators briefly introduce the topic, give a few ideas and pointers and leave it to the delegates to discuss it amongst themselves in groups, then come back and share their conclusions. Most of the time is given to their discussion and provides an opportunity for staff from different areas of the University to come together in a way which would be

unlikely to occur otherwise. It is essential to have, as far as possible, a complete and up to date list of all technical staff in the University and their e.mail addresses. Direct contact with staff is paramount for effective and successful communication. Reliance on a cascade principle, from senior to junior staff, does not work as effectively.

Finally, having professional staff developers in post dedicated to technical staff is essential for providing good communication and delivering quality training and development.

**Alan Willcocks is Departmental Services Manager in the Department of Cell Physiology and Pharmacology at the University of Leicester. He is Chair of the University's Technical Training Advisory Group (TTAG) and a member of the management board of the HEaTED project.**

## Should Sustainability Stop at the Laboratory Door?

Laboratories consume – and waste – large amounts of energy, water, and materials. A single fume cupboard, and its associated ventilation, can consume as much energy as 2–3 average UK houses, and involve energy expenditure of up to £5000 per year



**More stringent regulation and stakeholder pressures are driving change. Fortunately, there are a growing number of examples of good environmental practice in chemistry and other labs. Often, they enhance safety and save money too.**

New build or refurbishment enables fitting of low flow fume cupboards, energy efficient drives, and optimised ventilation systems. Energy can be minimised in existing facilities by switching off or turning down equipment when not in use, changing layouts and encouraging behavioural change. Closing the sash on a variable air volume fume cupboard can save up to £1000 a year.

Water is another area of great saving opportunities. Many researchers clean sample containers by holding them in a running stream of deionised water but tests show that filling, swirling and emptying several times actually remove more contamination. Lab chemicals are also costly, and carry hidden expenses of management, storage, stock holding, and disposal.

A new chemical management system at the University of Edinburgh which – by encouraging better use of existing stock - has shaved £100,000 off the annual chemical bill. More efficient use of existing chemicals, also means less waste, which can be expensive when it is electronic or

hazardous. One lab received a quote of £4000 for disposal of an electron microscope. Poor environmental performance in laboratories also undermines the 'green' messages which young scientists and technologists are increasingly receiving from their organisations, professional bodies and society. Changing this simply requires good laboratory housekeeping expectations, raising of awareness of what is actually happening in laboratories, and – for educators – relating established concepts such as atom economy, thermodynamics and yield to the new challenge of understanding and managing environmental impacts.

**Peter James is Professor of Environmental Management at the University of Bradford.**

**Closing the sash on a variable air volume fume cupboard when not in use increases safety, and can save up to £1,000 a year.**

# Future Apprenticeship Scheme for Technicians Supporting Education

There is an increasing demand to have apprenticeships to bring talented youngsters into HE to become the future technician workforce

While a number of universities do employ apprentices in various areas none of those schemes are officially recognised.

The good news is that there is a new national Specification of Apprenticeship Standards for England (similar for other nations) which will be introduced in April 2011. Work is already being done by LLUK, SEMTA (SSC for Lab Tech skills), National Apprentice Service (NAS) and HEaTED ensure a scheme becomes available as soon as possible.

General agreement has been reached that any future apprentice structure for technicians supporting learning

must have certain features. The most important is that it should have a common 'plan/shape' regardless of the curriculum areas concerned. The 'plan/shape' is therefore likely to include: generic personal skills; supporting learning skills and vocational/subject skills.

Such a structure is important because to ensure that the scheme will attract awarding bodies, for the qualifications, and providers, for the underpinning learning courses and assessment processes, then their must be a sustainable target group who will sign up for the scheme. This will only occur if the proposed scheme can also be taken up by FE Colleges and Schools who also employ large

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numbers of technicians supporting learning. HEaTED is currently looking at how this might work and will of course inform colleagues via the web site.

**Andrew Taylor, Regional Co-ordinator for London**

## Your Regional Co ordinator

If you have not make contact with your HEATED regional representative, why not drop them an email to find out what is going on in the world of technical staff development; they would be very pleased to hear from you.

### South West

Mark Lane  
(Bath)



chsmwl@bath.ac.uk

### London

Andrew Taylor  
(Independent)



andrewgs.taylor@bopenworld.com

### North East (North)

Linda Robinson  
(Newcastle)



linda.robinson@newcastle.ac.uk

### South East

Kevin Botto  
(Chichester)



K.Botto@chi.ac.uk

### Midlands (West)

Nick Gallagher  
-Hughes  
(Harper-Adams)  
ngh@harper-adams.ac.uk



These 'ambassadors' will provide a central communication focus point for institutes in their regions, feeding back to other relevant regional networks and playing a crucial role in the promotion and organisation of regional HEaTED activities.

### North West

Sally Shelmerdine  
(Manchester)



S.Shelmerdine@manchester.ac.uk

### North East (South)

Jane Ginniver  
(Sheffield)



J.Ginniver@sheffield.ac.uk

They will raise the HEaTED profile and communicate with the wider public. (Some regions not yet covered.)



## HEATED/ IST Courses:

# New courses and courses for October, November and December

HEATED/ IST Courses: For a full listing of courses available please visit  
<http://www.heated.ac.uk/courses.php>

Please note that courses provided through Cryptic Peach have been replaced by courses from Amsys and Soho Editors (see Creative Arts and Media, and IT sections)

## Courses in October, November and December 2010

### ▶ Biological

Stem Cells: A Pathway Through the Maze –

9-10 December

Human and Veterinary Vaccinology –

29 November – 3 December

Research fluorescence microscopes – image acquisition and image processing –

20-21 October  
 Electron Microscopy Workshop –

12 October

### ▶ Chemistry

Basic Essentials of LC-MS, Method Development & Troubleshooting Course – Discounted rate –

25-28 October (Amsterdam), 30 November-2 December (Brussels)

HPLC in Hospital Laboratories Course –

1 day – 18-19 November  
 Clarity Data System Course –

1 day – 14 December

Advanced HPLC 6 – HPLC Instrumentation –

9 November  
 Advanced HPLC 5 –

Integration & Calibration –

17 November

Advanced HPLC 4 – Eluent Selection & Optimisation –

16 November

Advanced HPLC 3 – HPLC Detection –

11 November

Advanced HPLC 2 – HPLC Columns –

12 November

Advanced HPLC 1 – The Science behind HPLC –

10 November

Agilent HPLC Equipment Servicing Course –

2 days – 9-10 December

HPLC Equipment Servicing Course –

2 days – 4-5 November  
 HPLC Troubleshooting Course –

2 days – 4-5 November  
 Practical HPLC Method Development Course –

3 days – 1-3 November  
 Advanced Practical HPLC Course –

5 days – 25-29 October  
 Intermediate Practical HPLC Course –

2 days – 21-22 October  
 Introduction to Practical HPLC Course –

2 days – 19-20 October  
 Practical LC/MS –

19-20 October  
 Practical GC/MS –

26-27 October  
 Practical HPLC Method Development –

5-6 October

### ▶ Creative Arts and Media

iPhone SDK Programming –

8 November

Objective-C for Beginners –

28 October

Apple Certified Macintosh Technician –

4 October

Mac OS X Deployment 10.6 –

18 October

Mac OS X Directory Services v10.6 –

26 October, 6 November

Certified Mac OS X Client Training Mac OS X Support Essentials 10.5 to 10.6

Upgrade –

1 November

### ▶ Electronics

Antennas and Propagation –

22-26 November

Modern Radar Theory and Practice –

25-29 October

Overview of digital electronics –

November (dates to be confirmed)

Overview of electronics –

November (dates to be confirmed)

Practical Antenna Design –

December (dates to be confirmed)

Online Course – Introduction to Electronics –

4 October – 10 December (10 weeks on line)

### ▶ IT

Certified Mac OS X Client Training Mac OS X Support

Essentials 10.5 to 10.6 Upgrade –

1 November

Mac OS X Directory Services v10.6 –

26 October, 16 November

iPhone SDK Programming –

8 November

Objective-C for Beginners –

28 October

Apple Certified Macintosh Technician –

4 October

Mac OS X Deployment 10.6 –

18 October

Mac OS X Directory Services v10.6 –

26 October, 16 November

Certified Mac OS X Client Training Mac OS X Support Essentials 10.5 to 10.6 Upgrade –

1 November

### ▶ Management

Project management and leadership –

3 November

Lean mean (improvement) machine –

20 October

Essentials of Project Management for

Engineers, Scientists and Staff in Hi-Tech Companies –

25 November

Applying Knowledge Management: Principles and Practices –

23 November

Successful Change Management for Engineers, Scientists & Staff in Hi-Tech Companies –

4 November

Quality Control/Assurance Laboratory internal audit –

8 & 9 December

Laboratory management – role of the Quality Manager and technical management –

19-21 October

Implementing ISO/IEC 17025 in testing laboratories –

10 November

Method Validation –

30 November, 2 December

Evaluating measurement uncertainty for chemical testing laboratories –

12&13 October

Implementing MCERTS for the chemical testing of effluents –

essential statistics –

7 October

## New Courses

### ► Biological

Getting Research Published: How to Develop a Publication Strategy in Biomedicine – Ten-week online course

### ► Creative Arts and Media

An Introduction to Compressor 3.5 (Compressor 101) –

26 August (London), 13 September (Manchester)

An Introduction to Sound Editing in Final Cut Studio (Course Sound 101) – 26 July, 12 August, 23 September

An Introduction to Motion 4 (Course Motion 101) – 14 July, 9 August, 15 September

(Manchester) 4 August, 8 September (London)

Shake 4 – A Comprehensive Study – Shake 200: Certified Level 1

Introduction to Logic Express 9 and Logic Pro 9 (Course Logic 101) – 4 Aug (Manchester) 18 Aug (London)

Advanced Techniques in Logic Pro 9 (Course Logic 301) Technical Support for Final Cut Pro 7 (Course FCP 400) – 31 August

Multiplatform Delivery: Understanding the complete workflow: Shooting to Delivery Final Cut Pro 7 for Avid Editors (Course FCP 250) – : 26 July, 25 August, 16 September (London), 28 July, 2 August, 23 September (Manchester)

An Overview of Final Cut Pro 7 (Course FCP 100)

An Introduction to Final Cut Pro 7 Part Time (Course FCP 102) – 3 August

An Introduction to Final Cut Pro 7 (Course FCP 101) – 12 July, 28 July, 9 August, 25 August, 8 September, 20 September (London), 25 August, 1 September (Manchester)

Advanced Editing in Final Cut Pro 7 (Course FCP 300) – 21 July, 16 August, 31 August (London),

6 September (Manchester)

A Comprehensive Study of Final Cut Pro 7 (Course FCP 200) – 9 August, 13 September (London), 16 August (Manchester) An Introduction to DVD Studio Pro 4 (Course DVDSP 101) – 14 July, 23 August, 13 September

An Introduction to Color Correction in Final Cut Studio (Course Color 101) – 12 July, 2 August, 6 September (London), 21 July, 20 September (Manchester)

An Introduction to Aperture 2 (Aperture 101) Adobe Photoshop Advanced Adobe Photoshop Intermediate Adobe Photoshop Introduction – 19 July (Manchester), 9 August, 16 August (London)

Adobe InDesign Introduction – 23 Aug

Adobe InDesign Intermediate Adobe Illustrator Advanced Adobe Illustration Fundamentals

Adobe Flash Introduction Dreamweaver Introduction

Adobe After Effects Intermediates

Adobe After Effects Fundamentals Course

Adobe After Effects – Advanced Course Color

iPhone SDK Programming – 19 July, 13 September, 8 November

Objective-C for Beginners – 15 July, 2 September, 28 October

Microsoft Windows 2008 Server Supporting Windows 2008 Server for Mac Technicians – 1 September

DeployStudio Training Deploying Macs with

DeployStudio – 15 July, 6 September Mac Support for PC

Technicians – 15 July, 9 August, 31 August, 16 September, 11 October

Cisco CCNA Training – 26 July Getting Started with Mac OS X – 20 July

Apple Certified Macintosh Technician – 20 September

(London), 4 October (Manchester) Xsan 2 Administrator – 12 July, 25 August

Certified Mac OS X Server Training Mac OS X Security and Mobility v10.6 – 21 July, 17 August, 28 September (London), 3 August (Manchester)

Mac OS X Deployment 10.6 – 12 July, 2 August, 8 September, 18 October

Mac OS X Directory Services v10.6 – 6 July, 7 September, 27 September, 26 October, 16 November

Mac OS X Server Essentials 10.6 – : 6 July, 24 August (Manchester), 6 August, 9 August, 14 September (London)

Certified Mac OS X Client Training Mac OS X Support Essentials 10.5 to 10.6 Upgrade – 5 August, 30 September, 1 November

Mac OS X Support Essentials 10.6 – 20 July, 10 August (Manchester), 26 July, 5 August, 18 August (London)

### ► Electronics

Online Course Introduction to Electronics – 4 October – 10 December (10 weeks on line)

### ► IT

Certified Mac OS X Client Training Mac OS X Support Essentials 10.5 to 10.6 Upgrade – 1 November

iPhone SDK Programming – 19 July, 13 September, 8 November

Objective-C for Beginners – 15 July, 2 September, 28 October

Microsoft Windows 2008 Server Supporting Windows 2008 Server for Mac Technicians – 1 September

DeployStudio Training Deploying Macs with

DeployStudio – 15 July, 6 September

Mac Support for PC Technicians – 15 July, 9 August,

31 August, 16 September, 11 October Cisco CCNA Training – 26 July

Getting Started with Mac OS X – 20 July

Apple Certified Macintosh Technician – 20 September (London), 4 October (Manchester) Xsan 2 Administrator – 12 July, 25 August

Certified Mac OS X Server Training Mac OS X Security and Mobility v10.6 – 21 July, 17 August, 28 September (London), 3 August (Manchester)

Mac OS X Deployment 10.6 – 12 July, 2 August, 8 September, 18 October

Mac OS X Directory Services v10.6 – 6 July, 7 September, 27 September, 26 October, 16 November

Mac OS X Server Essentials 10.6 – : 6 July, 24 August (Manchester), 6 August, 9 August, 14 September (London)

Certified Mac OS X Client Training Mac OS X Support Essentials 10.5 to 10.6 Upgrade – 5 August, 30 September,

1 November Mac OS X Support Essentials 10.6 – 20 July, 10 August

(Manchester), 26 July, 5 August, 18 August (London)

### ► Management

ILM Award in Team Leading for Technical Staff – 11 (pm)– 14 October

### ► Personal Development

Institute of Science and Technology Continuous Professional Development award workshop

### ► Safety

Practical application of the Fire Regulatory Reform Order and DSEAR regulations – 22 September 2010

**University College, London**  
**Manchester** Worcester University  
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