London South Bank
University

CPD:
The case study

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Institutional Context

- Four large faculties;
- Weak central departments;
- Registry recently re-established;
- Weak culture of process management.

Strategic Context

One of four projects:

- Improved HESA returns (to keep senior management happy);
- Improved Admissions processes (especially around local admissions in Health);
- Improved process documentation;
- Improved training.

Goals

- Creation of a single community of practice;
- Establish Registry as the hub of that community;
- Improve documentation;
- Raise training standards;
- Better service to students.

Benefits realisation

- Regular surveys and meetings to gain feedback;
- Write responsibility into job descriptions;
- Create an explicit budget line

Deliverables

- A training programme launched in the summer of 2012;
- A managed CPD scheme linked to SRS access rights;
- Staff surveys;
- Measurable and sustained improvements in colleagues self-reported assessment of their own training levels.

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What did we deliver?

Delivery Date	Session	Capacity	Audience
September			
October	Registry Training Presentation - Admissions	Registry Team	Registry
November			
December	Registry Training Presentation - Student Records	Registry Team	Registry
January	Student Returns/HESA	20	Faculty Admin, Registry
	Curriculum - Overview	20	Faculty Admin, Registry
	Student Appeals Process	20	Faculty Admin, Registry
February	Registry Training Presentation - Exams & Conferments	Registry Team	Registry
	Fees & Bursaries	20	Faculty Admin, Registry
	Fees & Bursaries	20	Faculty Admin, Registry
March	Academic Regulations	16	Faculty Admin, Registry
	Academic Regulations	16	Faculty Admin, Registry
	Registrar Briefing for Faculty Managers	10	Faculty Managers
April	Registry Training Presentation - Planning & Student Returns	Registry Team	Registry
	Marks Entry	10	Faculty Admin
	Marks Entry	10	Faculty Admin
May	Exam Boards	20	Faculty Admin
	Exam Boards	20	Faculty Admin
June	Registry Training Presentation - Appeals and Academic Integrity	Registry Team	Registry
July	Re-enrolment process and admin module	40	Faculty Admin, Fees
	Re-enrolment process and admin module	40	Faculty Admin, Fees
	Re-enrolment process and admin module - Havering Campus	15	Faculty Admin
	Briefing session on amendments to academic regulations 14/15	20	Faculty Admin, Fees, Registry
August	Clearing training/enrolment	30	Clearing team
	Crystal Reporting	30	Faculty Admin, Registry, Fees
	Crystal Reporting	30	Faculty Admin, Registry, Fees
	Student Services	30	Faculty Admin, Fees, Registry
October	Student Attendance monitoring	30	Faculty Admin

Positives

- Modest cost;
- Well received by target groups: good attendance;
- Enhanced communication across departments;
- Interfaced well with documentation project.

Not-so-positives

- Unknown unknowns;
- Difficult to integrate Registry and Course Admin programmes;
- Some issues with use of existing Staff Development approaches;
- Slower than expected to get off the ground;
- Too much delivery by Registry people;
- Difficult to sustain enthusiasm into second year (e.g. survey results, attendance).

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Questions?

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