

London South Bank University:
**Phase 2 Technician Commitment
Action Plan (2025–2027)**

This Phase 2 Technician Commitment Action Plan (TCAP) endorses the commitment of London South Bank University (LSBU) to promote the visibility, recognition, career development and sustainability of the technician community at the institution and beyond.

Building on the significant progress achieved during Phase 1 and reflecting the developing maturity of our Technician Commitment, we have simplified our Phase 2 Action Plan into four focus areas aligned with broader institutional aims to:

- a. embed technical expertise across the academic and vocational provision of the LSBU Group;
- b. support technical staff career opportunities and progression;
- c. support the sustainability and appropriateness of technical skills and careers, at both a local and national level; and
- d. achieve a nationally competitive position for technical facilities and expertise.

This TCAP highlights LSBU's commitment to our technical staff and reflects the breadth of discussion and activity undertaken in its development. We aim to attract, retain and develop the very best technicians and recognise their vital contribution to the delivery of LSBU's Corporate Strategy and our mission as a nationally and internationally recognised professional and technical University.

Focus Area 1: Integration of the Technician Commitment within the University, Colleges and Schools

Headline Activity	Action	Timescale - Year			Action Lead	Recognition	Visibility	Career Development	Sustainability
		1	2	3					
1.1. Inclusion of technicians and TC in key processes, planning and decision-making	Ensure that technicians and the technician voice are included in relevant College planning and decision-making processes relating to, for example, OPEX, recruitment, health and safety and procurement	✓	✓	✓	ED/CDO	X	X	X	X
	Review terms of reference of College committees and groups to ensure consistent and appropriate technical staff representation	✓	✓	✓	CDO	X	X	X	X
	Increase technical representation on University-wide committees and groups, e.g., REF, EDI, Staff Interest, ensuring a process is in place to rotate staff on a regular basis	✓	✓	✓	Provost/PVC	X		X	X
	Ensure alignment of College Strategic Plans and People and Culture Enabling Plan with TC focus areas and actions		✓	✓	ED/CPLO	X	X	X	X
	Refresh TCSG membership to reflect new College/School structures and leadership and include a broader range of staff in our definition of technician	✓	✓	✓	Chair TCSG	X			X
1.2. Establish an integrated technician-academic culture	Ensure that technicians feature as integral and visible members of new College and School identities	✓	✓	✓	ED/CDO/TSM	X	X	X	X
	Continue to promote and support technician-led collaboration activities and events, such as Tech Cafes, Maker Space, Tech Tasters, Cross School Immersivity Group	✓	✓	✓	TSCG	X	X	X	X
	Deliver an Annual Technician AwayDay to include workshops and sessions promoting academic-technician collaboration	✓	✓	✓	TSCG	X	X		
	Introduce an annual University-wide technical challenge for technician-academic teams		✓	✓	TCSG	X	X	X	
1.3. Support, recognise and reward technicians' contributions to education and R&I activity	Identify and develop technician roles where T&L or R&I is a key element of the role <i>(as part of Career Pathways work, 2.1)</i>	✓	✓	✓	ED/ADS/ADAQA			X	X
	Include relevant T&L or R&I skills and experience in desired criteria for new and advertised roles		✓	✓	TSM			X	X
	Increase the capacity (including sufficient funding and mentors) for the Achieve/Advance HE programmes to enable more technicians to develop teaching skills and obtain HEA Fellowship status	✓	✓	✓	ED	X		X	X
	Develop and agree a process for operationalising opportunities for technicians to undertake PhDs within the context of fairness and business continuity	✓			CDO/TSM			X	X
	Maintain records of staff involvement in T&L, e.g., which roles, number of teaching hours etc, and include technicians who are involved in T&L in timetabling, Course Teams and Module/Course pages	✓	✓	✓	ADAQA/CL	X	X	X	X
	Enforce the inclusion of technical resource costs in funding applications and share examples of best practice	✓	✓	✓	ADRI/HoS	X			X
	Encourage and support technicians to secure external income through, for example, applying for external funding, delivery of CPD courses and commercialisation of facilities and equipment	✓	✓	✓	ADRI/TSM	X	X	X	X
	Document and recognise the contributions of technicians to research and student learning through REF, KEF and TEF submissions	✓	✓	✓	ADRI/ADS/ADAQA	X	X		

Focus Area 1: Integration of the Technician Commitment within the University, Colleges and Schools

Headline Activity	Action	Timescale - Year			Action Lead	Recognition	Visibility	Career Development	Sustainability
		1	2	3					
2.1. Develop and implement a Technician Career Pathway	Develop and gain institutional approval for an LSBU technician career pathway, with associated job descriptions, development opportunities, and expectations of achievement at each level	✓			SHRBP	X	X	X	X
	Create necessary collateral to enable annual promotion of the pathway to technical staff	✓			SHRBP	X	X	X	X
	Establish an annual cycle of promotion for technical staff, together with briefing sessions, application forms and processes		✓	✓	SHRBP	X	X	X	X
	Review the operation of the promotion cycle after 12 and 24 months, including an EIA, reporting to UEB and PCC		✓	✓	Chair TCSG/ TSM/SHRBP	X	X	X	X
	Integrate technical staff career pathways across the LSBU Group (LSBU/SBC/SBA)		✓	✓	SHRBP/EP SBC	X	X	X	X
	Analyse the Pulse staff survey results to assess the satisfaction and wellbeing of technical staff (and compared with academic staff), reporting the results to the TCSG and PCC	✓	✓	✓	Chair TCSG/ TSM/SHRBP	X	X	X	X
	Introduce an annual Technician Survey, accompanied by open feedback sessions, to gather qualitative feedback on each of the TC pillars	✓	✓	✓	TC Champions	X	X	X	X
2.2. Link all technical staff appraisals to a personalised career development plan that feeds into a range of institutional and external development opportunities	Develop and implement tailored training and development programme for technical staff based on training needs analysis (internal and using the NTDC self-assessment tool)		✓	✓	L&OD/TSM			X	X
	Identify, develop and deliver a comprehensive portfolio of CPD opportunities (internal and external) relating to Technician Career Pathways and promote this across the technical community	✓	✓	✓	PCL/TSM			X	X
	Establish an active mentoring programme for all technicians, ensuring all new starters have a mentor assigned, and including mentoring linked to technical T&L, R&I and management careers		✓	✓	TSM/L&OD			X	X
	Continue to promote wider career development and recognition opportunities, e.g., the Herschel and Aurora programmes, HEA Fellowships, and nominations for LSBU Technician Awards, the Papin Prize and THE Outstanding Technician Award, ensuring that these are as inclusive as practically possible, across all job roles and grades	✓	✓	✓	TSM/all TCSG members	X	X	X	X
2.3. Continue to promote and support professional registration as a core aspiration for technicians	Build estimates of costs of initial Professional Registrations into College OPEX budgets	✓	✓	✓	ED/CDO/TSM			X	X
	Define a typical yearly allowance of days for technical staff to undertake professional development		✓		CDO/TSM	X		X	X
	Ensure sufficient resources (funding, mentoring, time) are in place to help technicians with their professional development needs/qualifications	✓	✓	✓	CDO/TSM/PCL	X		X	X
	Register LSBU as a Science Council Employers Champion.		✓		TCSG	X	X	X	

Focus Area 3: Resources and Capacity

Headline Activity	Action	Timescale - Year			Action Lead	Recognition	Visibility	Career Development	Sustainability
		1	2	3					
3.1. Develop a formal approach to succession planning and planning for technical skills sustainability in LSBU Colleges	Implement a strategic approach to planning technical staff through coordinated workforce planning activity as part of the College Planning Cycle		√		Provost/ED/CDO			X	X
	Undertake an annual exercise to identify specialist technical skills across each College and develop roadmaps to enable successful succession planning and skill sharing		√	√	CDO/TSM			X	X
	Develop strategy for skills retention within specialist areas, e.g., shadowing opportunities, mentoring/ coaching etc.	√	√	√	TSM			X	X
	Ensure that targeted and specific actions to address any EDI challenges facing the technical community are included in relevant University Action Plans (REC, AS, REF2029)	√	√	√	TCSG			X	X
	Align investment in technical resources with College/Schools' performance and priorities through the new Strategic Academic Planning Process		√	√	Provost			X	X
3.2. Support and develop technical skills and resources across the LSBU Group	Further explore the potential for delivery of the L3 Education Technician Apprenticeship at the SB Technical College to provide entry routes at a junior level (and support regional upskilling)	√			GD Apprenticeships/ TSM/Chair TCSG/ EP SBC			X	X
	Assess the potential for technical T-levels and other apprenticeships as part of an LSBU Group career pathway and in areas where there are particular skills deficits (LSBU and national)	√	√	√	EP SBC/Chair TCSG/TSM			X	X
	Through the PURE equipment module, create a register of LSBU equipment and facilities and make this externally available for the purposes of equipment sharing, driving efficiencies, and promoting national and international collaboration		√		TSMs		X		X

Focus Area 4: Visibility and Engagement

Headline Activity	Action	Timescale - Year			Action Lead	Recognition	Visibility	Career Development	Sustainability
		1	2	3					
4.1. Continue to raise the digital and physical profile of technicians, internally and externally	Promote the role and contributions of technical staff through annual reports and presentation to the BoG and UEB	✓	✓	✓	TCSG	X	X		X
	Deliver an annual Technician Awayday/Conference to raise the profile of technicians within and beyond Colleges and LSBU	✓	✓	✓	TCSG	X	X		X
	Continue to develop and promote a digital presence that showcases who technicians are, what they do and their stories and successes, working with LSBU Marketing and Communications to develop gateways to this information for a range of internal and external consumers	✓	✓	✓	TSM/TC Champions/ MarComms	X	X		X
	Create displays of work, information and photos of technicians in prominent locations across campus and link into showcase events, updating as necessary	✓	✓	✓	TSM/TC Champions/ MarComms	X	X		X
	Create displays of work, information and photos of technicians in prominent locations across campus and link into showcase events, updating as necessary	✓	✓	✓	TSM/TC Champions		X	X	X
4.2. Promote and support LSBU technical skills and careers, regionally and nationally	Develop the LSBU Technician Commitment website to ensure information is accurate and promotes up to date success stories	✓	✓	✓	TC Champions	X	X	X	X
	Continue to participate in the LSER TC Leads Group to promote and deliver exchange and secondment opportunities and to access funding for the same	✓	✓	✓	TSM	X	X	X	X
	Promote membership of external networks, visits, exchanges, placements and secondments to support networking, skills development and placement opportunities	✓	✓	✓	TSM/TC Champions	X	X	X	X
	Work with the NTDC, ITSS, CHEAD, HEaTED and other relevant sector organisations to identify external training and collaboration opportunities	✓	✓	✓	TSM	X	X	X	X
	Ensure that we continue to collaborate with, and contribute to, the UK ITSS	✓	✓	✓	TCSG/TSM Lead	X	X	X	X

Key to Acronyms

Acronym	Description	Acronym	Description
ADAQA	Associate Dean Academic Quality and Assurance	LSBU	London South Bank University
ADS	Associate Dean Students	LSER	London and SE Regional
AS	Athena Swan	OPEX	Operating Expenditure
CDO	College Director of Operations	NTDC	National Technician Development Centre
CEP	Capital Expenditure Programme	PCC	People and Culture Committee
CET	College Executive Team	PCL	People, Culture and Legal
CHEAD	Council for Higher Education in Art and Design	REC	Race Equality Charter
CL	Course Leader	R&I	Research and Innovation
CPD	Continuing Professional Development	SBA	South Bank Academy
CPLO	Chief People and Legal Officer	SBC	South Bank Technical College
EIA	Equality Impact Assessment	SHRBP	Senior Human Resources Business Partner
ED	Executive Dean	TC	Technician Commitment
EP	Executive Principal	TCAP	Technician Commitment Action Plan
GD	Group Director	TCSG	Technician Commitment Steering Group
HEA	Higher Education Academy	T&L	Teaching and Learning
HEaTED	Higher Education and Technician Educational Development	TSM	Technical Services Manager
HoS	Head of School	SPPC	Strategic Planning and Performance Committee
ITSS	Institute for Technical Skills and Strategy	UEB	University Executive Board
L&OD	Learning and Organisational Development		