ARC Annual and Exhibition 2026:
Reforging the Sector

1-3rd November 2026, Kimpton Clock Tower, Manchester

Sunday 1st November 2026	
3:00 pm – 5:00 pm	**Walking Tour:** Hidden Histories of Manchester Guided by a local historian, this tour explores Manchester's civic landscape, offering insights into the city's culture and history.
5.30 pm – 6.15 pm	Early Conference Registration
6:00 pm – 7:00 pm	Early Arrivals Welcome
7:00 pm – 10:00 pm	Early Arrivals Buffet and Drinks

Monday 2nd November 2026	
8:00 am – 09:15	Registration, Refreshments, and Exhibition
08:00 am – 09:00 am	**Morning Deep Dive: Courageous Conversations** Come join a table discussion on hot topics in our sector with colleagues
09:15am – 09:30 am	Welcome Address by ARC Chair Jo Coward
09:30 am – 10:00 am	**Keynote:** Professor Malcolm Press, Vice Chancellor, Manchester Metropolitan University, UUK President
10:15 am – 10:30 am	Exhibitor Hotspots
10:30 am – 11:30 am	Panel Discussion: Turning Point – The Sector Ahead • Lucy Everest – University of Liverpool • Vikki Goddard – Chief Academic Services Officer, University of York • Rachel Brealey – Chief Operating Officer, University of Leeds • Dr Steph Harris - Director of Policy, UUK • Jo Coward, ARC Chair

11:30 am – 11:45 am	Coffee and Exhibition
11:45 am – 12:45 pm	Breakout Session 1 - (5 sessions in parallel) 1. **The people behind a Banner Implementation: UEL's change story** ***Martin Hoyle*** *(Academic Registrar)* ***Sukhie Mattu*** *(Deputy Academic Registrar)* ***Vanessa Hallinan*** *(Change Manager)* ***John Joe Mulherin*** *(Principal Product Manager – Ellucian Student SaaS)* 2. **Leading Change Well: Reflections, Pitfalls and Top Tips from an HR Change Lead** ***Fiona Ruddy*** *(HR Executive with 15 years' experience in the HE Sector and local authority)* ***3.*** **Good Practice framework on harassment and sexual misconduct** ***Jo Nuckley****, Head of Outreach and Insight, OIAHE* ***Gemma Slade****, Outreach & Engagement Partner, OIAHE* ***4.*** **Hot Topics in Quality Assurance and Enhancement - ARC Quality Practitioner's Group.** ***Adam Child*** (Academic Registrar and Chair of ARC Quality Practitioner Group) ***Heather Moyes*** (Chief Student Officer and Deputy Chair of ARC Quality Practitioner Group)
12:45pm – 1:30pm	Lunch with our Exhibitors, Networking, Exhibition
1:30pm – 2:15pm	In Conversation with the Ruth Hannant, Joint Chief Executive at the Office for Students Facilitated by Craig Best, ARC Conference Lead
2:15 pm – 2:30 pm	Exhibitor Hotspots
2:30 pm – 3:30 pm	*Breakout Session 2 – (5 Sessions in parallel)* 1. **Commuter Students: Designing the University We Didn't Build** ***Lesley O'Keeffe*** *(Interim Academic Registrar, SOAS)* 2. **Student perceptions of value for money in higher education: A longitudinal study** ***Dr Paul Gratrick,*** *The University of Liverpool* 3. **Future-proof your institution & empower learners with digital credentials** ***Takis Diakoumis,*** *Director, Instructure* *4.* ***ARC Practitioner Group Session - SROC (Student Records)*** ***Steven French****, Head of Student Returns and Data Management, Chair of the ARC SROC Practitioner Group* *Hear about the latest developments from the group*
3:30 pm – 4:00 pm	Refreshments, Networking, Exhibition

4:00 pm – 5:00pm	Breakout Session #3 - (5 sessions in parallel) 1. **ARC Practitioner Group Session - UKVI** ***Simon Maller,*** *Academic Registrar, Leeds Arts University* *Chair of the ARC UKVI Practitioner Group* *Hear about the latest developments from the group* 2. **The invisible majority: who designs professional services work in an AI era?** *Panel including* ***Amanda Owen-Meehan****, Consulting Director, AHEP Consulting. Further panel members to be confirmed.* 3. **Networking** *New Conference Attendees networking with ARC Executive* 4. **Walking Tour: Hidden Histories of Manchester** *Guided by a local historian, this tour explores Manchester's civic landscape, offering insights into the culture and history of this amazing city.*
5:00 pm	Close of Day 1
7:00 pm – 7:45pm	Drinks Reception - Science and Industry Museum
7:45pm – 10:30pm	Conference Dinner - Science and Industry Museum

Tuesday 3rd November 2026	
8.30 am – 9:00 am	Refreshments, Networking, Exhibition
08:00 am – 09:00 am	Breakfast with our Exhibitors
9.00 am – 09:15 am	Exhibitor Hotspots
09:15 am – 09:45 am	What a 'Good University' Looks Like Now: A Student Reflection William Jones, Deputy President Liverpool Guild of Students
09:45am – 10:25 am	In Conversation with Julie Kelly and Rachel Ashton. Launching LASE: England's first multi-university group. **Julie Kelly** Senior Independent Governor, LASE University Group **Rachel Ashton** Group Chief Student Officer LASE University Group

10:30 am – 11:00 am	**Breakout Session #4** 1- **Designing Digital Transformation**: How to apply a consistent service reference model and five-dimensional service design. ***Craig Best**, ARC Conference Lead and* *Interim Director, Academic Quality, Innovation and Assurance (AQIA), University of Liverpool* 2- **AI and Digital Education: Practitioner reflections on embedding AI into education**. ***Dr Tünde Varga-Atkins**, Assistant Director at The Manchester Metropolitan University with the Centre for Learning Enhancement and Educational Development (LEED*) **3- Professional Services Wellbeing: Reflections from Director of School Operations and MSc Organisational Psychology Graduate** ***Liz Caine,** School Director of Operations, The University of Manchester* 4- **ARC Practitioner Group** ***Kevin Rogers**, Academic Registrar, Southampton Solent University, Chair of the ARC Admissions Practitioner Group*
11:00 – 11:30 am	Refreshments, Networking, Exhibition
11:30am – 12:30 pm	Figen Murray OBE Motivational Speaker
12:30pm – 12:45 pm	Closing remarks, ARC Chair
12.45 pm – 1.30 pm	Lunch with Exhibitors, Networking, Exhibition