



ACADEMIC
REGISTRARS'
COUNCIL

ARC Annual Conference 2025

Sunday, 2 November – Tuesday, 4 November
2025

Programme

Full Programme

Please find further detail on each breakout session available on page 9-14. Once you have read this full programme, please [select your working session choices via this short form](#).

Sunday 2 November 2025		
15:00 – 17:00	Walking Tour: Bristol	
17.45 – 18:15	Early Conference Registration	
18:30 – 21:30	Early Arrivals Welcome	
18:30 – 19:30	Early Arrivals Buffet and Drinks	
19:30 – 21:15	Quiz and networking	

Monday 3 November 2025		
07:30 - 09:00	Courageous Conversations Join us for a reflective morning session where we create space to explore the harder, often unspoken questions facing our sector. These sessions draw on your experiences and sector insight to prompt honest dialogue around power, identity, and the emotional labour of higher education leadership.	
08:00-08:45	Power, Voice, and the Invisible Labour of Professional Staff Who gets heard, and who gets left out? This session invites reflection on the legitimacy, leadership, and emotional labour of professional staff across the sector. Join peers to explore how we can challenge hidden hierarchies, share influence more equitably, and strengthen our collective voice. Led by ARC Executive Member	

08:00 – 10:30	Registration, Refreshments and Exhibition	
08:00 – 09:15	Practitioner Groups Breakfast Circles Start your day with informal, peer-led conversations over breakfast, themed around two of our ARC Practitioner Groups. These circles offer a space to connect with colleagues in similar roles, share challenges and ideas, and explore sector trends in a relaxed, off-the-record setting. Open to all delegates and no need to pre-register. Quality Assurance Practitioner Group Adam Child Academic Registrar (Director, Education Group), University of Warwick UKVI Practitioner Group Simon Maller Academic Registrar, Leeds Arts University Mike Byde Deputy Director, Student Curriculum and Operations, University of Leeds	
09:30 - 09:45	Opening and Welcome Kevin Pickess Pro Vice Chancellor Students and Academic Registrar, University of Worcester Chair of Academic Registrars' Council	
09:45 - 10:15	Plenary: Professor Evelyn Welch, Vice Chancellor, University of Bristol	
10:15 - 10:45	In Conversation with Pamela Gillies CBE FRSE Professor Emerita and former Principal & Vice Chancellor, Glasgow Caledonian University Convened by ARC Executive Member	
10:45 - 11:15	Refreshments, Networking, Exhibition	
11:15 - 12:00	Breakout Session 1 Breakout stream: Digital Futures: 1A) Know Your Student – Identity Verification in Higher Education, mitigating risk, protecting your reputation, and reducing costs	

	Breakout stream: Risk & Resilience: 1B) How an Organisational Efficiency Maturity Assessment will support Universities to identify opportunities for enhancement to future-proof their institution and support resilience? Breakout stream: Service Transformation: 1C) Reintroducing Registry Services at the University of Suffolk: Part 1 Breakout stream: Connection & Culture: 1D) Mini Coaching Sessions (with further slots available throughout the conference) Breakout stream: Policies, Practice, and Impact: 1F) QAA Principle 8 Working with Others	
12.15 – 13:00	Lunch, Networking, Exhibition	
13:00 – 13:45	Panel: The Sector at a Crossroads Chaired by ARC Executive Member, this panel brings together sector leaders to explore current challenges and future directions in higher education. Panel members include: • Pamela Gillies CBE FRSE, Professor Emerita and former Principal & Vice Chancellor, Glasgow Caledonian University • Charlotte Corrish, Head of Public Policy, OIAHE • Ben Vulliamy, Executive Director, AHUA • Arif Ahmed, Director of Freedom of Speech	
13:45 - 14:00	Refreshments, Networking, Exhibition	
14:00 – 15:00	Breakout Session 2 Breakout stream: Digital Futures: 2A) Using Tech to Enable the UK to be a world leader in Education Breakout stream: Risk & Resilience: 2B) Protecting Students, Staff and University: The Value of A Trauma-Informed and Best-Practice Approach to Complex Investigations Breakout stream: Service Transformation: 2C: Forming a Partnership with ThesisSM: Royal College of Music's Journey Through SIS Selection and into Implementation Breakout stream: Connection & Culture: 2D) Mini Coaching Sessions (with further slots available throughout the conference)	

	Breakout stream: Compassionate Practice: 2E) Good Practice Framework on Harassment and Sexual Misconduct Breakout stream: Policies, Practice, and Impact: 2F) Assessment Rethinking Exam Boards: What is Next?	
15:00 - 15:30	In Conversation with Office for Students Arif Ahmed, Director of Freedom of Speech Convened by ARC Executive Member	
15:30 – 15:45	Refreshments, Networking, Exhibition	
15:45 – 16:30	Breakout Session 3 Breakout stream: Digital Futures: 3A) Intelligent Insights 2: Explorations into the AI landscape Breakout stream: Risk & Resilience: 3B) Surviving a Crisis: The De-Designation of a Franchise Partner Breakout stream: Service Transformation: 3C) Growing a Service Culture, Catalogue & Community Breakout stream: Connection & Culture: 3D) Fostering meaningful connections in challenging times Breakout stream: Compassionate Practice: 3E) Fitness to Practise – lessons learned (sometimes the hard way) Breakout stream: Policies, Practice, and Impact: 3F: Automated Personalised Timetables - Who has time for that?	
16:30 - 17:15	In Conversation with UCAS David Penney, Chief Marketing Officer Convened by ARC Executive Member	
19:00 – 22:30	Conference Dinner at SS Great Britain sponsored by Ellucian 	

Tuesday 4 November 2025

07:45-08:30	Breakfast with Disrupters breakout sessions Disruptor 1 from Ellucian: Skills—Navigating the Change Towards a Modular Future	
--------------------	---	--

As national skills policy for higher education (HE) continues to evolve, this session will explore practical implications for academic registrars and their institutions. Attendees will gain insight into how flexible skills delivery models may reshape the student journey, curriculum design, and institutional operations. Julie Kelly (HE Consultant) and Peter Moss (Business Development Director) Disrupter 2: Teaching Effort, Realigned - with Nous Data Insights Universities are being asked to square an impossible circle: reduce teaching costs, improve outcomes for increasingly diverse cohorts, and still create room to innovate. Too often, leaders are forced to make vital decisions based on patchy data and intuition. It doesn't have to be this way: Nous Data Insights' Teaching Effort Analytics (TE) gives registrars and other leaders truly comparable, trusted evidence on where teaching time is really spent and what it delivers. Using the latest global data, we will show how peers are using TE to redesign portfolios, rebalance workloads, and release capacity where it matters most. Join UK Managing Director, Phil Copestake, at our Breakfast with a Disruptor morning session. You'll gain practical insight on this challenge and clear next steps for navigating change with data-backed collaboration in a way that empowers leaders throughout the university Disrupter 3 from PACT Solutions: Disrupt the Status Quo: From Fear of SRS Change to a De-Risked Implementation Universities often delay Student Records System change because it feels too big, too risky, or "not the right time". But delay <i>is</i> a decision — and it compounds risk: out-of-support exposure, brittle integrations, escalating costs, skills gaps, and growing student-experience debt. This session disrupts the status quo by showing how a structured preparation project converts that fear into a de-risked implementation. Drawing on live work preparing Buckinghamshire New University for life beyond a legacy platform, we'll demonstrate a phased prep approach that creates evidence and momentum before procurement: align on future student journeys, simplify key processes, baseline data quality, prove the integration pattern (APIs/events), assess MI/reporting impacts, and agree decision gates, commercials and a credible roadmap. The result is a procurement-ready pack — scope, TOM, benefits, risks, Total Cost of Ownership — and an implementation shaped to succeed.	
---	--

08:30-09:00	Refreshments, Networking, Exhibition	
08:30-09:00	ARC Charity Business (members only)	
09:00-10:00	Provocation Panel I Beyond the Wellbeing Charters: Are We Walking the Talk? Join sector leaders to debate whether institutional wellbeing commitments are translating into real action for staff and students. • Sarah Sweeny, Chair, AMOSSHE • Steve West (Vice Chancellor UWE) • ARC Executive Member • SU Officer (Bristol) TBC	
10:00 – 10:15	Explore the Exhibition Hall	
10:15 – 11:00	Breakout Session 4 Breakout stream: Digital Futures: 4A) Ask Strathclyde: Enhancing Student Registration through AI-Powered Support Breakout stream: Risk & Resilience: 4B) Freedom of speech – lawyers’ views on the duties, guidance and practical issues. Breakout stream: Service Transformation: 4C) Time Well Spent: Fixing the Future of the Kent Timetable (or) From Chaos to Clarity: Kent Transforming the Student Timetable Breakout stream: Connection & Culture: 4D) Walking Away - Navigating Career Change in Higher Education Breakout stream: Compassionate Practice: 4E) Embedding care, wellbeing and professional standards into your practice: Lessons learned from Student Services Breakout stream: Policies, Practice, and Impact: 4F) London Metropolitan's approach to working with collaborative partner organisations regarding the introduction of condition E6 - Harassment and Sexual Misconduct	
11:00-11:30	Refreshments, Networking, Exhibition	

11:30 – 12:30	Courage, Creativity, and Resilience in Leadership Shappi Khorsandi, Comedian, Author and Speaker Shappi will use humour and storytelling to explore how leaders can navigate uncertainty, challenge norms, and maintain wellbeing. Drawing on personal and professional experiences, she will highlight courage, collaboration, and creativity as tools to transform complex challenges into opportunities for reflection and growth.	
12:30- 13:00	Closing Reflections with Alistair Jarvis CBE, Chief Executive Officer, Advance HE Alistair Jarvis will deliver the conference closing remarks, reflecting on key insights. He will provide a forward-looking perspective on the sector's opportunities and challenges, what we can all take away and continue the dialogue beyond the conference.	
13:00 – 13:15	Closing Remarks Kevin Pickess Pro Vice Chancellor Students and Academic Registrar, University of Worcester Chair of Academic Registrars' Council	
13:15 – 14:00	Lunch	
14:00	Close of Conference	

Breakout Sessions

This year, the conference working sessions are organised by 6 **Breakout Streams**, with further detail available below.

Digital Futures: Explore how technology is reshaping higher education, from AI-driven student support and data insights to identity verification and employability safeguarding, helping universities enhance efficiency, ethics, and the student experience.

Risk and Resilience: Explore how universities can anticipate, manage, and recover from complex challenges; from crisis management and safeguarding to operational efficiency and freedom of speech, through practical frameworks, real-world case studies, and best-practice approaches.

Service Transformation: Discover how universities are transforming student and staff experiences through smarter systems, clear service catalogues, and a culture of continuous improvement from registry redesign and SIS implementation to timetabling innovation and community-driven service excellence.

Connection & Culture: Focus on building meaningful relationships, fostering engagement, and navigating career transitions in higher education through coaching, practical strategies, and supportive interventions.

Compassionate Practice: Explore how universities embed care, wellbeing, and professional standards into everyday practice; from compassionate pedagogy and mental health support to regulatory compliance and lessons learned in fitness to practise.

Policies, Practice, and Impact

Focus on the practical side of university operations, covering quality assurance, assessment innovation, student finance, and safeguarding frameworks, with insights on working collaboratively and shaping effective, future-ready policies.

About the Breakout Sessions

Breakout Session 1

1A) Know Your Student – Identity Verification in Higher Education, mitigating risk, protecting your reputation, and reducing costs

Julie Kelly, Kevin Bassett & Georgina Lee, Advanced Secure Technologies



This session explores the hidden risks and compliance challenges in current identity verification practices for students, alumni, and collaborative partners. Delegates will examine policy gaps, assess institutional vulnerabilities, and discover emerging technologies, such as biometric tools and integrated digital platforms that enhance security, reduce errors, and strengthen institutional resilience.

Please note, this session is only open to conference delegates and is closed to exhibitors. Thank you for your understanding.

1B) How an Organisational Efficiency Maturity Assessment will support Universities to identify opportunities for balancing organisational efficiency with academic quality.

Ben Vulliamy, Executive Director, The Association of Heads of University Administration (AHUA)



This session shares the theory behind an Organisational Efficiency Maturity Assessment and showcases how this has been developed into an open source and free to use online self-assessment tool that creates data outputs for participating universities. The assessment tool and data output aims to break a cycle of institutional salami slicing, drive the characteristics and behaviours of long-term efficiency and protect academic quality.

1C) Reintroducing Registry Services at the University of Suffolk: Part 1

Laura Pennie, Academic Registrar and Izabela Hutchins, Head of Student Administration, The University of Suffolk



This session explores the University of Suffolk's 2024/25 organisational changes, including structural realignment and role redesign, and introduces the emerging Registry Services Directorate. Delegates will gain insight into strategic and operational planning for 2025/26, focusing on collaboration, data accuracy, and student-centred service delivery. Interactive discussion will highlight lessons learned, process optimisation, and approaches to sustainable, high-quality operations in a dynamic higher education environment.

1D) Mini Coaching Sessions

Association of Higher Education Professionals (AHEP) Consultancy, sponsored by Technology One



Delegates will have the opportunity to book 20-minute one-to-one sessions throughout the Conference with accredited executive and career development coaches from the Association of Higher Education Professionals (AHEP). These tailored sessions aim to provide practical guidance, reflection, and support for professional development within the higher education sector.

1F) UK Quality Code Principle 8: Operating Partnerships with other organisations – reflecting on policy and practice

Ruth Burchell, Quality and Standards Specialist, The Quality Assurance Agency for Higher Education



Explore Principle 8 of the UK Quality Code, focusing on effective partnerships with other organisations. This session will examine how clear agreements and communication underpin academic standards and enhance the student learning experience in collaborative educational arrangements.

Breakout Session 2

2A) Using Tech to Enable the UK to be a world leader in Education (Title to be confirmed)

Bella Abrams, Group CTO, Jisc



ABOUT TBC

2B) Protecting Students, Staff and University: The Value of A Trauma-Informed and Best-Practice Approach to Complex Investigations

Owen Bubbers-Jones, CMP



This session explores the principles and practice of trauma-informed approaches to investigations. Delegates will learn when and why to apply these methods, develop essential investigator skills, understand their impact on those involved, and see how trauma-informed investigations support compliance with E6 obligations.

2C: Forming a Partnership with ThesisSM: Royal College of Music's Journey Through SIS Selection and into Implementation

Elly Taylor, Academic Registrar, Royal College of Music, Andy McGinn, Senior Account Executive, Alison Tesh, Implementation Manager, ThesisSM



This session explores RCM's journey in selecting and implementing a new Student Information System. Delegates will gain practical insights into the selection process, collaborative approaches to sales and implementation, and how structured partnerships can support seamless digital transformation in higher education.

2D) Mini Coaching Sessions

Association of Higher Education Professionals (AHEP) Consultancy, sponsored by Technology One



Delegates will have the opportunity to book 20-minute one-to-one sessions throughout the Conference with accredited executive and career development coaches from the Association of Higher Education Professionals (AHEP). These tailored sessions aim to provide practical guidance, reflection, and support for professional development within the higher education sector.

2E) Good Practice Framework on Harassment and Sexual Misconduct

Jo Nuckley, Head of Outreach & Insight Team, OIAHE



This session outlines a practical framework for addressing harassment and sexual misconduct in higher education. Delegates will explore strategies to embed best practice,

enhance institutional policies, and ensure safe, supportive environments for all students and staff.

2F) Assessment Rethinking Exam Boards: What is Next?

Dr Charlotte Verney, Head of Assessment, University of Bristol and Michaela Pittom, Assistant Registrar (Regulations, Assessment and Student Casework), Kingston University



Part of the QAA-funded collaborative enhancement project, this interactive workshop explores sector-wide research and innovation in exam board management. Delegates will review current practices, share insights, and collaboratively consider strategies to move towards a streamlined, robust, and efficient “Utopian” exam board model.

Breakout Session 3

3A: Intelligent Insights 2: Explorations into the AI landscape

Andrew Crossland, The University of Edinburgh and Martha Horler, The Data Goddess



THE UNIVERSITY
of EDINBURGH



The Data Goddess

Building on the momentum of SROC 2025, the presenters have been asked to join this year's ARC conference to provide insightful session on leveraging AI tools in the workplace, Andy and Martha lead a reflective session on a year of remarkable progress and advancements.

3B: Surviving a Crisis: The De-Designation of a Franchise Partner

Jon Lees, Registrar, Buckinghamshire New University



BUCKINGHAMSHIRE
NEW UNIVERSITY
EST. 1891

This session provides a personal insight into BNU's response to a high-pressure franchise partner crisis. Delegates will explore how the institution managed regulatory challenges, assessed student 'genuineness' at scale, coordinated across multiple campuses and partner universities, and launched new campuses under intense scrutiny, all while balancing stakeholder priorities and executive responsibilities.

3C) Growing a Service Culture, Catalogue & Community

Emma Bayne, Principal Consultant, Strivehigher



Understanding, navigating and accessing University services is fundamentally linked to student success, it is core to the experience. Moving to a service culture with a clearly defined service catalogue enables everyone to understand the 'what, how, who and when' of the service offer simply and easily.

Learn about the University of East London's award-winning journey to adopt a service approach, build a service catalogue, and to grow a university-wide community of practice to make positive change to support enhancing their student and staff experience now and into the future.

3D) Fostering meaningful connections in challenging times

Lisa McDonagh, Teaching & Learning Manager (Teaching Excellence), The University of Manchester



This workshop explores how leaders can cultivate meaningful connections within their teams and across the sector. Through reflective exercises and discussions, delegates will engage with Professional Standards Framework (AdvanceHE), through touching on V5('In your context, show how you collaborate with others to enhance practice') and examine connection behaviours, the role of trust, and strategies to translate leadership ambition into genuine engagement and a culture of connection among diverse staff.

3E) Fitness to Practise – lessons learned (sometimes the hard way)

James Dooley, Head of Student Case Management, Manchester Metropolitan University



This session explores the University's experience of centralising Fitness to Practise case management, handling around 90 cases annually. Delegates will learn how a consistent, impartial, and proactive approach reduces administrative burden, mitigates risk, and enhances student wellbeing. Key strategies include outreach, reflective practice, and relationship-building with academic departments, with practical insights for institutions considering similar reforms.

3F: Automated Personalised Timetables - Who has time for that?

Nicholas Catterall, Interim Deputy Director of Academic Registry and Catherine Richards, Student Engagement and Exams Principal Officer, University of South Wales



This session presents the implementation of automated, personalised timetables at University of South Wales, highlighting the widening participation rationale, technical challenges, and tangible benefits for students. Delegates will learn how timely, detailed timetables improve planning and certainty, and discover the critical role of communication, resourcing, and shared vision in making automation and personalisation truly effective.

Breakout Session 4

4A) Ask Strathclyde: Enhancing Student Registration through AI-Powered Support

Kirsty Paterson-Smith, Head of Admissions and Student Lifecycle Services, University of Strathclyde



The University of Strathclyde showcases *Ask Strathclyde*, an AI-powered chatbot developed with Gecko to provide personalised, 24/7 support for students. Delegates will explore how the system improves efficiency, reduces staff workload, enhances service consistency, and delivers actionable insights, while demonstrating the impact of collaborative, innovative digital solutions on the student experience.

4B) Freedom of Speech in Higher Education: Law, Practice, and Culture

Sam Rose, Principal Associate and Richard Sykes, Partner, Mills & Reeves

MILLS & REEVE

Further to the partial implementation of the Higher Education (Freedom of Speech) Act 2023 in August, this session will explore ways in which Higher Education Institutions in England might respond to the new regulatory expectations relating to freedom of speech, and the Office for Students' "Regulatory Advice 24 – Guidance relating to freedom of speech".

The event will outline the law, provide a platform for discussion, and an opportunity to work through practical examples on key likely trigger areas, such as international partnerships, protests, and equality, diversity and inclusion. Through discussion we will explore:

- How institutions can take reasonably practicable steps to secure and promote freedom of speech and academic freedom against the backdrop of existing legal duties; longstanding commitments to equality, diversity, inclusion; and institutional values.
- The status of, and how institutions should interpret and implement, the Office for Students' best practice advice, including the suggested three-step framework.
- How institutions can effectively manage complex communities in a way that supports fairness and respectful campus environments for staff and students, whilst encouraging a culture of robust debate.

Participants will have the opportunity to share their experiences and concerns in a guided discussion under Chatham House rules which will help them to gain insights into strategies for aligning institutional culture whilst meeting legal obligations, and staying on the right side of the regulator.

4C) Time Well Spent: Fixing the Future of the Kent Timetable (or) From Chaos to Clarity: Kent Transforming the Student Timetable

Kyra Harwood-Lucas, Assistant Director Academic Registry, The University of Kent



The University of Kent shares its journey of turning timetabling from a source of frustration into a streamlined, predictable, and student-focused process. Delegates will explore practical strategies for system alignment, stakeholder engagement, and change management, learning how early, clear, and structured planning improves both student experience and institutional efficiency.

4D) Walking Away - Navigating Career Change in Higher Education

Julie Kelly and Lesley O'Keefe

This session provides a safe, reflective space to hear from experienced HE professionals who have left roles through voluntary severance, semi-retirement, or redundancy. Delegates will gain insight into the emotional and practical aspects of career transitions, exploring decision-making, challenges, and lessons learned, while connecting with others navigating similar experiences in today's financially pressured HE sector.

4E) Embedding care, wellbeing and professional standards into your practice: Lessons learned from Student Services

Sarah Sweeney, Chair, AMOSSHE



This session led by AMOSSHE, The Student Services Organisation, explores embedding care, wellbeing, and professional standards into academic registry practice. It brings together national recommendations and regulatory and legal duties for English providers to provide practical strategies to enhance student experience and institutional trust. It will also provide information on opportunities to embed wellbeing into your own practice and leadership.

4F) London Metropolitan's approach to working with collaborative partner organisations regarding the introduction of condition E6 - Harassment and Sexual Misconduct

Moyra Throssell, Quality Manager (Partnerships), Ian Pearson, Academic Registrar, London Metropolitan University



In this session, we will provide a case study of the approach to the introduction of the ongoing condition of registration with our collaborative partner organisations both in the UK and globally. As part of the session, we will explore how our approaches to managing ongoing partner risk through our quality and governance processes enables us to work smartly and swiftly with partners to address the changing regulatory expectations.

How to select your working sessions

If you have not already selected your working sessions, please [complete this short form](#) to make your selection.

AHEP Consulting Mini- Coaching sponsored by TechnologyOne



Introducing a new element to the ARC Conference 2025: 15-minute, focused coaching sessions available to delegates across the two days. AHEP Consultancy, whose experienced coaches specialise in leadership, career development, and navigating complex change in higher education, will deliver these sessions.

[Book your coaching session](#) and head to the Clifton at your chosen timeslot.

Exhibition and Sponsors

Exhibitor	About Us	Location
	<u>Advanced Secure Technologies</u> Advanced Secure Technologies offers high-security certification solutions to protect universities from degree fraud. Our technologies secure printed documents, electronic documents, and digital badges. Our Digital Certificates platform sets a global standard for secure electronic and print certification. Additionally, Blockchain Paper® enhances document security for certificates, parchments, and transcripts worldwide. Through our STOP FRAUD program, we continuously innovate to keep customers ahead of evolving fraud risks. At the ARC Conference 2025, we are launching Biometric ID to support Know your Student® and Know Your Graduate® challenges, to secure, streamline and improve the onboarding processes for students and graduates.	Stand 15
	<u>AHEP Consulting</u> AHEP Consulting is the consulting arm of the Association of Higher Education Professionals, committed to excellence in higher education management. Our consultants bring extensive experience across the sector, delivering projects and reviews that drive meaningful improvement and impact. We work closely with our clients to enhance professional service practices and strengthen sector performance. Our unique consultant model combines the expertise of HE professionals with the strength of AHEP's network. Each consultant is an AHEP member with deep sector knowledge, allowing us to offer bespoke solutions that balance external insight with sector-specific understanding. By working collaboratively, we draw on diverse skills and perspectives to deliver inclusive, multi-faceted outcomes that	Poseur Table 1

	reflect best practice and innovation in higher education.	
 better examinations	<u>BetterExaminations</u> BetterExaminations is a modern, end-to-end exam management and eAssessment platform built for Higher Education. Supporting digital, paper-based, and hybrid exams, our easy-to-use, cloud-based system enables institutions to securely create, manage, deliver, and proctor assessments - on campus or remotely, anywhere in the world. Trusted by universities and colleges globally, BetterExaminations empowers academic teams to broaden assessment methods, reduce administrative workload, and improve operational efficiency. With seamless integration into leading systems and support for over 50 question types, our platform adapts to diverse academic and assessment needs. Our hybrid-first approach lets institutions combine traditional and digital assessments within a single platform, ensuring consistency, security, and accessibility for every candidate.	Stand 6
	<u>Burman Recruitment</u> Burman is a specialist recruitment agency dedicated to the Higher and Further Education sectors. We pride ourselves on deep industry knowledge and a consultative, partnership-led approach that supports both clients and candidates. Our expertise spans a range of specialisms, including Academic Registry, Student Management Systems, Change & Transformation, Finance, Estates, HR, IT, and Infrastructure. By focusing on these core areas, we're able to offer tailored solutions that address the specific needs of the HE and FE landscape. Our vision is to become a trusted community hub for the sector, connecting the right people, fostering long-term relationships, and contributing to meaningful change across the sector.	Stand 2

	<u>CMP Solutions</u> We support employers with workplace relationship issues. Our team of over one hundred hand-picked experts provides workplaces with more than six thousand days' worth of support annually. Since 1989, we have been the partner of choice for UK employers, and our extensive experience and scale allow us to meet any HR and ER problem or strategic goal. CMP has over thirty years' experience as a lead provider in the specialism of consultancy, training and services relating to interpersonal conflict at work.	Stand 9
	<u>Ellucian</u> Ellucian is the market leader charting the digital future of higher education with a portfolio of cloud-ready technology solutions and services. Serving more than 2,500 institutions in over 50 countries, reaching over 20 million students, Ellucian delivers student information systems (SIS), financial aid, integration, analytics, recruiting, retention, and advancement software solutions.	Stand 16
	<u>Evasys</u> evasys is the market leading supplier to UK HE. It provides a holistic, integrated, end-to-end survey process that transforms approaches to collecting institutional feedback and producing actionable insights. Our approach is different. We are not salespeople. Our focus is on partnering with institutions and developing a long-term relationship. The four managers have all worked in universities, collectively representing over 60 years' experience. This expertise minimises institutional risk, cost and timescales during implementation, and maximises benefits in the short and mid term. evasys enables: • higher response rates • academic staff interaction with the survey process • instantaneous reporting at all stakeholder	Stand 12

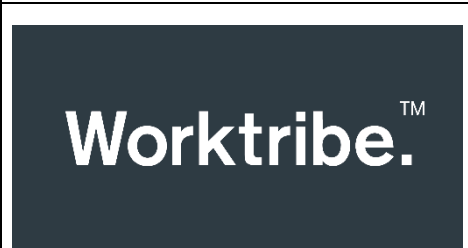
	levels • reflections on teaching and learning practice • feedback loop closure so that students know their voices are heard and acted on • actionable insights and MI for academic leaders • machine learning AI to harvest insights against free-text comments • integrations with multiple institutional systems, creating efficiencies and reducing administrative burden on staff • efficient automation	
	Explorance Global Ltd. Explorance empowers higher education institutions with next-generation feedback analytics to accelerate the insight-to-action cycle. As a collaborative partner, Explorance aligns with institutions that embrace a feedback culture, where open and courageous conversations are encouraged to drive purpose, impact, and growth. In an AI-driven world where feedback is a critical tool that can lead to improved decision-making, Explorance stands by the philosophy of "Feedback for the brave." Committed to amplifying the voices of students, staff, and faculty, Explorance tailors its solutions for institutions to advance vital initiatives through student and employee feedback: Teaching Effectiveness, Learning Excellence, Student Experience, Staff Engagement.	Stand 4
	Hague Group One of the UK's leading security printers with over 80 UK University customers. Hague provide secure documents, holograms, graduation infilling services, Exam paper solutions, Student ID cards & E-Cert software. Hague are delighted to be a sponsor of ARC again this year and very much look forward to discussing our services with both existing and prospective University customers.	Stand 3
	JSS Search The Higher Education team at JSS Search	Stand 17

	delivers tailored recruitment solutions across a wide range of professional and academic services roles. The team has extensive experience placing candidates into strategic, operational and project-focused positions. Our dedicated Registry team - Liv Davies, Eloise Peters and Ellie Bowdidge -recruit for permanent, fixed-term and interim roles across the full student journey. We connect institutions with student-focused, values-driven professionals who make a meaningful impact. With UK-wide reach and in-depth sector expertise, we shape our approach to each institution's needs. Our collaborative, long-term partnerships support the growth of high-performing professional services teams.	
	Marston Events Ltd In these times of tight budgets and limited resources, Marston will assist you in providing great graduate and guest experiences at your graduation ceremonies. Marston do will the heavy lifting for you with our reliable, open and capable staff making things as easy for you as they can, whether before the day, on the day or after your event. We will be there for you delivering for you and your stakeholders for ticketing, academic dress for students, academic staff, VIPs and Officers, and high quality photography services with rapid delivery of long lasting images. To find out more please come to our stand.	Stand 8
	Niico LTD Niico is the leading AI and Automation platform built for the Education sector. We support some of the UK's top higher and further education institutions to simplify and enhance how their teams work by making it easy to automate their operations — saving time and reducing costs, without disrupting existing systems.	Stand 5
	Pact Solutions PACT Solutions works exclusively with	Poseur Table 3

	higher education institutions across the UK and Ireland, helping them deliver digital transformation that improves the student journey and institutional performance. We specialise in student systems and data, alongside wider strategy, change, and delivery, ensuring that universities can operate more effectively and respond to evolving needs. Our approach is pragmatic and collaborative, ensuring that every solution is tailored to the institution and delivers long-term value. Recent work with universities such as Birmingham City, Bradford, Solent, and Buckinghamshire New has shown how our expertise in student records, management consultancy, and integration can unlock efficiencies and support strategic ambitions. By combining sector knowledge with technical and change expertise, PACT provides trusted, outcome-driven consultancy that enables registrars and their teams to deliver better services for students and staff.	
	Parchment Parchment by Instructure believes credentials matter in the lifelong journey of a learner. Parchment Digitary Services, helps learners, academic institutions, and employers request, verify, and share credentials and award digital badges. The powerful network created — 25M learners, 165M credentials issued, 135 countries accepting verified records, 7.3k organisations registered receivers globally, 8.7K education providers issuing globally, higher education institutions, and employers — has enabled the seamless exchange and transfer of transcripts, diplomas, certificates and digital badges.	Stand 1
	Prospects Hedd Prospects Hedd is the UK higher education system's official degree verification service. Managed by Jisc, Prospects Hedd was launched in 2011 to help protect students, graduates, universities and employers from degree fraud. We do this through secure	Stand 7

	online verification, as well as providing a central degree fraud reporting service. When institutions use Hedd, we take care of all communications with third-parties saving you time and resource. With more than 1.5 million degrees verified since its inception, Hedd has set a benchmark for secure and efficient academic credential verification. Learn more about us at hedd.ac.uk.	
 secure and confidential documents	Secure and Confidential Documents Ltd As specialists in secure print for education, we're seeing how modern digitally printed papers are actually providing robust solutions to many of today's assessment challenges. Our digitally printed exam papers combine the best of both worlds - cutting-edge technology in production with the reliability of physical delivery. Each exam paper has the potential to be personalised, offering a level of service and security that's proving valuable in the age of AI. With regards to certification, SCD's hybrid approach is addressing a key industry challenge. While digital certificates offer immediate cost savings, the lack of universal standards for digital credential storage and sharing can limit their practical value. That's why we're offering combined solutions - high-quality printed certificates backed by digital versions. At ARC 2025, SCD looks forward to discussing how we can harness technology intelligently in assessment delivery and explore practical solutions that enhance security and accessibility while maintaining reliability.	Stand 13
	Simplicity Simplicity, a global leader in Student Services technology, has been a trusted partner in higher education for over 20 years. Simplicity Advocate, launched in 2011, is a highly configurable case management solution that empowers universities to address vital student concerns such as mental health and wellbeing, conduct and complaints, money advice and safeguarding. With over 300 partners worldwide, Advocate has emerged	Stand 18

	as a market-leading solution. Across the UK, 30+ prestigious universities have chosen Advocate to drive efficiency, build trust with students, meet regulatory requirements and generate meaningful professional services data. Explore how Symplicity is reshaping Student Services wellbeing and conduct at www.symplicity.com .	
 technology Making life simple for our community	<u>TechnologyOne</u> TechnologyOne is a global Software as a Service (SaaS) company. Their enterprise SaaS solution transforms business and makes life simple for universities by providing powerful, deeply integrated enterprise software that is incredibly easy to use. The company takes complete responsibility to market, sell, implement, support and run solutions for customers, which reduce time, cost and risk. OneEducation, its student-centric, end-to-end ERP SaaS solution for the Higher Education sector is used by more than 50 per cent of the UK's universities. The comprehensive and scalable software platform integrates seamlessly, providing a holistic approach to managing finance, student records management, human resources, procurement, payroll, asset management, and other key areas of university administration. By consolidating disparate systems and automating manual processes, OneEducation enables universities to improve decision making, provide an exemplary student and employee experience and importantly, improve their cybersecurity credentials.	Poseur Table 2
	<u>Thesis SM</u> Thesis SM is a cloud-native student information system designed to streamline and enhance core institutional operations. Thesis SM serves as the engine of your institution, fostering a seamlessly connected campus ecosystem that promotes an efficient, collaborative, and scalable educational environment.	Stand 10

	Tribal Group plc After 30+ years, Tribal is still a global leader in education technology and services, dedicated to empowering higher education institutions to achieve excellence. We help you manage the complete student lifecycle; from attracting the best talent, on-boarding your new recruits, day-to-day support, exams and assessments, to graduation and outcomes - enabling universities to optimise operations, enhance student experiences, and drive institutional success. We recognise that true value is created when we take the lead in helping our customers tackle their most pressing SMS challenges - both immediate and long-term. Our vision is to deliver SITS 'as-a-Service', aligned with our evolving product roadmap. This approach gives institutions flexible pathways to adopt cloud delivery at a pace and model that suits their needs. Visit the Tribal stand to see how the latest advancements in SITS will help institutions navigate the complexities of modern higher education with confidence.	Stand 11
	Worktribe Ltd Worktribe is a UK-based company that has worked solely in the higher education sector since 2011. Trusted by more than 70 institutions, Worktribe's intuitive cloud-based platform offers a powerful suite of tools for seamless Curriculum and Research management. Worktribe's Curriculum Management platform transforms curriculum development with better collaboration, more efficiency and transparency; it is intuitive, secure and easily integrates with other systems. Worktribe reduces administrative burdens, streamlines approval processes, and ensures consistency of programmes and modules from development through to delivery. By continuing to collaborate with the higher education sector with a "configuration not customisation" approach, Worktribe works hand in hand with institutions to develop software which empowers their teams now and in the	Stand 14

	future. They are proud to be supporting ARC and sponsoring this year's conference. Visit the Worktribe stand to chat with one of the team and see how their software can assist your administrators and academics.	
--	---	--