

3-5 November





ARC

ARC ANNUAL CONFERENCE

Efficiency, Productivity and
Effectiveness

2024

Conference Programme

Sunday 3 November 2024		
5.45-6.15pm	Early Conference Registration Hotel Foyer	
6.00-7.00pm	Early Arrivals Welcome and Networking Neville Suite	technology
7.00-10.00pm	Early Arrivals Buffet and Drinks Neville Suite	technology
Monday 4 November 2024		
8.00-10.30am	Registration, Refreshments and Exhibition Brigante Foyer	
10.30-10.45am	Opening and Welcome (including Hot Topics Call) Brigante Suite Kevin Pickess, Chair of ARC	
10.45-11.30am	Tackling racial inequality in higher education Brigante Suite Charles Egbu, Vice Chancellor, Leeds Trinity University	
11.30-11.45am	Exhibitor Hotspots #1 Brigante Suite	
11.45am-12.45pm	Breakout Session 1 - (5 sessions in parallel) See Breakout Sessions Page for Individual Rooms 1. Julie Kelly (Advanced Secure Technologies) and Jo Coward (Business Secretary for ARC) - Show and Tell Events to Share Best Practice 2. Lynne Regan (University of Kent) - Making HE Inclusive for Transgender Students 3. Hannah Stone, Diego Mora (Touchnet) - The Impact of Payment Processes on an Efficient and Effective Student Journey 4. Iain Pennell (SafeZone) - Enabled Technology to provide Duty of Care, on and off campus 5. Cara Attenborough (SUMS) - Extenuating Circumstances and Appeals	   
12.45-1.15pm	Lunch Onsite restaurant	
1.15-1.30pm	Networking, Exhibition, Desserts Brigante Foyer	
1.30-2.30pm	Diversity in Leadership: Transforming Higher Education Professional Services through Storytelling Brigante Suite Monika Nangia, Academic Registrar and Director of Student & Academic Services, Durham University	
2.30-3.00pm	Bringing Compassionate Communications in HE to life Brigante Suite Jenny Shaw, Unite Students and Edward Peck, Vice Chancellor, Nottingham Trent University	
3.00-3.15pm	Refreshments, Networking, Exhibition Brigante Foyer	

Conference Programme

3.15-4.15pm	Breakout Session #2 - (5 sessions in parallel) See Breakout Sessions Page for Individual Rooms 1. Jenny Shaw (Unite Students), Julia Hunt (UCLAN), Jo Nuckley (OIA), Lorna Devoy, Simon Weston - Bringing Compassionate Communications in HE to Life 2. Rachel Spacey (University Mental Health Advisers Network) - Supporting the supporters: Strategies for universities to support mental health professionals. 3. Vivi Friedgut (Blackbullion) - Engaging a disengaged generation for the future of universities 4. Dan Tinkler & Julie Kelly (Advance HE) - Advance HE Governance in Higher Education Insights: Understanding Performance and Future Challenges	   
4.15-5.00pm	2024 State of the Sector Brigante Suite Jon Barnhart, Director, Research Advisory Services, EAB	
5.00-5.30pm	Hot Topics Brigante Suite	
5.30pm	Close of Day 1 Brigante Suite	
7.00-7.45pm	Drinks Reception, Leeds Pinnacle	
7.45-10.30pm	Conference Dinner, Leeds Pinnacle	

Tuesday 5 November 2024

8.30-9.00am	Refreshments, Networking, Exhibition Brigante Foyer	
9.00-9.45am	Find Your Voice & Forge Ahead! Brigante Suite Nick Elston	
9.45-10.15am	Exhibitor Hotspots #2 Brigante Suite	
10.15-10.45am	Academic Registrar's Council Annual General Meeting Brigante Suite	
10.45-11.00am	Refreshments, Networking, Exhibition Brigante Foyer	
11.00-11.15am	The Future of Exam Boards Brigante Suite Michaela Pittom, Assistant Registrar, Kingston University	

11.15am-12.00pm	Degrees of Change: Navigating the Changing UK Higher Education Policy Landscape Brigante Suite Nick Hillman, Director, HEPI	
12.00-12.45pm	Performance, process improvement and service value within public sector organisations Brigante Suite Zoe Radnor, Pro Vice-Chancellor and Executive Dean, Aston University	
12.45-1.15pm	Lunch Onsite restaurant	
1.15-1.30pm	Networking, Exhibition, Desserts Brigante Foyer	
1.30-2.30pm	Breakout Session #3 - (5 sessions in parallel) See Breakout Sessions Page for Individual Rooms 1. Andy Youell - Is it time for a re-set on data burden? 2. Sally Olohan (University of Nottingham) and Siân Jones-Davies (Mills and Reeve) - Process and Partnership: "Duty of Care" in Practice 3. Jon Barnhart (EAB) - Use of AI in the academic/student support space 4. Michaela Pittom (Kingston University) - The Future of Exam Boards 5. Andy Garner & Ian Anderson (Ellucian) - How Can University Registries Foster and Maintain Innovation in a Downturn	 EAB  ellucian
2.30-3.15pm	Time for a rethink: why we do what we do, and how we can do it better. Brigante suite Juliet Szabo-Merridew (Founding Partner), Daniel Snowden (CEO)	
3.15-3.30pm	Closing Remarks – Kevin Pickess, Chair of ARC Brigante suite	



Social Programme

ARC

Early Arrivals Welcome Reception -

Sunday 3rd November 6.00-10.00pm

If you've opted to join the Early Arrivals welcome, this is an excellent way to kick off your conference experience and network before conference officially begins. Please note dinner is included, dress code casual.

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Conference Drinks and Dinner -

Monday 4th November 7.00pm onwards

This years conference drinks and dinner is being hosted at the Pinnacle Gin and Beer hall. We have listened to your feedback and brought more ways to socialise - try your hand at interactive darts and pool table competitions! Dinner will be an informal 2 course buffet accompanied with a selection of drinks. Dress code informal.

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Breakout Sessions



4th Monday 11.45-12.45	Breakout Sessions 1	Room
	<ol style="list-style-type: none"> 1. Show and Tell Events to Share Best Practice - Julie Kelly and Jo Coward 2. Making HE Inclusive for Transgender Students - Lynne Regan 3. The Impact of Payment Processes on an Efficient and Effective Student Journey - Hannah Stone 4. Enabled technology to provide Duty of Care, on and off campus - Iain Pennell 5. Extenuating Circumstances and Appeals - Cara Attenborough 	<ol style="list-style-type: none"> 1. BRIGANTE 2. KITSON 3. MAGNUM 4. THORESBY 5. NEVILLE
4th Monday 15.45-16.15	Breakout Sessions 2	Room
	<ol style="list-style-type: none"> 1. Bringing Compassionate Communications in HE to life - Jenny Shaw, Julia Hunt and Jo Nuckley, Lorna Devoy, Simon Weston 2. Supporting the supporters: Strategies for universities to support mental health professionals - Rachel Spacey 3. Engaging a disengaged generation for the future of universities - Vivi Friedgut 4. Advance HE Governance in Higher Education Insights: Understanding Performance and Future Challenges - Dan Tinkler and Julie Kelly 	<ol style="list-style-type: none"> 1. NEVILLE 2. THORESBY 3. MAGNUM 4. BRIGANTE
5th Tuesday 13:30 - 14:30	Breakout Sessions 3	Room
	<ol style="list-style-type: none"> 1. Is it time for a re-set on data burden? - Andy Youell 2. Process and Partnership: "Duty of Care" in Practice - Sally Olohan and Siân Jones-Davies 3. Use of AI in the academic/student support space - Jon Barnhart 4. The Future of Exam Boards - Michaela Pittom, Jo Coward, Mark Thompson, Tracey Horton, Rachel Morritt, Louise Powell 5. How Can University Registries Foster and Maintain Innovation in a Downturn - Andy Garner and Ian Anderson 	<ol style="list-style-type: none"> 1. MAGNUM 2. KITSON 3. THORESBY 4. BRIGANTE 5. NEVILLE

The ARC logo consists of the letters "ARC" in a white, serif font, centered within a solid red square.

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A large, bold, black serif number "2024" is superimposed over the background image. The number is the central focus of the lower half of the poster.

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