ARC

ACADEMIC REGISTRARS' COUNCIL

ARC Annual Conference and Exhibition 2026

Reforging the Sector

Sunday 1 – Tuesday 3 November 2026

Kimpton Clock Tower Hotel, Manchester

Delegate Handbook

This handbook is proudly sponsored by:



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Turning Student Feedback into Student Experience Intelligence

As institutions focus on strengthening Student Voice, enhancing the student experience and demonstrating impact, the ability to turn feedback into meaningful intelligence has become increasingly important.

While NSS provides an important measure of student perceptions, it is a lag indicator. Universities need earlier insight that helps them understand emerging issues, identify priorities for improvement and respond while students remain on course.

By transforming student feedback into Student Experience Intelligence, institutions can move beyond reporting survey results to understanding what students are telling them, identifying emerging issues, and implementing changes before those issues are reflected in NSS and other institutional measures.

AI-powered analysis transforms thousands of student comments into meaningful themes and sentiment, helping institutions identify emerging issues, reveal underlying drivers and generate actionable intelligence for decision-making.

Discover how leading universities are using Student Experience Intelligence to connect lead indicators from institutional feedback with lag indicators such as NSS, enabling them to understand, influence and improve the student experience while students remain on programme.

VISIT US on STAND 02

See What Your Student Comments Are Really Telling You

OFFER

Provide a set of student comments from NSS, module evaluations, programme surveys, Student Experience Surveys or another feedback source and **receive a complimentary AI-powered analysis, including:**

- **Categorisation and sentiment analysis**
- **Interactive dashboard**
- **Narrative reports**
- **Analysis aligned to your organisational structure**
- **Student demographic analysis (where data is available)**

Your comments. Clear themes. Meaningful insight.

Trusted by 60+ Universities and Colleges

What makes evasys different is the combination of sector expertise, proven delivery and technology designed for higher education. Our leadership team have all worked within the sector and understand institutional priorities, operational realities and the information that matters. This experience enables us to apply proven practice, informed judgement and sector expertise to help institutions implement within weeks rather than months, reducing demands on institutional teams and enabling earlier action on the issues that matter most to students.

From the sector, for the sector

evasys

Student Experience Intelligence

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Full Programme

Reforging the Sector

Bringing together inspiration, practical challenge, and strategic connection to help shape the future of higher education in fresh and memorable ways.

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. Sponsored by Strengthify.	Meet in Hotel Reception
5.30 pm – 6.15 pm	**Early Conference Registration**	The Den, The Refuge Restaurant
6:00 pm – 10:00	**Early Arrivals Welcome - Sunday Social Buffet and Drinks.** Sponsored by PACT Solutions.	

Monday 2nd November 2026		
8:00 am – 09:15am	**Registration, Refreshments, and Exhibition**	Whitworth 1 & 3
08:00 am – 09:00 am	**Morning Deep Dive: Courageous Conversations**	Clock Tower 5

	Come join a table discussion on hot topics in our sector with colleagues. Facillitated by ARC's Conference Coordinator Craig Best.	
09:15am – 09:30 am	**Welcome Address by ARC Chair Jo Coward** Academic Registrar & Executive Director of Student & Academic Administration, University of Hertfordshire	Whitworth 2
09:30 am – 10:00 am	**Keynote: Professor Malcolm Press** Vice Chancellor, Manchester Metropolitan University, UUK President This session will explore how universities can navigate financial pressures, regulatory expectations and rapid technological change while maintaining public trust and demonstrating their value. Drawing on Manchester Met and Greater Manchester, it will consider how collaboration and effective leadership can protect academic standards, prepare graduates for the future and improve the student experience.	Whitworth 2
10:15 am – 10:30 am	**Exhibitor Hotspots**	Whitworth 2
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*	Whitworth 2
11:30 am – 11:45 am	**Coffee and Exhibition**	Whitworth 1
11:45 am – 12:45 pm	Breakout Session 1 (5 sessions in parallel) a. **The people behind a Banner Implementation: UEL's change story** *Martin Hoyle - Academic Registrar* *Sukhie Mattu - Deputy Academic Registrar (Student Records Administration & Systems)* *Vanessa Hallinan - Change Manager*	See schedule below for rooms

	John Joe Mulherin - Principal Product Manager – Ellucian Student SaaS **b. Leading Change Well: Reflections, Pitfalls and Top Tips from a Strategic HR Partner** *Fiona Ruddy - HR Change Lead, University of Liverpool* c. **Good Practice framework on harassment and sexual misconduct** *Jo Nuckley - Head of Outreach and Insight, OIAHE* *Gemma Slade - Outreach & Engagement Partner, OIAHE* **d. 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 – 1:30 pm	**Lunch with our Exhibitors, Networking, Exhibition**	Whitworth 1 & 3
1:30 pm – 2:15 pm	**In Conversation with the Ruth Hannant, Joint Chief Executive at the Office for Students** Facilitated by Craig Best, ARC Conference Lead	Whitworth 2
2:15 pm – 2:30 pm	**Exhibitor Hotspots**	Whitworth 2
2:30 pm – 3:30 pm	Breakout Session 2 (5 Sessions in parallel) a. **Commuter Students: Designing the University We Didn't Build** *Lesley O'Keeffe - Interim Academic Registrar, SOAS* b. **Student perceptions of value for money in higher education: A longitudinal study** *Dr Paul Gratrick – The University of Liverpool* c. **Future-proof your institution & empower learners with digital credentials** *Takis Diakoumis – Director, Instructure*	See schedule below for rooms

	d. ***ARC Practitioner Group Session - SROC (Student Records)*** *Steven French - Head of Student Returns and Data Management, Chair of the ARC SROC Practitioner Group*	
3:30 pm – 4:00 pm	**Refreshments, Networking, Exhibition**	Whitworth 1
4:00 pm – 5:00 pm	Breakout Session 3 (5 sessions in parallel) a. **ARC Practitioner Group Session - UKVI** *Simon Maller - Academic Registrar, Leeds Arts University* *Chair of the ARC UKVI Practitioner Group* b. **The invisible majority: who designs professional services work in an AI era?** *Amanda Owen-Meehan - Consulting Director, AHEP Consulting.* *Kevin Rogers - Academic Registrar, Solent University* *Craig Clark - Lead Consultant, AHEP Consulting* *Cheryl Watson – Vice-President of Education, TechnologyOne* c. **Networking** *New Conference Attendees networking with ARC Executive* d. **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.* Sponsored by Strengthify. 	See schedule below for rooms
5:00 pm	**Close of Day 1**	
7:00 pm – 7:45 pm	**Drinks Reception** Meet in hotel reception at 6:35 to walk over. Alternatively, Taxis can be arranged at the hotel reception.	PowerUp - Science and Industry Museum

	Sponsored by Ellucian. Ellucian	
7:45 pm – 10:30 pm	**Conference Dinner - Science and Industry Museum** Sponsored by Ellucian. Ellucian	Science and Industry Museum

Tuesday 3rd November 2026		
8.30 am – 9:00 am	**Refreshments, Networking, Exhibition**	Whitworth 1 & 3
9.00 am – 09:15 am	**Open of Day 2 and Exhibitor Hotspots**	Whitworth 2
09:15 am – 09:45 am	**What a 'Good University' Looks Like Now: A Student Reflection** *William Jones - Deputy President, Liverpool Guild of Students* What does a 'Good University' look like for students today ? The session will explore the economic realities of being a student today, the ever-changing landscape for students and what the sector can do to further support students in financial hardship.	Whitworth 2
09:45 am – 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* *What does it really take to bring two universities together? In this candid conversation, Rachel Ashton and Julie Kelly share their perspectives as a senior leader and governor in bringing the Universities of Kent and Greenwich together to form the London and South East University Group.*	Whitworth 2

	They will reflect on the key challenges, critical decisions and lessons learned along the way, offering an honest perspective on leading change at an unprecedented scale. Participants will gain a deeper understanding of the practical, organisational and leadership considerations involved in institutional mergers, with the opportunity to put their questions directly to the speakers.	
10:30 am – 11:00 am	Breakout Session 4 (4 Sessions in parallel) a. **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* b. **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)* c. **Professional Services Wellbeing: Reflections from Director of School Operations and MSc Organisational Psychology Graduate** *Liz Caine - School Director of Operations, The University of Manchester* d. **ARC Practitioner Group Session - Admissions** *Kevin Rogers, Academic Registrar, Southampton Solent University, Chair of the ARC Admissions Practitioner Group*	See schedule below for rooms
11:00 am – 11:30 am	**Refreshments, Networking, Exhibition**	Whitworth 1
11:30 am – 12:30 pm	**From Tragedy to Legislative Change** Figen Murray OBE On 22 May 2017, Figen Murray's son Martyn was among the 22 people killed in the Manchester Arena attack. What followed could have been a life defined by loss. Instead, Figen turned her grief into purpose, and set out to make sure no other family would suffer the same way. In this candid talk, Figen describes how she transformed personal tragedy into a national campaign for Martyn's Law, a seven-and-a-half year-long fight that saw her challenge	Whitworth 2

	multiple Prime Ministers, politicians and businesses, walking over 200 miles from Manchester to Downing Street, and ultimately changing the law. She is honest about the setbacks: delays, closed doors, exhaustion and doubt. She shares how she kept going by celebrating small victories while never losing sight of the long-term goal. Audiences will leave with a powerful reminder that resilience isn't the absence of pain. It's the choice to keep moving forward, one step at a time, towards something that matters.	
12:30 pm – 12:45 pm	**Closing Remarks** Jo Coward, ARC Chair	Whitworth 2
12.45 pm – 1.30 pm	**Lunch with Exhibitors, Networking, Exhibition**	Whitworth 1 & 3

Breakout Session Schedule

Breakout Session 1 – Monday 11:45-12:45	
1a. 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*	**Clock Tower 1**
1b. 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*	**The Oak Suite**
1c. Good Practice framework on harassment and sexual misconduct *Jo Nuckley – Head of Outreach and Insight, OIAHE* *Gemma Slade – Outreach & Engagement Partner, OIAHE* This interactive session will introduce delegates to the new section of the OIA's Good Practice Framework on Handling reports about harassment and sexual misconduct, focusing on some of the key things providers need to consider when designing and operating processes for responding to reports.	**Whitworth 2**
1d. Hot Topics in Quality Assurance and Enhancement – ARC Quality Practitioner 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* Quality practitioners operate at the nexus of institutional governance, academic standards, enhancement and the student experience. With a constantly evolving sector context and challenges at an institutional level, the work of colleagues involved in quality assurance roles has rarely been as complex or muti-faceted. The ARC Quality Practitioners Group offers ARC members an opportunity to engage with peers to share practice and further understanding of their professional area. This session aims to bring interested colleagues together to discuss current thinking on the themes affecting institutional approaches to quality assurance and enhancement. There will also be an opportunity to offer thoughts on what the practitioner group could usefully support over the next year, to ensure it continues to offer value to the ARC membership.	**Clock Tower 6**

Breakout Session 2 – Monday 14:30-15:30	
2a. Commuter Students: Designing the University We Didn't Build *Lesley O'Keeffe – Interim Academic Registrar, SOAS* Universities often talk about widening participation, belonging and student success, but how many of our systems, assumptions and regulations have been designed with commuter students in mind? In this highly interactive session, participants will be challenged to rethink the university experience through a commuter student lens. Working in small groups, delegates will be presented with a future scenario in which the majority of students commute to university from home. Using a range of student personas and institutional challenges, groups will redesign key aspects of university life, including teaching and learning, assessment, student support, community building, and academic regulations. Participants will be asked to identify what institutions would need to stop, start and rethink if commuter students were no longer viewed as an exception but as a significant part of the student population. The session will conclude with a collaborative challenge exploring the practical, regulatory and cultural implications of the proposed solutions. Together, we will examine which ideas could be implemented today, which require sector-wide change, and what this reveals about who our universities are really designed for. Participants will leave with fresh insights, practical ideas and a renewed perspective on inclusion, belonging and the future student experience.	**Whitworth 2**
2b. Student perceptions of value for money in higher education: A longitudinal study *Dr Paul Gratrick – The University of Liverpool* What do students really mean by value for money, and what can their perceptions tell us about the role of academic administration in shaping the university experience? Drawing on longitudinal PhD research following undergraduate students across three universities over three years, this keynote explores how students define value for money, how their perceptions change, and the influence of student debt and everyday university experiences. The findings challenge conventional assumptions that students primarily judge value through future earnings or graduate outcomes. Instead, students often locate value in their immediate experiences of teaching, support, resources and university life. For Academic Registrars and their colleagues, the research raises important questions about how administrative processes, from enrolment and timetabling to assessment and graduation, contribute to students' perceptions of value. The session will invite	**The Oak Suite**

delegates to reflect on how universities can better understand, measure and deliver the aspects of the student experience that matter most.	
2c. Future-proof your institution & empower learners with digital credentials *Takis Diakoumis – Director, Instructure* Future-proof your institution & empower learners with digital credentials. The global talent market faces a failure of visibility, not a shortage of capability. While skills are developed constantly, they remain “invisible”, locked in unstructured formats like legacy transcripts and PDFs. The Emerging Skills Visibility Imperative explores how emerging tools and AI are transforming these static records into a dynamic ecosystem. By implementing digital badges and microcredentials, institutions can bridge the gap between education and employment. We are moving toward a future where credentials are no longer fixed files, but living interfaces, portable, verifiable data points that evolve alongside a learner’s true potential and allow their "invisible" skills to be discovered by the market in real-time.	**Clock Tower 1**
2d. ARC Practitioner Group Session – SROC (Student Records) *Steven French – Head of Student Returns and Data Management, Chair of the ARC SROC Practitioner Group* The Student Records Officers’ Conference (SROC) is one of the ARC Practitioner Groups and unique in delivering its own conference annually. The conference which is aimed at all levels of Registry staff has been held across a wide range of institutions across the country for the last 30+ years. In this session, find out a bit more about SROC – who we are and what we do, ask questions, and an update on our preparations for SROC27.	**Clock Tower 6**

Breakout Session 3 – Monday 16:00-17:00	
3a. ARC Practitioner Group Session – UKVI *Simon Maller – Academic Registrar, Leeds Arts University, Chair of the ARC UKVI Practitioner Group*	**The Oak Suite**
3b. The invisible majority: who designs professional services work in an AI era? Professional and support staff make up the majority of the higher education workforce, and they hold much of the knowledge institutions need to make AI work well. HEPI Report 205, The Invisible Majority, written by AHEP Consulting and sponsored by TechnologyOne, draws on surveys of more than 400 professional and support staff and sets out practical recommendations for institutions and sector bodies. You can read the report here: https://www.hepi.ac.uk/wp-content/uploads/2026/09/HEPI-Report-205.pdf As AI and automation reach registry, finance and student services, institutions have a real opportunity to redesign professional services work. This panel asks who should be designing it, how institutions can build capability alongside efficiency, and what good practice looks like for workload and progression. Panellists bring registry, consultancy and technology perspectives, with time for questions from the room. **Chair:** Amanda Owen-Meehan, Consulting Director, AHEP Consulting **Panellists:** Kevin Rogers, Academic Registrar, Solent University Cheryl Watson, Vice-President of Education, TechnologyOne Craig Clark, Lead Consultant, AHEP Consulting	**Whitworth 2**
3c. Networking *New Conference Attendees networking with ARC Executive*	**Clock Tower 1**
3d. 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.*	**Meet in Hotel Reception**

Breakout Session 4 – Tuesday 10:30-11:00	
4a. 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*	**Whitworth 2**
4b. 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)*	**The Oak Suite**
4c. Professional Services Wellbeing: Reflections from Director of School Operations and MSc Organisational Psychology Graduate *Liz Caine – School Director of Operations, The University of Manchester* In this session I will share findings from my recent MSc Organizational Psychology research project on how senior managers support the wellbeing of university PS staff, and why they do what they do. My findings will be discussed in relation to relevant psychological theories and research evidence on work-related stress prevention. I will also reflect on the experience of undertaking this project and how it informed my own leadership practices and approach to wellbeing. This is intended to be a participative session during which delegates can reflect on their own experiences and share good practice. Links to further reading and practical resources will be provided.	**Clock Tower 1**
4d. ARC Practitioner Group Session – Admissions *Kevin Rogers – Academic Registrar, Southampton Solent University, Chair of the ARC Admissions Practitioner Group*	**Clock Tower 6**

Social Activities

Walking Tour: Hidden Histories of Manchester on Sunday 1 November from 15:00-17:00 and Monday 2 November from 16:00-17:00, sponsored by **Strengthify**

To help you explore the rich history of our host city, guided walking tours of Manchester are running on **Sunday 1 November** and **Monday 2 November**, kindly sponsored by Strengthify.

The popular "Story of Manchester" route takes in famous landmarks such as the John Rylands Library, the Royal Exchange Theatre and the Midland Hotel, along with some of the city's lesser-known quirks – from its vibrant music scene and street art to the story of Vimto!

Spaces are limited and the tours must be booked in advance, so please email **info@arc.ac.uk** as soon as possible to book. If you have booked to attend a walking tour, please meet in the hotel reception five minutes before your tour starts.

Welcome Drinks and Buffet on Sunday 1 November from 18:00-22:00 in the Den, Refuge Restaurant, sponsored and hosted by **PACT Solutions**

Join us on Sunday evening in the Den at the Refuge Restaurant, Kimpton Clock Tower Hotel. If you've opted to join the early arrivals welcome, this is an excellent way to kick off your conference experience and network before the conference officially begins. A welcome drink and buffet are provided, and there is no dress code.

Early conference registration will be open from 17:30 at the desk outside the Den, where AHEP colleagues will be happy to help you check which breakout sessions you are booked onto. The social continues at the hotel until 22:00.

PACT Solutions is a specialist higher education consultancy helping universities deliver successful organisational transformation. We combine deep sector expertise with practical experience across strategy, data and AI, student records, enterprise architecture, systems integration and organisational change. Our independent approach enables clients to make confident decisions based on outcomes rather than technology vendors.

Optional: Drag Bingo at The Church, Canal Street on Sunday 1 November from 20:15

If you would like to experience more of what Manchester has to offer, you are welcome to head to the iconic Canal Street for Drag Bingo at The Church. Please note this is adult entertainment. Craig from the ARC team will walk over with anyone who'd like to join, leaving the Den at 20:00 for a 20:15 start. Drinks can be bought at the bar.

Drinks Reception and Conference Dinner on Monday 2 November from 19:00-22:30 at the Science and Industry Museum sponsored by **Ellucian**

This year's drinks reception and conference dinner, on **Monday 2 November**, will be held at the Science and Industry Museum – a setting that celebrates Manchester's pioneering role in science, innovation and industry.

The evening begins with an exclusive drinks reception in the museum's acclaimed Power Up exhibition, a hands-on gaming experience. Whether you fancy revisiting retro classics such as Sonic, Street Fighter and Pac-Man, or trying more modern favourites like Mario, Minecraft and the Wii, there's something for everyone – alongside a selection of games developed in Manchester. This will be followed by a two-course sit-down dinner and a quiz.

The full address for the Science and Industry Museum is available below:

Science and Industry Museum

Liverpool Road

Manchester

M3 4JP

Timings

- **19:00-19:45**: Drinks reception
- **19:45-22:30**: Conference dinner and quiz

Getting to the Science and Industry Museum

We have not arranged coach transport this year, as the museum is centrally located, around a 15–20 minute walk from the hotel.

- **Walk with us:** meet in the hotel reception at 18:35 to walk over as a group.
- **Taxi:** it is a short Uber or taxi ride. Hotel reception will be happy to pre-book taxis for you, both there and back.

Dress code

The dress code is smart casual – think of what you might wear for a nice meal out. There's no need for suits, ties or formal wear, unless you'd like to wear them. Above all, we want you to feel comfortable.

As it's a walk to the museum, we recommend comfortable shoes and a warm layer – it is November! If you're staying at the Kimpton, you'll find an umbrella in your bedroom.

Getting back

- **Walk back with us:** a member of the ARC team will lead a group back to the hotel at 22:15 for anyone who would like company on the walk. We will announce the meeting point at the dinner.
- **Staying on:** the bar at the Science and Industry Museum is open until 23:30.
- **Back at the hotel:** the Kimpton hotel bar is open until midnight.

Social media at the dinner

The Science and Industry Museum has asked us to share the following:

- Please do not post on social media during the event in a way that names the museum or shows its location.
- After the event, you are welcome to name the museum, using wording such as "event hosted at" rather than anything suggesting an affiliation with, or support from, the museum.
- Please do not use the museum's logo.
- Please do not post images showing museum objects or exhibitions in detail (a licensing fee may be charged), members of the public or museum staff not attending the event, or any security measures such as staff badges, security personnel, CCTV or access routes to non-public areas.

- Please tag the museum's corporate events pages rather than the museum itself: Instagram @simeventsmcr and LinkedIn.

The museum is happy to review and approve images for use – please send these to **info@arc.ac.uk** and we will pass them on.

Lunch and Networking on Tuesday 3 November from 12:45-13:30

Following the closing remarks, join fellow delegates, ARC executives and exhibitors for a final meal. We would love for you to join us for this last social event before a safe journey home.

ARC Conference Merchandise

We are very grateful to Thesis SM for kindly sponsoring this year's delegate merchandise: a "History of the Manchester Bee" gift box from The Manchester Shop at Affleck's Palace, celebrating the story of Manchester's iconic emblem, the Manchester Bee.

Conference Venue

The conference will take place at the Kimpton Clock Tower Hotel, Oxford Street, Manchester, M60 7HA.

All plenary sessions will take place in 'Whitworth 2'.

Refreshment breaks will take place in Whitworth 1, and lunch in Whitworth 1 and Whitworth 3, alongside the exhibition.

You can find a full list of the rooms we will be utilising in the programme above, and within your personalised agenda in your joining instructions email.

Accommodation

If you have booked accommodation through ARC, we will have confirmed this in your joining instructions email. All accommodation arranged by ARC is at the conference venue, the Kimpton Clock Tower Hotel, on a bed and breakfast basis.

Check-in is from 15:00 at the main hotel reception

Check-out is at 12:00 noon

Breakfast is served in the Refuge Restaurant from 6:30 - 10:00 and is available to delegates who have reserved on-site accommodation. Please check the programme for refreshment breaks throughout the event, which will be served in Whitworth 1.

Hotel reception staff will be happy to show you the best accessible routes around the venue. Umbrellas are provided in every bedroom – likely to come in handy in Manchester!

Exhibition and Sponsors

Exhibitor	About Us	Location
advanced secure TECHNOLOGIES	**Advanced Secure Technologies** 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. Our Biometric ID supports Know your Student® and Know Your Graduate® challenges, helping to secure, streamline and improve the onboarding processes for students and graduates.	**Stand 7**
ahep Consulting	**AHEP Consulting** 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 reflect best practice and innovation in higher education.	**Stand 13**

Exhibitor	About Us	Location
better examinations	**BetterExaminations** BetterExaminations is a comprehensive e-assessment and exam management platform that enables higher education institutions to manage the full assessment lifecycle through a flexible, hybrid approach. Whether delivering traditional paper-based exams, digital assessments or a combination of both, institutions can manage every stage from a single platform - supporting a smooth transition to digital at a pace that suits their needs. From exam creation and scheduling to delivery, marking, moderation and results, BetterExaminations simplifies complex assessment processes while reducing administrative burden and improving operational efficiency. Trusted by universities across the UK and worldwide, the platform integrates with existing institutional systems and is designed with accessibility, security and academic integrity at its core. Visit us at ARC to learn how BetterExaminations is helping universities modernise assessment, streamline exam management and deliver a better experience for students and staff.	**Stand 3**

Exhibitor	About Us	Location
blackbullion	Blackbullion was born out of a simple premise: we're all better off when everyone is money smart. Our founder, Vivi started by offering finance-related presentations on campuses across the UK. But, she dared to dream bigger: why reach hundreds of students when you can reach hundreds of thousands? We launched Blackbullion.com to provide digital financial education that develops financial confidence, knowledge, skills, and empowers better decision making. We are working towards our goal of improving outcomes for millions of young people across the globe by partnering with universities across the globe. 500,000 students have used Blackbullion to discover vital financial support through scholarships, grants, bursaries and university support funds, build money skills through our award-winning financial education, and make everyday finances easier to manage with our budgeting tools. We're incredibly proud to be part of their journey.	**Poseur Table 2**
Ellucian	**Ellucian** Through purpose-built technology, deep expertise, and a student-first mission, Ellucian helps institutions adapt, grow, and meet the evolving needs of learners. Higher education isn't one thing we do — it's all we do. Our deep expertise allows us to meet the unique challenges of institutions and students alike. Learn how Ellucian Student, our SaaS-native student information system powered by AI, is helping higher education institutions modernise for the future: www.ellucian.com.	**Stand 14**

Exhibitor	About Us	Location
evasys	**evasys** 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 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	**Stand 2**

Exhibitor	About Us	Location
gradintelligence	**Gradintelligence** Olivedon Ltd has been working with UK universities for almost 20 years to make managing academic credentials simpler, more secure and more valuable for institutions and their learners. Through our Gradintelligence platform, we help universities issue digital credentials, provide online ordering for transcripts and replacement certificates, deliver secure verification services for employers and third parties, and manage printed document fulfilment when it's needed. Together, these services improve the learner experience, reduce administrative effort and create new opportunities to generate revenue from official document services. As higher education evolves towards lifelong learning, we believe learners should have trusted, portable records that support them throughout their careers—not just at graduation. We work closely with registrars and registry teams to deliver practical solutions that fit seamlessly into existing university processes while helping institutions prepare for the future. Whether you're already working with us or would simply like to explore what's possible, we'd love to meet you and talk about the future of trusted digital credentials and lifelong learner records.	**Stand 12**

Exhibitor	About Us	Location
HAGUE	**Hague Group** For over 45 years, Hague has partnered with Higher Education institutions worldwide, combining specialist sector expertise with market-leading security print, certification and digital credential solutions. Hague helps Universities protect the integrity, authenticity and reputation of their academic awards through secure certificate production and verification services. Advanced security features, including bespoke holograms and other anti-counterfeiting technologies, provide a visible deterrent to fraud while helping institutions identify and prevent credential misuse. As members of the International Optical Technologies Association (IOTA), Hague adheres to the highest standards in holographic security. As demand for digital credentials grows, Hague's PremierCert+ platform enables institutions to create, manage and verify secure electronic certificates. Through encryption, digital signatures and trusted timestamping, Universities can issue digital awards with confidence while maintaining the highest levels of security and trust. From traditional certificates to digital credentials, Hague protects the value and credibility of every award issued.	**Stand 10**
Marston Events	**Marston Events Ltd** We are Marston Events. We partner with institutions to deliver seamless graduation ceremonies and have been for over 20 years. Our team brings professionalism, warmth, and precision to every event, regardless of the scale, drawing on our vast experience of delivering thousands of ceremonies in the UK and internationally. We are passionate about enhancing the student journey and upholding the reputation of every institution we partner with, working collaboratively to deliver events that reflect excellence.	**Stand 8**

Exhibitor	About Us	Location
PACT SOLUTIONS	**PACT Solutions** PACT Solutions is a specialist higher education consultancy helping universities deliver successful organisational transformation. We combine deep sector expertise with practical experience across strategy, data and AI, student records, enterprise architecture, systems integration and organisational change. Our independent approach enables clients to make confident decisions based on outcomes rather than technology vendors. Since launching, PACT has grown rapidly, working with universities across the UK on projects ranging from executive strategy workshops and business case development through to large-scale transformation programmes. Alongside delivery, we actively contribute to the sector through thought leadership, conference participation and collaboration with partners across the higher education ecosystem. Our ambition is simple: to become the UK's leading independent higher education transformation consultancy. By combining experienced consultants with repeatable methods and a strong focus on long-term partnerships, we help universities navigate change, unlock value from technology and improve outcomes for students, staff and institutions.	**Stand 16**
Parchment By Instructure	**Parchment by Instructure** 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 and 8.7K education providers issuing globally, has enabled the seamless exchange and transfer of transcripts, diplomas, certificates and digital badges. Visit: https://www.instructure.com/en-gb/parchment	**Stand 15**

Exhibitor	About Us	Location
hedd	**Prospects Hedd** Hedd, UK higher education's official degree verification service, provides a secure online solution for third parties such as employers, background screening agencies, embassies, and university admissions and HR teams. To date, Hedd has verified more than two million degrees. Hedd is at the forefront of efforts to combat degree fraud and the institutional database at www.hedd.ac.uk includes more than 400 bogus institutions as well as a comprehensive record of degree awarding bodies. Hedd works with international partners such as the Groningen Declaration Network, the Professional Background Screening Association and the Chinese Service Center for Scholarly Exchange to promote degree verification best practice and combat degree fraud.	**Stand 9**
QUALIFICATION CHECK	**Qualification Check** Qualification Check is a global leader in verifying academic and professional credentials. With coverage in 195 countries and access to over 55,000 institutions, we deliver fast, accurate verifications directly from the source. Trusted by thousands of organisations worldwide, we support university Admissions, Compliance, and International Recruitment teams in enrolling qualified undergraduate and postgraduate students with confidence. Our solution enhances the applicant experience, reduces manual workload, and helps identify fraudulent documents, all with a clear audit trail.	**Stand 4**

Exhibitor	About Us	Location
SEAtS ONE AI Education Platform	**SEAtS ONE** SEAtS ONE is an AI-powered platform helping UK universities and colleges improve continuation and completion, strengthen student engagement, and stay compliant. At its core, Schedule brings academic and exam timetabling, room and space optimisation, and real-time attendance together in one system, while early alerts and connected student support help teams act on risk earlier. By uniting timetabling, attendance and student success, registry teams can identify at-risk students sooner, streamline workflows, and meet UKVI Student Route attendance monitoring and sponsor duties with confidence.	**Stand 6**
secure and confidential documents	**Secure & 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. 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.	**Poseur Table 3**
SROC STUDENT RECORDS OFFICERS' CONFERENCE	**SROC** Find our more about the ARC SROC Practitioner Group at the ARC Registration Desk.	**Registration Desk**

Exhibitor	About Us	Location
Strengthify®	**Strengthify** Strengthify helps higher education leaders build leadership and teamwork that holds up under pressure. For registrars, heads of service and directors responsible for professional services, delivery depends on the quality of everyday conversations, coordination between teams, and how managers lead through constant change, regulatory demands and tighter resourcing. We work through a connected approach. The Strengthify Profile gives teams a shared, practical language for how they work best. Discovery Workshops and our Management Development Programme turn that insight into confident, everyday leadership habits. And Strengthify Engage, our digital layer, keeps it visible in everyday conversations and decisions, so progress does not depend on one person carrying it all. The result is more consistent leadership across teams, less friction between services, and change that lands without adding unnecessary burden to already stretched workloads. Come and talk to us about your team or service on our stand. Visit www.strengthify.com	**Stand 11**
studyplanner	**Study Planner** StudyPlanner is an Australian higher education technology company providing enterprise software for degree planning and academic advising. Combining degree auditing with personalised study pathway planning, StudyPlanner helps universities streamline enrolment planning, improve advisor productivity, and enhance student experiences and outcomes.	**Poseur Table 1**

Exhibitor	About Us	Location
technology1	**TechnologyOne** TechnologyOne is a global Software as a Service (SaaS) provider delivering enterprise solutions that simplify and transform operations. With offices across six countries, our deeply integrated SaaS platform supports over 1,300 organisations worldwide. Our solution provides deep functionality for the markets we serve, including local government and higher education in the UK. We leverage our unique domain experience and our unwavering commitment to the industries we serve by taking complete responsibility to deliver outcomes with our best-in-class SaaS ERP. With SaaS Plus, TechnologyOne takes full responsibility for the complete outcome of the solution experience, not just the software.	**Stand 1**
thesis SM	**Thesis SM** Thesis SM is a cloud-native Student Information System (SIS) purpose-built for higher education institutions across the UK, Ireland, and Canada. Designed to span the entire student lifecycle, from application through to award, it offers a modern, secure, and scalable platform that integrates seamlessly with existing institutional systems.Built with deep expertise in higher education, we have designed Thesis SM in close collaboration with the UK higher education sector, ensuring it meets broad institutional demands and statutory and regulatory requirements. We aim to simplify complex administrative tasks while promoting a collaborative, student-centered environment. We support institutions in creating a more efficient, engaging, and supportive educational experience for all. With a "configure, not customise" product philosophy, Thesis SM is designed to be highly adaptable without the need for costly, complex customisations. Thesis SM sits at the heart of your campus ecosystem, providing seamless integration capability to ensure a connected, efficient and collaborative environment.	**Stand 5**

Map of the Exhibition Hall

