

# MIRROR of Truth 4

THE HEFCE GOOD MANAGEMENT PRACTICE PROGRAMME

This conference hosts speakers from the newly formed Leadership Foundation, a European award winner for excellence in education, a leader of the American quality in education agenda, the QAA, HESDA, institutions involved in the HEFCE Good Management Practice programme, and from the Council itself.

**Tuesday 8 / Wednesday 9 June 2004**

at Knowsley Hall and Estate, Merseyside.

**THE CONFERENCE** draws from four years of project findings from HEFCE's Good Management Practice programme as well as good practice identified by the QAA and HESDA, and the views of four distinguished keynote speakers. The application of the European Foundation for Quality Management Model, which is used by a growing number of institutions and within the DfES, QAA and the HEFCE, will be a theme of several parallel sessions.

### Keynote speakers

- **Steve Egan** will describe current events at HEFCE and give a personal insight into some of the present and future opportunities for institutions presented by the council.
- **Dean Hubbard's** unique insights will illustrate the ups and downs of placing improving quality at the head of a university's agenda. Dean will draw from over two decades of pioneering quality in higher education.
- **Ewart Wooldridge** will relate how the Leadership Foundation supports institutions, what new opportunities are being planned, and reflections on the first five months as Chief Executive.
- Those who attended **Dame Geraldine Keegan's** presentation at Knowsley Hall in 2002 will remember the thunderous applause. Geraldine's recollections of how St Mary's College was taken from hardship to UK and European awards for excellence will be brought up to date.

### Who should attend

- Staff of all levels with an interest in leadership and organisational development; people involved with staff development, institutional audits, strategic planning, and quality assurance and improvement should find the conference particularly useful.
- Representatives from public sector agencies, professional bodies and organisations with links to education.

### The venue

The historic Knowsley Hall and Estate is set in parkland created by Capability Brown. It is easily accessed from the M62, M57, Liverpool John Lennon Airport, and Liverpool Lime Street station.

### What you will gain from this conference

- An understanding of the new Leadership Foundation and the opportunities it presents higher education.
- An insight into HEFCE's policies, practice and vision for higher education.
- The first hand story of a college initially beset by difficulties, and its subsequent pathway to UK and European awards for excellence and beyond.
- How an American university achieved nationwide recognition for quality.
- Information on good practice for institutional audits.
- An appreciation of why the EFQM Model is considered by many people to be supportive of IIP and the QAA framework.
- The opportunity to discuss the HEFCE's target "By December 2008, HEFCE to be assessed by the European Foundation for Quality Management as maintaining a level 2 – "Recognised for Excellence."
- The chance to offer and debate views, and opportunities to extend contacts either at the conference or during the conference dinner.
- Copies of the material presented by participants will be available, together with a number of papers and other publications produced within the HEFCE Good Management Practice programme.

### Accommodation

A number of rooms have been reserved at two adjacent hotels near the venue. See booking form for details.

## HEFCE GOOD MANAGEMENT PRACTICE PROGRAMME

## DAY 1 - TUESDAY 8 JUNE 2004

- 12 noon** Registration and lunch
- 1.25pm** Welcome by Michael Brown, Vice Chancellor, Liverpool John Moores University.
- 1.30pm** Keynote speaker – Steve Egan, Director of Finance & Corporate Resources, HEFCE. Supporting institutions. Present and future.
- 2.30pm** Parallel presentations
- 1 Leaders and leadership in HE: exploring the effectiveness of current leadership styles in HE and investigating new ways of developing integral leaders. *Stuart Hunt, University of Central Lancashire.*
  - 2 Good management practice for Institutional Audits. *Stephen Jackson, The Quality Assurance Agency.*
  - 3 Enhancing the student experience: how improving the efficiency and effectiveness of teaching, learning and support services through process improvement can lead to a better student experience. With practical examples of why, how and what can be achieved. *Dave Kelsey, Sheffield Hallam University.*
  - 4 Investors in People to the EFQM Model, a logical progression? *Bob Thackwray, The Higher Education Staff Development Agency and Meriel Box, Liverpool John Moores University.*
  - 5 Corporate Social Responsibility and HE: the impact of CSR on the leadership, management and governance of institutions, and the student learning experience. *John Hirst, University of Durham and Mike Pupius, Sheffield Hallam University.*
- 3.45pm** Refreshments
- 4.15pm** Keynote speaker – Dean Hubbard, President, Northwest Missouri State University Building a culture of quality. Practical steps, problems and successes.
- 5.15pm** Michael Brown, Vice Chancellor, Liverpool John Moores University Looking back on the day and looking forward to the evening.
- 5.20pm** Courtesy transport to hotels
- 7.30pm** Reception at Knowsley Hall – Courtesy transport from the hotels.
- 8.00pm** Conference dinner at Knowsley Hall
- 10.30pm** Courtesy transport to hotels

## DAY 2 - WEDNESDAY 9 JUNE 2004

- 9.25am** Welcome again Michael Brown, Vice Chancellor, Liverpool John Moores University
- 9.30am** Keynote speaker – Ewart Wooldridge, Chief Executive, The Leadership Foundation. The Leadership Foundation; its role in the future of higher education.
- 10.30 am** Refreshments
- 11.00am** Parallel presentations
- 1 Using student feedback to improve courses. A practical case study. *Musa Mihsein, De Montfort University.*
  - 2 Debating the excellence issues: an inclusive debate around the openness of individuals and institutions to the potential for quality enhancement, through embracing integral excellence. *Mike Pupius, Sheffield Hallam University and John Hirst, University of Durham*
  - 3 Lessons learnt from four institutional self-evaluations against the EFQM Excellence Model. *Bob Russell, The Surrey Institute of Art and Design University College.*
  - 4 Preparing for institutional and developmental engagements: developing an integrated planning and management framework to satisfy every audit need. *Carol Steed, Sheffield Hallam University and Stuart Hunt, University of Central Lancashire.*
  - 5 Creating & Sustaining a Strategy Focused Organisation; why the dashboard is up front, not in the rear view mirror. *Paul Evans, Liverpool John Moores University.*
- 12.15pm** Keynote speaker – Dame Geraldine Keegan, Principal, St Mary's College, Derry The St Mary's road to UK and EU awards for excellence. Two years on.
- 1.15pm** Mike Pupius, Director, Centre for Integral Excellence, Sheffield Hallam University. Thanks and a brief summary of the conference.
- 1.20pm** Lunch
- 2.15pm** Depart. Courtesy transport to Liverpool Lime Street station.

## Conditions of booking and cancellation information

All cancellations must be received no later than Friday 28 May 2004. Such cancellations are subject to a handling charge of £25.00 per delegate, which will be deducted from any refund. Should a substitute delegate be nominated the handling and administration will be waived.

Any cancellation received on/or after Monday 31 May 2004 without substitution being made will be subject to payment of the full fee.

Subject to full terms and conditions of Liverpool John Moores University.

## How to submit your booking form

### Fax or post the enclosed booking form to:

Conference and Event Services  
Liverpool John Moores University  
Egerton Court  
2 Rodney Street  
Liverpool L3 5UX

Fax: 0151 231 3770

OR

Complete the on-line registration form at <http://cwis.livjm.ac.uk/mot4>  
and, if paying by credit card, and for security reasons, please either send your payment in the post or fax to the number above.

## Enquiries

### For booking enquiries please contact:

Conference and Events Services  
Tel: 0151 231 3668  
Email: [ems@livjm.ac.uk](mailto:ems@livjm.ac.uk)



Organised and hosted by JMU Conference and Event Services