LIVERPOOL+

HEAR ACTIVITY CREATION GUIDE

Careers and Employability

HOW TO USE THIS GUIDE

This guide is designed for staff members intending to create or including an already running activity to become included on a students HEAR document.

It will outline the full process to create a submission for an activity to be approved and what occurs following this.

Should you have any queries not covered in this guide, please contact us.

- What is the Higher Education Achievement Report (HEAR)?
- What is a HEAR protocol?
- How are protocols approved for inclusion on the HEAR?
- How do approved protocols appear on the HEAR?
- Advice and guidelines on writing the protocol statements
- Guidance for PGR students who participate in activities
- Examples of Approved Liverpool+ HEAR Protocols

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WHAT IS THE HEAR?

The HEAR (Higher Education Achievement Report) is a national employer-led initiative, driven by a need from employers to receive 'institutionally verified' information about the details of a student's degree programme, including all modules studies and marks gained in all years of study, and, certain co- and extra-curricular activities that the student has participated in.

Eligibility criteria for activities to be considered for inclusion in section 6.1 of the HEAR:

- The activities provide a minimum of 7 hours of learning opportunity/skill development.

- The students are unpaid, unless in the service of the university (i.e. paid roles such as a Student Open Day Ambassador, or summer assistant on a research project are eligible for inclusion on the HEAR*

- Have an approved protocol statement which has been produced either by the University or Guild and verified by the HEAR protocol approval panel

*Paid co-curricular discipline-related activities would include roles such as Student Advocates; students engaged on e.g. vacation department research projects, or internships; students employed by the Disability support team to support fellow students in the same discipline Paid 'Vocational' roles would include activities such as communications assistant in the Guild, or a member of the Green Team in the Guild Extra- curricular paid roles (such as part-time bar jobs) are not eligible for inclusion on the HEAR.

As far as possible, all co- and extra- curricular activities offered by the University will appear on areas such as the relevant University webpages, the 'MyLiverpool' app and Handshake among other areas.

In order to develop a standardised means of recording information about co- and extracurricular activities in section 6.1 of the HEAR, a standard format has been agreed, called a protocol.

WHAT IS A HEAR PROTOCOL?

A HEAR protocol is a submitted set of points provided by the staff member(s) who are running the activity in question. This information includes the following details, the majority of which will be directly ported onto the transcript of an eligible student.

- The title of the activity (e.g. student representative)

- The name of the 'organisation' that owns and is verifying the activity – this could be e.g. The Guild of Students, or a named department

- The academic year that the activity started from (Applies if the activity has ran prior to seeking it to be HEAR accredited)

- A list of (a maximum of 6) short bullet points which provide a good overview of the role to an anybody reading the protocol (i.e. essentially as though it was a CV entry), but are also sufficiently specific and meaningful such that it is relatively straightforward for a specified staff member from the owning organisation to 'verify' that a particular student has completed all the bullet point statements listed on the protocol*

- The number of students able to participate in the activity**

- The minimum number of hours across the academic year that full participation in the activity would entail (must be a minimum of 7)

Examples of previously submitted protocols can be found later in this guide.

A full list of currently approved protocols is available on our website.

*It is important to consider when writing these bullet point statements how a staff member will be able to verify that a specific student has completed each statement, hence it is advisable to make the statements as simple and straightforward as possible).

**This is a practical upper limit of how many students could take part in this opportunity before you would have to start turning students away. If an exact number cannot be pinpointed, provide an as accurate as possible estimate or range. This allows us to see how many opportunities there are for students across the institution and within schools/departments.

HOW APPROVED PROTOCOLS APPEAR ON A HEAR

Once the protocol has been approved, you will need to inform your Departmental HEAR Administrator who will transfer the details onto their 'Activity Owners Spreadsheet', which is where details of all of the students who have successfully completed/achieved all the protocol elements will be recorded.

Details to be added to the spreadsheet will include all the protocol information submitted via the online form, plus the list of students who have completed all of the bullet point statements/role description.

You can access the online form here

Information from the 'activity owners' spreadsheets will be uploaded twice a year prior to graduation. The information download function is built into the spreadsheet and will result in the specified protocol appearing against the nominated students.

Prior to graduation, students will be able to select within Liverpool Life which of their approved set of activities (up to a maximum of 5) that they then wish to appear on their individual HEAR which accompanies their university transcript.

You may find it helpful to have a longer list of bullet points that more fully describe the role being completed and which can be used for verification/recording purposes, with a shorter list that comprises a maximum of 6 bullet points that will appear on the HEAR.

WRITING A PROTOCOL STATEMENT

We recommend that proposed protocol statements follow the below criteria.

- Write points as though they are an entry on a student's CV. This is very important. Use past tense. Write them from the student's perspective.

- Include as much as possible what the student will have done without bloating the statements. 2-3 sentences per statement is ideal.

- Give numbers of sessions or events, usually expressed as a 'A minimum of X…' e.g 'Attended a minimum of 4 workshops' or 'Ran a minimum of 3 study skills sessions'.

- Try and give examples of activities undertaken at events or skills that were aimed to be developed. E.g: 'Attended a business skills workshop to develop a broader understanding of the current business trends and enhance communication strategies.' or 'Developed skills such as writing, research, interviewing, presenting and technical skills editing and producing'.

- Make sure that you can guarantee everything you write, hence why we use 'a minimum of…'. For this reason we advise to say 'Given the opportunity to learn skills such as communication, team working and leadership.'

GUIDANCE FOR PGR STUDENTS PARTICIPATING IN HEAR ACTIVITIES

Whilst all of the previous is specifically applicable to UG and PGT students who receive a HEAR transcript upon graduation, PGR students are encouraged to add activities to their unique portfolio of activity during their time at university.

As far as possible, all co- and extra- curricular activities offered by the University will appear on areas such as the relevant University webpages, the 'MyLiverpool' app and Handshake among other areas.

- **Are there any eligibility criteria for activities?**

The PGR portfolio of activity requires no activity although activities should really be a minimum of 1 hour. However, if the activity owner wishes to use the UG and PGT HEAR (Higher Education Achievement Report) protocol criteria as a guideline, then they can follow the main criteria as follows: the activity provides a minimum of 7 hours of learning opportunity/skill development, and are unpaid, unless in the service of the university (i.e. paid roles such as a Student Open Day Ambassador, or summer assistant on a research project).

- **How do approved protocols for PGR students appear in the PGR Toolbox?**

Once the protocol has been approved, the departmental HEAR Administrator will transfer the details onto their 'Activity Owners Spreadsheet', which is also where details of all the students who have successfully completed/achieved all the protocol elements will be recorded.   Details to be added to the spreadsheet will include all the protocol information submitted via the online form, plus the list of students who have completed all the bullet point statements/role description. Information from the activity owners' spreadsheets will be uploaded twice a year. The information download function is built into the spreadsheet and will result in the specified protocol appearing in the relevant students' PGR Toolbox.

EXAMPLES OF APPROVED LIVERPOOL+ HEAR PROTOCOLS

Please use the following examples of previously approved activities as a guide to what information will be required to be submitted.

Draft versions can be submitted by contacting us and we are happy to advise as appropriate, ensuring the protocols meet the eligibility criteria outlined previously.

Once you are happy with your submission, this can be submitted online for consideration by the panel as detailed previously.

Access the online form here

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EXAMPLES OF APPROVED LIVERPOOL+ HEAR PROTOCOLS

SKILLS ENHANCEMENT PROGRAMME

Name of department/school verifying the activity: Careers and Employability

Name of activity owner: Iwan Williams

Academic year that the activity will take place from: 202122

Mini job description comprising a maximum of 6 bullet points describing the role/activity:

- Worked in a cross-faculty team of fellow students, completed a 30 hour project. This employer-led challenge required exceptional levels of commitment and determination as this was an extracurricular activity that sat alongside already demanding normal study requirements.

- Project allowed development of a range of employability skills and experiences that reflect the realities of the world of work. These included teamwork and collaboration in a digital environment, proactive problem solving and sourcing creative solutions and communicating ideas and challenges to diverse audiences.

- Developed key employability skills, also able to develop an enhanced commercial awareness, gain direct experience of enterprise and entrepreneurship principles and enhance knowledge and understanding of the challenges faced in any future job roles.

- Worked with a mentor throughout to support reflective learning, the completion of this experience is evidence that the student takes their own professional and personal development very seriously; that they have high resilience and self-confidence levels as well as the attitude required to see tasks through to completion.

- Completed a short reflection following completion of the Skills Enhancement Programme of no more than 500 words. This included a brief overview of the project completed, highlighting any specific role or responsibilities undertaken and an outline of skills used or developed.

EXAMPLES OF APPROVED LIVERPOOL+ HEAR PROTOCOLS

PEER ASSISTED LEARNING (PAL) FACILITATOR FOR ENGLISH LANGUAGE

Name of department/school verifying the activity: English Language Centre

Name of activity owner: Ricky Morton

Academic year that the activity will take place from: 202021

Mini job description comprising a maximum of 6 bullet points describing the role/activity:

- Completed initial training session with experienced language teacher in preparation for leading English Language conversation clubs.

- Facilitated a minimum of seven conversation clubs with small groups of non-native speakers of English.

- Developed strategies to maintain engagement of participants in speaking activities.

- Improved communication and organisational skills as well as acquiring an insight into the role of the teacher in the language classroom.

- Worked independently and in small groups to design a program of themes and topics for conversation clubs.

CLINICAL SKILLS AMBASSADOR

Name of department/school verifying the activity: School of Medicine

Name of activity owner: Hannah Crossman

Academic year that the activity will take place from: 202021

Mini job description comprising a maximum of 6 bullet points describing the role/activity:

- Was a member of the Clinical Skills working group - attended a minimum of two meetings aimed at improving the service provided for students across teaching sessions and The Learning Zone (TLZ).

- Liaised with peers to gather questions and feedback in relation to Clinical Skills and The Learning Zone, raising these at Clinical Skills working group meetings.

- Supported the preparation of and represented Clinical Skills at open days/freshers events

- Worked with the Clinical Skills team to prepare and deliver taster day activities.

- Given the opportunity to develop communication skills and organisational skills.

- Given the opportunity to develop understanding of project delivery.

EXAMPLES OF APPROVED LIVERPOOL+ HEAR PROTOCOLS

INTERNATIONAL EXPERIENCE ADVOCATE

Name of department/school verifying the activity: Management School

Name of activity owner: ULMS Student Experience Team

Academic year that the activity will take place from: 202021

Mini job description comprising a maximum of 6 bullet points describing the role/activity:

- Undertook an initial briefing and communication training session.

- Created a blog or web profile (with pictures of their experience) for the University website, to promote an international experience.

- Took part in the "In Conversation With…" project. This involved talking about the skills and experiences developed whilst studying abroad and presenting these as part of a recorded interview. This interview was then used by the ULMS Study Abroad team as part of recruitment events and promotional campaigns.

- Assisted student recruitment efforts by representing the Management School during Study Abroad Week and engaged with prospective Study Abroad, Year in China and Summer School applicants by answering questions and talking about their experience.

- Worked in a team and liaised with staff to develop and run an interactive session with inbound exchange students, providing advice, support and general information about student life and Liverpool.

- Produced a report detailing their experience of being an International Experience Ambassador to help recruit future ambassadors.

EXAMPLES OF APPROVED LIVERPOOL+ HEAR PROTOCOLS

PROFESSIONAL NETWORKING EVENT COORDINATOR

Name of department/school verifying the activity: School of Law and Social Justice

Name of activity owner: Holly Nodwell

Academic year that the activity will take place from: 202021

Mini job description comprising a maximum of 6 bullet points describing the role/activity:

- Worked as part of a team to develop a networking event concept, plan logistics, and define relevant target audience(s).

- Identified appropriate external guest contributors from outside of the School of Law & Social Justice and liaised with those external contributors to agree the suitable focus, format, and conditions of the networking event.

- Contributed to hosting the network event including: facilitating guest contributors' participation and (where relevant) travel etc; promoting the event to students and securing desired attendance levels; managing interactions/questions between the guest and students.

- Reflected on the value and impact of the networking event, scope for improvement, and potential follow-up events or activities.

- Developed organisational skills, an ability to research and analyse employability/networking needs and opportunities, and interpersonal skills.

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