

# Supervisory Skills for Technical Services

Best Practice for Team Leaders,  
Supervisors and Aseptic Services Managers

Reading - Thursday 26 January 2023

OR

Leeds - Thursday 8 June 2023



# Supervisory Skills for Technical Services

## Best Practice for Team Leaders, Supervisors and Aseptic Services Managers.

Good supervision of aseptic processing is essential for ensuring a high quality, efficient and safe service. The supervisor plays a crucial role in ensuring that the team understand what is required, follow procedures, adapt to changes in demand and can promptly resolve problems. To do this, the supervisor must communicate effectively with the team and be a positive role model.

An effective supervisor needs a sound knowledge of the processes they are supervising, attention to detail, awareness, problem solving skills and the knowledge of when to escalate issues. This course will raise your awareness of these considerations and more, and provide you with the starting materials to develop yourself into an effective supervisor.

## A one-day course in either Reading or Leeds covering:

- role and risks
- reasons and impacts of poor cleanroom behaviour
- good practice
- how good is our supervision – and how do we know?
- organisational and team culture
- are you in control? An auditor's perspective

## Delivered via:

- presentations
- interactive discussions and workshops

## Who should attend?

- Team Leaders
- Supervisors
- Aseptic Services Managers

## What our previous delegates say:

“Excellent course, very thought provoking on theory and practicality of supervision. Lots of knowledge from the speakers that will definitely benefit my future in technical services.”

“A solid foundation to build your supervisory role, clearly delivered.”

“The course was excellent with very relevant up-to-date content delivered by experts. Too many times I've been on courses that offered vague, generic and bland content. This course is how CPD SHOULD be delivered. 10/10. Excellent.”

If you are interested in learning more about these topics, then the **MSc in Pharmaceutical Technology and Quality Assurance** is aimed at pharmacy, health and biomedical professionals working in the technical services for the NHS or private sector organisations who want to update their skills and knowledge while gaining an academic qualification.

<https://www.manchester.ac.uk/study/masters/courses/list/09912/msc-pharmaceutical-technology-and-quality-assurance/course-details/>



## Other NHS Healthcare, Pharmaceutical and Nutrition short courses:

- **Pharmaceutical Medical Gas Testing**  
27 Feb - 3 March 2023
- **Medical Gases for Service Managers**  
16 March 2023
- **Clinical Trials**  
20-22 March 2023
- **Understanding Microbiology for Aseptic Services**  
17 April 2023
- **Aseptic Services for Managers (ASfM)**  
9-10 May 2023
- **Specialised Ventilation in Healthcare Premises**  
16-19 May 2023
- **Aseptic Preparation and Dispensing of Medicines (APDM)**  
17-20 July 2023
- **Clinical Nutrition**  
6-8 September 2023
- **Cleanroom Behaviour and Comportment for Aseptic Services**  
14 September 2023

For details on all of our courses visit <https://eps.leeds.ac.uk/short-courses>

## Registration for Supervisory January course now open:

<https://tinyurl.com/supervisory-skills-course>

Registration for the June course will open around 3 months prior to the course. Email [cpd@healthcare.leeds.ac.uk](mailto:cpd@healthcare.leeds.ac.uk) to be added to the mailing list.

## Programme

Thursday 26 January 2023, Reading  
OR

Thursday 8 June 2023, Leeds

- 09:00 Registration and coffee
- 09:30 Welcome**
- 09:50 Introduction to role and risks**
- 10:30 Reasons and impacts of poor cleanroom behaviour**
- 11:00 Refreshment break
- 11:15 WORKSHOP**  
**Reasons and impacts of poor cleanroom behaviour**
- 12:15 Lunch
- 13:00 WORKSHOP**  
**Good practice**
- 14:00 How good is our supervision – and how do we know?**
- 14:30 What to do when challenging behaviour**
- 14:55 Refreshment break
- 15:10 Organisational and team culture**
- 15:50 Are you in control? – An auditor's perspective**
- 16:20 Question and answer session**
- 16:30 Summary and take home messages**
- 16:45 Close of course, issue of CPD certificates and departure

## Speakers

This one day course has been developed and will be delivered by experts in the NHS Pharmaceutical field.

### Course Director:

#### Paul Tunstell

Associate Chief Pharmacist – Technical Services  
Guy's & St Thomas' NHS Foundation Trust

#### Linda Hardy

Regional QA Pharmacist (Yorkshire),  
Leeds Teaching Hospitals NHS Trust

#### Phil Jones

Senior Pharmacy Technician and Teaching Lead  
Parenteral Services Unit in the BHOC and Training  
Programme Director PIPC  
Pharmacy Workforce Development South

#### Kate Preston

Training Manager - Technical Services,  
Royal Free London

#### Christopher Watts

Chief Aseptic Services Technician  
Guy's & St Thomas' NHS Foundation Trust

**Please note** Although we remain devoted to the programme specified, we reserve the right to vary the programme in detail if required to do so by factors beyond our control.

This course has been developed by NHS TSET (the Technical Specialist Education and Training group) and is facilitated by the University of Leeds. For more information about TSET visit <https://www.tset.org.uk>

**Early registration recommended – limited places available**

<https://tinyurl.com/supervisory-skills-course>



## Further information

### Course Fees

The following course fees include the cost of tuition, course materials, lunch and light refreshments:

**£350** – Thursday 26 January OR Thursday 8 June 2023

### Venue

#### Thursday 26 January 2023

Crowne Plaza Reading, Caversham Bridge, Richfield Avenue, RG1 8BD. <https://www.cp-reading.co.uk/>

#### Thursday 8 June 2023

Weetwood Hall Estate, Otley Road, Leeds, West Yorkshire, LS16 5PS. <https://weetwood.co.uk>

### Accommodation

If you require accommodation and wish to stay at the course venue, visit the course website <https://tinyurl.com/supervisory-skills-course>, for details of how to book.

Please book your accommodation as soon as possible to avoid disappointment with availability. Delegates are responsible for their own evening meals if required.

### How to Book

Registration for the Reading course in January is now open, registration for the Leeds course in June will open around 3 months prior to the course. Email [cpd@healthcare.leeds.ac.uk](mailto:cpd@healthcare.leeds.ac.uk) to be added to the mailing list.

#### To pay via debit or credit card (via our secure Online Store)

1. Visit our Online Store at: <http://store.leeds.ac.uk>
2. Select Conferences and Events in the left-hand navigation bar and 'CPD Pharmaceutical and Healthcare courses'
3. Select the relevant course, click on 'Book Event' and complete your booking details

You will receive an automatic confirmation email within 24 hours of your booking.

#### To pay via purchase order and invoice

1. Email us at [cpd@healthcare.leeds.ac.uk](mailto:cpd@healthcare.leeds.ac.uk) to request a registration form
2. Send your completed registration form and purchase order document to [cpd@healthcare.leeds.ac.uk](mailto:cpd@healthcare.leeds.ac.uk). Please note we are currently working off-site and are unable to accept postal registrations and/or cheques.

We require all course fees to be paid prior to attendance.

## Get in touch

Harriet Wills  
CPD, Conference and Events Unit  
Faculty of Engineering  
and Physical Sciences  
University of Leeds

+44 (0)113 343 2494  
[cpd@healthcare.leeds.ac.uk](mailto:cpd@healthcare.leeds.ac.uk)  
<https://eps.leeds.ac.uk/short-courses>

[@LeedsUniCPD](https://twitter.com/LeedsUniCPD)  
[@LeedsUniCPD](https://facebook.com/LeedsUniCPD)  
[CPD, Conference and Events Unit, University of Leeds](https://www.linkedin.com/company/CPD-Conference-and-Events-Unit-University-of-Leeds)

## Terms and conditions for booking

### Payment

Payment by debit/credit card should be made at the time of booking via the Online Store. If for exceptional reasons you are unable to book and pay online a purchase order document will be required to support a manual booking process. Our standard payment terms are 30 days from date of invoice however payment must be made prior to attendance. Attendance may be refused if payment has not been received.

### Changes made by the University of Leeds

The course programme may have to be re-scheduled or the speakers changed for reasons outside our control. The University of Leeds reserves the right to cancel or postpone a course, in which case fees will be refunded in full. In the event of cancellation, the University will not be held liable for delegates' travel or accommodation expenses.

### Where a delegate cancels a registration

For cancellations made within seven days of booking: a full refund is payable unless the course starts within the next seven days, in which case the full fee is payable and no refunds will be made.

For cancellations made after seven days of booking: written cancellations received up to 15 working days before the course will be subject to an administrative charge of 20% of the total fee. Within 15 working days of the course the full fee is payable and no refunds will be made.

For non-attendance: the full fee is payable and no refunds will be made. Appropriate course materials will be sent to the registered delegate.

In the event of cancellation, the University will not be held liable for or refund any incurred travel or accommodation expenses. Substitutions may be made at any time.

### Data/Privacy

Your right to privacy is important to us. We will only use your information to provide information on our CPD courses and relevant events. We will not pass your details on to any other organisations. The ways in which your personal data may be used when you provide it to us are defined in our Privacy Notice at <https://eps.leeds.ac.uk/privacy>.

If you have opted in to receive details of future CPD courses from us you can unsubscribe at any time by emailing us at [cpd@healthcare.leeds.ac.uk](mailto:cpd@healthcare.leeds.ac.uk) and your details will be removed from our database.



**UNIVERSITY OF LEEDS**

University of Leeds  
Leeds, United Kingdom  
LS2 9JT  
0113 243 1751  
[www.leeds.ac.uk](http://www.leeds.ac.uk)