

Supervisory Skills for Technical Services

Best Practice for Team Leaders,
Supervisors and Aseptic Services Managers

Thursday 5 June 2025, Birmingham

Feedback from our 2024 delegates:

“Excellent course, workshops were great!”

“Covers everything you need to know to be a good supervisor.”

“Excellent introduction to supervisory skills. Engaging and refreshing!”

“Suitable for supervisors of all grades, informative and interactive - a really good addition for your CPD.”



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 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:

"I found this course really useful especially as I am new to my role as a cleanroom supervisor. I feel it will really help me on a daily basis and has improved my confidence on challenging or questioning things which may not seem quite right."

"Good opportunity to learn new things or review what already know from well organised course and from speakers who know how to do it in brilliant way."

MSc in Pharmaceutical Technology and Quality Assurance

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:

- **Understanding Microbiology for Aseptic Services**
10 April 2025
- **Aseptic Services for Managers**
7 – 8 May 2025
- **Aseptic Preparation and Dispensing of Medicines**
7 – 10 July 2025
- **Clinical Nutrition**
3 – 5 September 2025
- **Cleanroom Behaviour and Comportment for Aseptic Services**
25 September 2025
- **Medical Gases for Service Managers**
15 October 2025
- **Human Factors in Aseptic Services**
20 November 2025

Other courses include:

- **Pharmaceutical Medical Gas Testing**
- **Specialised Ventilation in Healthcare Premises**

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

Programme

Thursday 5 June 2025

- 08.45 Registration and coffee
- 09.15 Welcome**
Paul Tunstell,
Guy's and St Thomas' NHS Foundation Trust
- 09.30 Introduction to role and risks**
Paul Tunstell
- 10.10 Reasons and impacts of poor cleanroom behaviour**
Philip Jones,
Senior Pharmacy Technician,
United Hospitals Bristol and Weston and
Training Programme Director Technical
Services Programmes Pharmacy Workforce
Development South
- 10.40 Coffee
- 10.55 Workshop one: Reasons and impacts of poor cleanroom behaviour**
Philip Jones
- 11.25 Workshop feedback and networking**
Philip Jones
- 12.00 Lunch
- 12.45 Workshop two: Good practice**
Chris Watts,
Chief Aseptics Services Technician,
Guy's and St Thomas' NHS Foundation Trust
- 13.45 How good is our supervision – and how do we know?**
Chris Watts
- 14.25 Organisational and team culture**
Paul Tunstell
- 15.05 Tea
- 15.20 What to do when challenging behaviour**
Kate Preston,
Technical Services Education and Training Lead,
Guy's and St Thomas' NHS Foundation Trust
- 16.00 Are you in control? – An auditor's perspective**
Linda Hardy,
Regional QA Specialist Pharmacist,
Yorkshire and the Humber,
Leeds Teaching Hospitals NHS Trust
- 16.30 Summary and key take home messages**
Paul Tunstell and team
- 16.50 Close of course and issue of CPD certificates

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 and St Thomas' NHS Foundation Trust

Linda Hardy

Regional QA Specialist Pharmacist,
Yorkshire and the Humber, Leeds Teaching Hospitals
NHS Trust

Philip Jones

Senior Pharmacy Technician,
United Hospitals Bristol and Weston and Training
Programme Director Technical Services Programmes
Pharmacy Workforce Development South

Kate Preston

Technical Services Education and Training Lead,
Guy's and St Thomas' NHS Foundation Trust

Christopher Watts

Chief Aseptics Services Technician,
Guy's and 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>

Scan to view more information



Early registration recommended – limited places available

<https://tinyurl.com/Supervisory2025>

Further information

Course Fees

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

£370 VAT exempt – Thursday 5 June 2025

Venue

The course venue will be Birmingham Conference & Events Centre (The BCEC):

Hill Street,
Birmingham,
B5 4EW

Further details can be found here <https://thebcec.co.uk/>

Accommodation

If you require accommodation and wish to stay at the course venue Holiday Inn Birmingham, please get in touch with E: reception@hibirmingham.co.uk / T: 0121 6346200 to book directly, or visit Holiday Inn Birmingham City Centre via <https://www.hibirmingham.co.uk/>

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 to request a registration form
2. Send your completed registration form and purchase order document to cpd@healthcare.leeds.ac.uk.

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

Get in touch

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[https://eps.leeds.ac.uk/
short-courses](https://eps.leeds.ac.uk/short-courses)

[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 and your details will be removed from our database.



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