



UCISA26 Leadership Summit

ATTENDEE HANDBOOK

Sian Thomas

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Venue information – Summit

- **Venue name:** ACC Liverpool
- **Address:** Kings Dock, Liverpool Waterfront, L3 4FP
- **what3words:** /// starts.gives.bake

Venue information – Delegate accommodation

- **Hotel name:** Pullman Liverpool
- **Address:** King's Dock, Port of Liverpool, Liverpool, L3 4FP
- **what3words:** ///throw.broker.comet
- **Distance from ACC Liverpool:** 2-minute walk
- **Check-in:** 15:00

Check-out: 11:00

Venue information – Delegate accommodation

- **Hotel name:** Staybridge Suites Liverpool
- **Address:** 21 Keel Wharf, Liverpool, L3 4FN
- **what3words:** ///winner.apply.shakes
- **Distance from ACC Liverpool:** 2-minute walk
- **Check-in:** 15:00
- **Check-out:** 11:00

Venue information – Delegate accommodation

- **Hotel name:** Leonardo Hotel Liverpool
- **Address:** 31 Keel Wharf, Liverpool, L3 4FN
- **what3words:** ///hired.shiny.tricks
- **Distance from ACC Liverpool:** 3-minute walk
- **Check-in:** 15:00
- **Check-out:** 11:00

Venue information – Delegate accommodation

- **Hotel name:** Hilton Liverpool City Centre
- **Address:** 3 Thomas Steers Way, Liverpool, L1 8LW
- **what3words:** ///sands.circle.sweat

- **Distance from ACC Liverpool:** 10-minute walk

- **Check-in:** 15:00

- **Check-out:** 11:00

- **Important note: Please check your joining instructions to confirm the accommodation you've been allocated.**

Getting there

By train:

- **Nearest train station:** Liverpool Lime Street – Approximately a 20-minute walk to ACC Liverpool. Here's a video of the walk from Lime Street to the ACC:

<https://youtu.be/AdONL1-mvEo>

- **Merseyrail underground:** Transfer at Liverpool Lime Street to the Merseyrail underground Wirral Line trains, travelling into James Street station. You can use this website to plan your journey: <https://www.merseyrail.org/>

- James Street is about a 15-minute walk from ACC Liverpool.

By bus:

- The CityLink bus runs a circular route around Liverpool and stops at both **Liverpool Lime Street** and **ACC Liverpool**.

By air:

- Liverpool John Lennon Airport features low-cost and charter flights to domestic, European and International destinations.

- A taxi from the airport to the city centre will take approximately 20 minutes or the express bus service Route 500 will take approximately 25 minutes, dropping you off within a five-minute walk of ACC Liverpool.

By taxi:

- Taxis are available outside Liverpool Lime Street.

- Cost of taxi is approximately £7-£15 per trip.

By car:

From the Wirral

- From the Wirral, Wales and the M53, leave the M53 motorway at Junction 3 signposted Birkenhead and follow the A552 for the Birkenhead (Queensway) Tunnel and Liverpool City Centre.

From the north

- Approaching from the north, leave the M6 at junction 26 and follow signs for M58 Liverpool.

- Follow to the end of the M58 and then take signs for A59 Liverpool. Continue to follow Liverpool City Centre until picking up signs for the Waterfront.

From the south

- Approaching from the south, leave the M6 at junction 21A and take the M62 to Liverpool.
- At the end of the M62, follow signs for Liverpool City Centre along Edge Lane, picking up and then following signs for The Waterfront. This will take you across town to along the river, where you can continue to the closest car park.

Car park:

- Parking is available in the **Kings Dock Car Park**.



- **Car park address:** Monarchs Quay, Liverpool, L3 4FP
 - **what3words:** ///rally.testers.muddy
 - Information on the parking tariffs can be found [here](#).
-

Summit spaces – ACC Liverpool

- The virtual tour of ACC Liverpool is available [here](#) should you wish to familiarise yourself with the venue ahead of your arrival.

Ground floor:

- Registration – Galleria (cityside entrance)



- Prayer room – Room 16 (Galleria)
- Please note that the summit takes place during Ramadan. If you are observing Ramadan, a prayer room will be available for you to use.
- SensoryCalm space (provided by EventWell®) – Galleria (near to registration desk)



- **SensoryCalm** is EventWell's award-winning quiet room and event welfare service – a beacon of calm at the heart of busy, high-stimulation environments. Designed with neuroinclusion and mental wellbeing front and centre, SensoryCalm creates a safe, supportive space for attendees to **pause, regulate and recharge**.
- Every SensoryCalm space is hosted by trained **EventWell Hosts** – qualified in mental health first aid, safeguarding, and co-regulation – and equipped with carefully

curated sensory resources including noise-cancelling headphones, fidgets, weighted blankets, soft furnishings, and calming activities like puzzles, colouring, and tactile games.

- Whether someone is experiencing sensory overload, anxiety, emotional fatigue, or simply needs to take a break from the intensity of an event, **SensoryCalm offers a judgement-free zone where people can feel seen, supported and safe.**

- **Why?** Because inclusion isn't just about getting people through the door – it's about ensuring they can stay, engage and enjoy the experience, too.

- SensoryCalm is the gold standard for event wellbeing, built by neurodivergent professionals for everyone.

Lower level:

- Exhibition – Hall 2A – also where all refreshments and lunch will be served



- Plenary Room – Hall 2B (the room will be set up in cabaret style (round tables with chairs), along with some bean bag chairs, and some tall tables at the back should you rather stand).



Upper level:

- Breakout Room 1 – Room 3a (the room will be set up in cabaret style – round tables, with a row of chairs at the back).



- Breakout Room 2 – Room 4 (the room will be set up in cabaret style – round tables, with a row of chairs at the back).



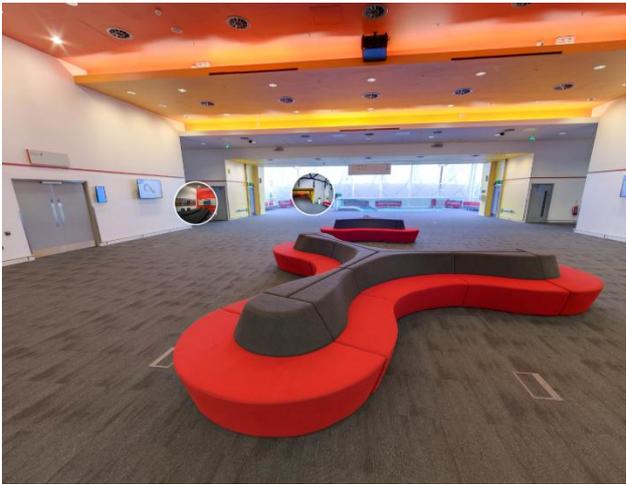
- Breakout Room 3 – Room 11 (the room will be set up in cabaret style – round tables, with a row of chairs at the back).



- Breakout Room 4 – Room 12 (the room will be set up in cabaret style – round tables, with a row of chairs at the back).



- Quieter Delegate Lounge Area – Upper Galleria



UCISA Team Available On-Site

- The UCISA team is here to support you throughout the smmit. The team will be wearing white colour lanyards.
- If you need any assistance or have questions, the team will be available at the registration desk on the ground floor.



Sian Thomas
Head of Events and
Corporate Engagement



Nathaniel Morosoli
Corporate Engagement Manager



Esther Wong
Senior Events Officer



Monica Sangha
Events Officer



Lauren Core
Events Officer



Bridget Schiller
Events Co-ordinator



Deborah Green
CEO



Charlotte Barnacle
Head of Operations and
Special Projects



Elaine Swift
Head of Professional
Development Services



Natalie Lafferty
Head of Representation
and Policy



Caroline O'Shea
Executive Support Officer



Richard Stone
Community Engagement
Manager

Catering Menu

Day 1 (Tuesday 17th March)

Lunch buffet:

- Slow cooked Cheshire beef shin ragu, potato gnocchi, basil & parmesan crumb
- Baked mac 'n' cheese with ricotta, sun dried tomato, Truffled herb crumb (v)
- Artisan bread baskets - cherry tomato focaccia, garlic bread & sourdough bread (v)
- Chopped garden salad, radish, cucumber, tomatoes, pickled carrot ribbons, tarragon & rapeseed oil dressing (ve)
- Mini sweet bites – salted caramel white chocolate tart, carrot cake, Eccles cakes
- Fruit platter

Dinner - food stalls:

1. Sharkie's Beach Shack

- A taste of the Caribbean, jerk chicken & jackfruit served with rice & peas.

Choice of toppings:

- Jerk chicken thighs & strips with a sticky jerk BBQ glaze served with rice & peas
- Slow cooked all spice jackfruit with a sticky jerk BBQ glaze served with rice & peas (ve)

Sides:

- Fried dumplings (ve)
- Charred sweetcorn, pineapple, chilli & mango salsa (ve)
- Caribbean coleslaw (ve)
- Black bean, sweet potato, scotch bonnet & kale salad (ve)

2. Plant Based Mexican Taco Stand (ve)

- 3 Open Taco's filled with shredded iceberg lettuce, chilli, sweetcorn & lime salsa.

Choice of toppings:

- Chilli, coriander & lime plant-based meatballs & pickled pink onions (ve)
- Roasted cauliflower wings, chipotle mayonnaise (ve)
- Fajita spiced plant-based chicken strips, vegan cheddar with jalapenos (ve)

Sides:

- Roasted sweet potato wedges & chimichurri (ve)
- Steamed wild rice salad with Mexican spices, pinto beans & charred peppers (ve)

3. Bulgogi BBQ

- Korean flavoured burgers.

Toppings:

- Chicken breast & sticky Korean BBQ pulled chicken thigh burger, kimchi coleslaw & miso mayonnaise on a potato dough roll.
- Korean fried plant-based burger, miso glazed field mushroom, kimchi coleslaw, sriracha mayonnaise & on a potato dough roll (ve)

Sides:

- Skin on fries (ve)
- Charred broccoli, toasted sesame & bok choy salad, with ginger, soy & lime dressing (ve)
- Vegetable spring roll, crispy seaweed & sweet chili sauce (ve)

4. Dessert bar

- Crumble bar: selection of hot fruity fillings, flavoured crumbles, custard and your choice of toppings (v)

Day 2 (Wednesday 18th March)

Lunch buffet:

- Chicken makhani curry, toasted almonds & Kashmiri chilli yoghurt
- Cumin spiced tofu, aubergine, coconut & lentil dhal (v)
- Braised pilau rice with curry leaves, cinnamon & toasted cumin seeds (ve)
- Garlic & coriander naan bread, poppadom's, mango chutney & raita (ve)
- Selection of cake – loaded brownies and Queen Victoria sponge cake
- Fruit platter

UCISA Awards dinner at Liverpool Cathedral:

- 3 course dinner with tea and coffee.

- **Important note: Dietary requirements to be catered for separately.**

Starter

- Whipped Delamere Goat's Cheese, Candied Walnuts, Apple & Peach Mostarda, Rosemary Toasts, Balsamic Shallots

Mains

- Treacle Glazed Beef Short Rib, Roasted Garlic Mash, Mustard Ketchup, Stockpot Carrot, Smoked Bacon & Red Wine Sauce

Dessert

- Traditional Chester Pudding, Lemon and Almond Tart, Torched Meringue, Mandarin Gel, Vanilla Ice Cream

To finish

- Tea and coffee
-

Day 3 (Thursday 19th March)

Option 1 - Grab and go packed lunch:

- Boxed sandwiches
- Bag of Two Farmers crisps
- Piece of whole fruit
- Can of sparkling or still mineral water
- Takeaway cups of tea and coffee

Option 2 - Poke bowls:

- Base: Sherry pickled cucumber, radish, heritage tomatoes, edamame beans, mango, sesame, pickled carrot, red cabbage, sticky jasmine rice (ve)

Filling choice of:

- Salt & pepper chicken thighs, chip shop curry & mayonnaise
- Lemon & dill roasted salmon, new potatoes & caper berries
- Smoked aubergine with dried fruits, pistachio & chermoula (ve)

Dressing:

- Your choice of dressing at the condiment stations

Drinks:

- A can of soft drink
 - Fruit juice – orange and apple on consumption
 - Tea and coffee
 - Water
-

Summit schedule

Day 1 - Tuesday 17th March

Time	Details	Location
10:00	<p>Registration</p> <p>Please visit the registration desk located in the Galleria to collect your name badge.</p>	Galleria, ground floor
	<p>Exhibition opens</p> <p>All refreshments and lunch will be served in this area throughout the event.</p>	Hall 2A, lower level
11:00	<p>Pre-Summit Session sponsored by Methods</p> <p>Data Transformation at University of Greenwich</p>	Room 3A, upper level
11:15	<p>Newcomers session</p> <p>If this is your first UCISA event, or your first in a while, join us for an introductory session designed to help you make the most of your experience and connect with other first-time attendees.</p>	Hall 2B, lower level
11:30	<p>Pre-Summit Session sponsored by Ellucian</p> <p>Demystifying the Language of Collaborative Groups in UK Higher Education: Building a Shared Lexicon for CIOs</p>	Room 12, upper level
11:45	<p>Lunch and networking</p> <p>Served in the exhibition area.</p>	Hall 2A, lower level
11:50	<p>Pre-Summit session sponsored by Methods with University of Huddersfield</p> <p>Modernising the data landscape</p>	Room 4, upper level

12:40	Kicking off UCISA26!	Hall 2B, lower level
12:45	Opening keynote by Professor Tim Jones, Vice Chancellor, University of Liverpool	Hall 2B, lower level
13:20	Primary sponsor welcome remarks by PACT Solutions	Hall 2B, lower level
13:25	Primary sponsor session – PACT Solutions Leading Differently in Lean Times: A Pact between VC & CIO to enhance Student Experience	Hall 2B, lower level
14:10	A brief guide to networking: Making connections at UCISA26	Hall 2B, lower level
14:35	Refreshment break Served in the exhibition area.	Hall 2A, lower level
15:15	Institutional showcase – breakout sessions	
	Enterprise Architecture in Action: Three Stories of Strategic Impact in Higher Education	Room 4, upper level
	Mindset Over Method: Leading Digital Change in a Sector Built on Tradition	Room 3A, upper level
	People First: Embedding Dedicated People Managers in Higher Education IT	Hall 2B, lower floor
	Navigating the Digital Frontier: UCL's Evolving Journey to a Digital Strategic Plan	Room 11, upper level
15:45	Travel time	
15:55	Partner showcases – breakout sessions	
	Partner showcase with Google AI, Authenticity, and Academia: Lessons from the Front Line at the University of Oxford	Room 3A, upper level

	<p>Partner showcase with TechnologyOne</p> <p>Unlocking Strategic Workforce Potential: Launching Cross-Sector Insights into Professional Services in HE</p>	Hall 2B, lower level
	<p>Partner showcase with Wavenet</p> <p>Smarter, Greener, Faster: Sustainable IT transformation at Royal Holloway University of London</p>	Room 4, upper level
16:25	Travel time	
16:30	<p>Buzzer session – meet the exhibitors</p> <p>Each exhibitor will have just 30 seconds to highlight their offerings. It’s a quick way to discover products and services that match your needs and interests.</p>	Hall 2B, lower level
16:50	<p>Plenary session</p> <p>The Unmuted Queens: Care, Chaos, and Coming Back!</p>	Hall 2B, lower level
17:30 – 19:30	<p>Day 1 close & networking reception</p> <p>Join us in the exhibition hall for a drinks reception— an ideal opportunity to network with attendees, exhibitors, and sponsors.</p>	Hall 2A, lower level

Informal buffet dinner

- Dinner is provided for all summit delegates and exhibitors.

Timings

- 17:30 – Food stalls open in **exhibition hall (Hall 2A, lower level)**
- 19:30 – Food stalls and exhibition to close
- 20:00 – Optional Informal quiz at Revolution Liverpool (free to attend)- Albert Dock (Unit 4M, Atlantic Pavilion, Liverpool, L3 4AE). The what3words is: [///rang.fishery.echo](https://www.what3words.com/rang.fishery.echo).

Day 2 - Wednesday 18th March

Time	Details	Location
08:00	Breakfast session with ProofID From Certificates to AI Agents: Governing Machine Identity in Higher Education	Room 11, upper level
09:00	Day 2 kick-off	Hall 2B, lower level
09:10	Session sponsored by Cloudforce Democratising AI Across Campuses: How Universities Are Making GenAI Equitable, Affordable and Responsible	Hall 2B, lower level
09:50	Buzzer session – meet the exhibitors Each exhibitor will have just 30 seconds to highlight their offerings. It's a quick way to discover products and services that match your needs and interests.	Hall 2B, lower level
10:05	Refreshment break Served in the exhibition area.	Hall 2A, lower level
10:50	Partner showcases – breakout sessions	
	Partner showcase with Acumen Cyber Shared Services in Operation: Cyber for the Sector	Hall 2B, lower level
	Partner showcase with boxxe Smart Campus	Room 4, upper level
	Partner showcase with Softcat "Back to the Future": Why Data Foundations Today Determine Your AI Success Tomorrow	Room 3a, upper level
11:20	Travel time – return to main room	
11:25	Plenary session Money talks – Can we still afford it (IT)?	Hall 2B, lower level
12:05	Buzzer session – meet the exhibitors Each exhibitor will have just 30 seconds to highlight their offerings. It's a quick way	Hall 2B, lower level

	to discover products and services that match your needs and interests.	
12:20	Lunch and networking Served in the exhibition area.	Hall 2A, lower level
13:20	Session sponsored by CDW From Strategy to Execution: how to deliver a platform and workspace to delight students and staff	Hall 2B, lower level
14:00	Travel time	
14:05	Breakout sessions – UCISA26 Awards shortlisted entries	
	Foster the Imposter – Four Years On	Hall 2B, lower level
	The ELM® Platform - A Model for Safe, Equitable, and Sustainable GenAI Transformation	Room 3A, upper level
14:30	Travel time	
14:35	Institutional showcase – breakout sessions	
	Enterprise Service Management: How financial constraints stopped and then restarted Swansea University’s drive for the University wide enterprise service management service	Room 4, upper level
	From Vision to Reality: Building a Digital Campus for Lifelong Learning	Room 11, upper level
	Smarter, Faster, Leaner: Embedding Intelligent Automation Across the University	Room 3a, upper level
	The IT Leader's Playbook: Strategic Agility through Playful Reframes	Hall 2B, lower level
	Thriving in Decentralization: A Canadian Perspective on IT Collaboration	Room 12, upper level
15:05	Refreshment break Served in the exhibition area.	Hall 2A, lower level
15:45	Session sponsored by Hays	Hall 2B, lower level

	Building the University Workforce of the Future: Gen Alpha Meets Experience	level
16:15	<p>Roundtable discussion (interactive session)</p> <p>Topics for discussion:</p> <ul style="list-style-type: none"> • Financial sustainability • Shared services • Data • Imposter syndrome • AI • Cost efficiencies • Staff reduction • Organisational change • Well-being • Learnings from other sectors 	Hall 2B, lower level
16:55	<p>Closing keynote</p> <p>Maximising Cyber Resilience While Minimising Waste</p>	Hall 2B, lower level
17:30	Day 2 close	

For those booked to attend Awards dinner:

Venue information

- **Venue name:** Liverpool Cathedral
- **Address:** St James' Mount, Liverpool, L1 7AZ
- **what3words:** ///roofs.wisely.hung

Timings

- **18:20** – Coaches pick up from Pullman Hotel and Hilton City Centre Hotel
- **18:45** - Pre-dinner drinks reception
- **19:20** – Awards dinner with evening entertainment

Dress code

- Dress code is **Black-tie optional**.

Transportation

- Coaches will be provided to transport dinner attendees to and from the dinner venue (Liverpool Cathedral).
 - **Outbound journey:**
 - Meeting point: Pullman Liverpool (one coach at 18:20 from Hilton City Centre)
 - Departure time: 18:20 and 18:40
 - Drop-off point: Liverpool Cathedral
 - **Inbound journey:**
 - Meeting point: Liverpool Cathedral
 - Departure time: from 22:45 at 15 mins interval (**last coach leaves at 23:45**).
 - Drop-off point: Pullman Hotel and Hilton City Centre
-

Day 3 – Thursday 19th March

Time	Details	Location
09:10	Day 3 kick-off	Hall 2B, lower level
09:15	Plenary session Make your case with the Board	Hall 2B, lower level
09:50	Plenary session Towards a New Era of Collaboration: the Common Student Data Model Initiative	Hall 2B, lower level
10:20	Plenary session Wellbeing That Works: Belonging, Connection and Care in Action	Hall 2B, lower level
11:00	Refreshment break	Lower Galleria, lower level
11:30	Plenary session AI Futures: Preparing for a Post-Web World	Hall 2B, lower level
12:10	Keynote session The Gift Nobody Wanted: Open It, Learn From It, Never Forget It	Hall 2B, lower level
12:55	Keynote session Special Guest Seaker	Hall 2B, lower level
13:40	Closing remarks	Hall 2B, lower level
13:45	End of UCISA26 Leadership Summit	Hall 2B, lower level
	Lunch and networking Grab and go option is available	Lower Galleria, lower level

Code of conduct

- At UCISA, we are committed to providing a safe, inclusive, and welcoming environment for all participants. To ensure a positive experience for everyone, we ask that all delegates, speakers, sponsors, exhibitors and staff adhere to our code of conduct.
- The UCISA Events code of conduct can be found here:
<https://www.ucisa.ac.uk/Governance>

Neuro-inclusivity at UCISA26

- We have created a [Neurodiversity Frequently Asked Questions \(FAQ\) page](#). Feel free to share it with anyone who may find it helpful.
- A SensoryCalm space is available throughout the event for anyone who needs a quiet space to decompress away from the lively environment.
- To support attendees with sensitivity, attendees are encouraged to limit strong scents by using fragrance-free products and refraining from heavy perfumes.
- We aim to be as neuro-inclusive as possible, if there is anything that you would like us to consider, please contact Team UCISA on events@ucisa.ac.uk.

Safety and wellbeing

- If you are feeling unwell, we kindly ask that you do not attend the summit. You may send a colleague to attend in your place, and the UCISA Team will be happy to swap your booking at no cost. Simply contact events@ucisa.ac.uk to arrange this.

Mental health first aiders (MHFA)

- **Siân Thomas, Monica Sangha, Bridget Schiller, Esther Wong and Caroline O'Shea from UCISA are fully trained MHFA** and will be happy to support any delegates who may need mental health support during the summit. If you would like to speak with one of them, please visit the registration desk.

Hidden disabilities sunflower support available

- There will be UCISA staff onsite that are available to provide individuals with

additional help and assistance throughout the summit.

- Should you require additional support at the summit, look out for UCISA staff that are wearing the [Hidden Disabilities Sunflower](#) supporter pin badge on their lanyard.
-

Emergencies and contact information

Pre-summit

- If you have any questions in the lead up to the summit, please contact events@ucisa.ac.uk.

During the summit

- We really hope you don't experience an emergency, but we are here to help if a situation arises. In the event of an emergency at summit, **in the first instance please alert a member of the venue's staff** as they will be best placed to assist and are trained to manage medical emergencies in their venues.
- You can also reach the UCISA team in an emergency either at the **registration desk or on 07768 861 292** (call, text or WhatsApp).
- If you are scheduled to speak at the summit and are running late, please contact us on **07768 861 292**.

First aid facilities

- In the event of medical assistance being required, please contact a **member of the ACC Liverpool team**, informing them of the nature and location of the medical emergency.

Fire alarm

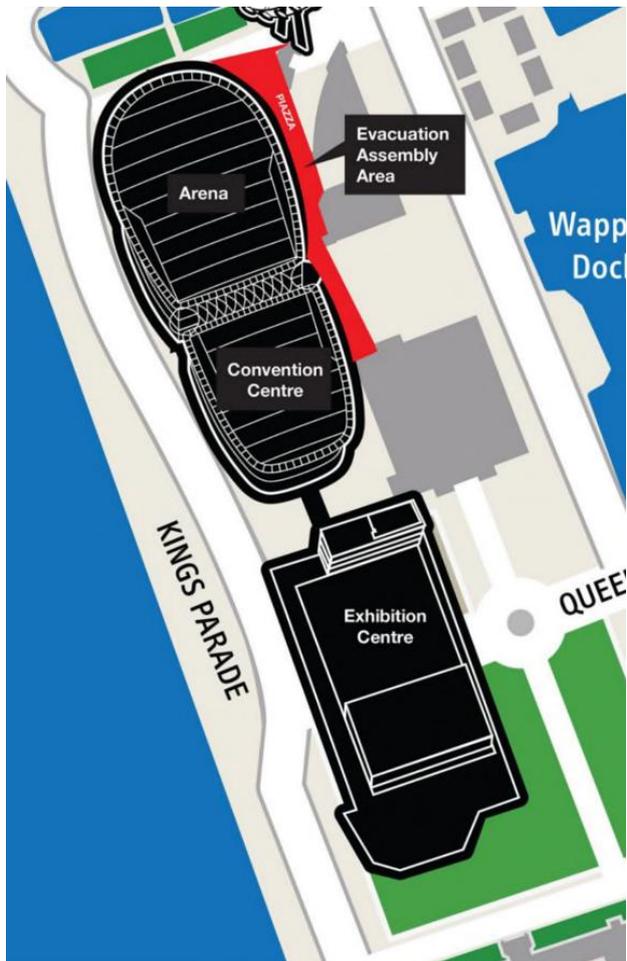
- The fire alarm is a continuous alarm bell.
- There are no fire alarm tests scheduled for the duration of the event.

Fire exits

- Fire exit routes are indicated prominently in all rooms and corridors.

Assembly point

- The assembly point is on the piazza outside the restaurant near Leonardo Hotel (please see plan below).



Sponsors and exhibitors

- UCISA would like to thank all the sponsors and exhibitors attending UCISA26, without who, the summit would not be possible.
 - Special thanks to **PACT Solutions**, the summit Primary Sponsor.
 - Thank you also to **Acumen Cyber, boxxe, CDW, Cloudforce, Google, Softcat, TechnologyOne**, and **Wavenet** for sponsoring the summit.
 - Thank you also to **Cisco, Hays, Insight**, and **Jisc** for sponsoring part of the summit.
 - We have many others exhibiting at the summit – we encourage you to have a chat with them over the course of the two days the exhibition is open, as without their support, we would not be able to put on the event. The list of exhibitors can be found on the [UCISA26 Exhibitor Profile Webpage](#).
-

Other information

Internet access

- Wi-Fi access is complimentary and available throughout the venue.

Summit app

- Details of the Summit App will be shared in a separate email.
- The app includes all key event information and allows you to book 1-2-1 meetings with exhibitors or delegates if you prefer a quieter space away from the exhibition area.

Badge scanning

- Your event name badge will include a QR code that the UCISA Team will need to scan at registration, as well as at the start of Day 2 and Day 3. Please ensure you have your badge with you each morning. Entry will not be permitted without a name badge.
- As you explore the summit and engage with exhibitors and peers, some may request to scan your badge. This also applies to sponsored sessions, where staff from the sponsoring company may request to scan your badge upon entry. In allowing them to scan your name badge, please note you are providing your email address and consenting to that company/ individual using this email to contact you.

Social media and photography

- When posting on social media about the summit, please do use **#UCISA26** as the hashtag and tag **@UCISA** where possible.
- There will be photographs and videos taken by the UCISA team and a professional photographer/ videographer during the event for promotional use - let us know if you prefer not to be photographed.

We look forward to seeing you in Liverpool!

Best wishes,

Sian Thomas

Head of Corporate Engagement and Events

