**Beneficiary: Students**

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| **Award** | **Guidance notes** |
| Enriching the Student  Experience  (G) | Recipients of this award enthusiastically and imaginatively help to create a distinctive, high-quality and enhanced student experience here at Aston, and recognise and support the diversity of student needs. This could be in relation to access, quality learning, global citizenship, employability and enterprise, success, and/or practical support.  Consideration will be given to those who work directly with students and those who work behind the scenes to improve the environment students live and study in. |
| Excellent Learning & Teaching Practice (S) | Recipients will have been identified by students or members of staff as having made an exceptional contribution to teaching, by providing an enjoyable and worthwhile learning experience, which aids student achievement. Evidence of activity and impact should be present and should come from at least two additional people. |

**Beneficiary: Business and the professions**

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| **Award** | **Guidance notes** |
| Outstanding Business Engagement  and/or Innovation (G) | This award recognises staff who enthusiastically and imaginatively engage and/or collaborate with industrial, commercial or public sector partners, including knowledge exchange activities. Consideration will be given to those who work directly with external partners as well as those who support these activities. |
| Excellent Research (including Research Support and supervision) (S) | This award could recognise a promising early-career researcher, lifetime achievement, those whose role indirectly supports research, or a supervisor who has shown outstanding support. It recognises work which supports attracting, delivering, or promoting high-quality research. |
| Outstanding Research Impact (G) | This award recognises impact as a core priority of the University’s research. It celebrates examples where researchers, either individually or as a group, have made a clear and measurable difference to our beneficiaries in business and professions and region and society. The impact will normally form part of an impact case study for the Research Excellence Framework (REF). |

**Beneficiary: Our region and society**

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| **Award** | **Guidance notes** |
| Outstanding Contribution to the Region. Local Community or Environment (G) | This award recognises initiatives and activities that promote social, environmental, economic or cultural well-being of communities, whether here at Aston or locally. This could include, for example, positive action that contributes significantly to the improvement, management or balance of Aston’s responsibilities in these areas; enabling people in our community to realise their potential and improve their quality of life; or demonstrating leadership in changing behaviour, which leads to developments in policy and approach. |
| Exceptional International Activities (G) | Recipients of this award are actively and creatively engaged in international activities, which aid achievement of Aston’s international objectives relating to recruitment, partnership development and reputation. |

**Culture and organisation – Aspirational and high performance**

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| **Award** | **Guidance notes** |
| Best Customer Service (G) | Recipients of this award will demonstrate a commitment to putting the customer first and going beyond that which might normally be expected.  This could be, for example: a significant one-off gesture or act; excellent customer service over a sustained period; work ‘behind the scenes’ that has made a significant difference to the way a team or area delivers outstanding customer service; or improving or streamlining a process to ensure customer service goals can be met. |
| Professional Staff Member  of the Year (S) | This is a holistic award, which should take into account all areas of a person's role and responsibilities, and how their approach to work demonstrates their commitment to Aston and their Department/School. |
| Outstanding Technical or Digital Support (G) | This award recognises those working in technical support fields in all areas of the University, including (but not limited to) lab technicians, digital support staff, maintenance staff – all those who have a technical role to play in making the University function in a smooth and cohesive way. This nomination could be for a particular project where the individual had to use his/her full range of skills, an occasion where the nominee went beyond their ‘every day’ role to make something happen, an outstanding contribution to a particular School or Department, but there may be many other reasons for nominating someone to this category. |
| Best Newcomer (S) | This award recognises a newly-appointed member of staff (new to role or to Aston) who, for example, has been pro-active in implementing better practice, has had a positive impact on their School/Department or an area of work within the institution, or who has demonstrated an amazing aptitude for the role, in a short period of time (less than 12 months). |
| Excellent Citizenship (S) | Recipients of this award help to create a positive working environment. Aston defines Citizenship as contributing proactively to the activities or working unselfishly and effectively to the benefit of the School, Department and/or University; getting involved and taking responsibility for making the right things happen, without being asked.  It is likely that good citizens will demonstrate one or more of the Aston Values – professionalism, ambition, innovation, collaboration, inclusivity or ethically-driven. |
| Unsung Hero (S) | This award recognises staff who make Aston a more welcoming community in which to work and study. This could include those who maintain the campus, support others in delivering their roles, or whose function and activities are only widely noticed in their absence. |
| Vice-Chancellor's Award for Outstanding Contribution  to the University (G) | This award is inclusive of all University roles and activities in Schools, Professional Services and all other areas, whether manual, technical, administrative, managerial, research, teaching or other academic roles.  It involves outstanding contribution over and above what is normally expected in the role and celebrates excellence and innovation in any activity, including for example any support activity; community and volunteering; doctoral supervision; commercialisation and knowledge transfer; media and communications; internationalisation strategy. |