

AI for Technicians: CustomGPTs for Technical Teaching and Operations (using ChatGPT)



Tim Savage Consulting
Technical Learning. Strategic Impact.

About Your Trainer



Dr Tim Savage is a leading authority on technical education and workforce development in higher education. With over 25 years' experience at the intersection of technical teaching and learning, academic strategy, and institutional governance, leadership, and management, Tim brings unrivalled expertise to his consultancy and training.

As an AdvanceHE Principal Fellow (PFHEA), Tim's work has shaped national and institutional approaches to recognising, developing, and integrating technical staff into the heart of teaching, learning, and research. As a TALENT Policy Commissioner (UKRI), a member of the Technician Commitment Steering Board, and an Advisor to the UK Institute of Technical Skills and Strategy, he has contributed to national recommendations on the future of the technical workforce in higher education.

Tim's leadership credentials include his role as Director of Technical Learning at the University for the Creative Arts, where he built and led an award-winning team, recognised as the *Best Technical Team in UK Higher Education* at the Higher Education Technicians Summit. His teams have been recognised for exemplary sector-leading practice delivering outstanding outcomes in the Teaching Excellence Framework (TEF) and contributing to positive Graduate Outcome Survey (GOS) success through transformative technical teaching and institutional practice.

Tim's educational approaches are built upon his successful teaching career, having taught at West Dean College since 2003, where his courses have been recognised in the Adobe Educators Global Choice Awards and translated into pedagogic textbooks.

As a published researcher and speaker, Tim's work focuses on technical teaching, professional identity, and pedagogical development. His forthcoming book, "Technical Teaching in Higher Education," published by Routledge in 2026, builds upon and extends his doctoral research, that explored and conceptualised how technical staff teach and support learning.

About This Course

AI is now part of the everyday toolset in higher education. The sector is understandably focused on policy, academic integrity, ethics, sustainability, and workforce impact. But technicians are practical people working in specialist contexts and high-level policy only becomes meaningful when it translates into useful tools at the point of need.

This half-day course is designed to do exactly that. It centres technicians as educators and as operational leaders in practice-based environments, using the 'Enable / Support / Deliver' framework to translate AI from abstract debate into tangible benefit for workshop, studio and laboratory contexts.

The core practical outcome is confidence and capability in using ChatGPT (OpenAI) to create and train personalised GPTs that reflect your unique local reality, trained on your spaces, kit, workflows, SOPs, induction content, risk assessments, and geared to the support your students need. While we use ChatGPT as the model in this course, the principles (augmentation not automation; local context; guardrails) are applicable to other AI tools.

Who is it for:

- Technicians at all levels (early career to senior) working in workshops, studios, labs, learning spaces, and specialist technical services.
- Technical managers and team leaders who want to build team capability, consistency, and efficiency.

Outcomes:

- Explain the Enable / Support / Deliver framework as a practical lens for AI adoption in technical work in higher education.
- Identify high-impact, low-risk use cases where ChatGPT can improve quality, efficiency and consistency without eroding judgement, safety, or craft.
- Build and test a personalised GPT in ChatGPT, trained on approved local resources and tailored to their technical context.
- Apply a simple set of guardrails covering privacy, safety and quality assurance for day-to-day use.
- Create a short personal action plan for adoption and/or for contributing to institutional AI strategy from a technician perspective.

Session Plan (indicative)

		■ Introduction ■ Discussion/debriefing ■ Activity ■ Break ■ Reflection
9:30 AM	■	Introduction, Welcome & Orientation
9:45 AM	■	Warm Up: AI at the coal face (hopes, worries, realities)
10:05 AM	■	Mapping: Enable / Support / Deliver (your reality)
10:35 AM	■	Prompt Patterns that work (and why most prompts fail)
11:00 AM	■	Break
11:15 AM	■	Guardrails Clinic: Data/Privacy, Safety, Quality
11:35 AM	■	Build Lab: Personalised GPTs for Enable / Support / Deliver (ChatGPT) (Activity)
12:10 PM	■	Showcase, Reflection & Next Steps
12:30 PM		<i>End</i>

Client Benefits

This course supports practical, safe adoption of ChatGPT for technical teams, translating institutional AI ambition into tools that work in workshops, studios and labs.

- **Enable Fit-for-Purpose AI Adoption:** turns high-level AI policy into practical, local workflows technicians can use immediately.
- **Improve Quality and Consistency:** strengthens documentation, inductions, and day-to-day teaching support through repeatable prompt patterns and templates.
- **Build Capability in Custom GPTs:** equips technicians to create personalised GPTs aligned to local kit, SOPs, and student needs (within agreed boundaries).
- **Strengthen Guardrails:** embeds clear practice on data/privacy, safety-critical decision-making, and quality checking of outputs.
- **Support Efficiency Without Erosion:** reduces repetitive admin and drafting tasks so time is protected for high-value technical teaching, supervision and support.

Extension Options

1. Custom GPT Build Clinics

- **Offer:** One-to-one or small-group online sessions to refine prompts, upload approved local resources, test outputs, and troubleshooting.
- **Value:** Accelerates confidence and practical adoption, with support to stay within privacy/safety/quality boundaries.

2. Technical AI Readiness Audit (Enable / Support / Deliver)

- **Offer:** Light-touch review of technical teaching and operations to identify realistic use cases, quick wins, constraints, and risks, with a short summary report.
- **Value:** Helps institutions develop fit-for-purpose, inclusive AI strategy grounded in workshop/studio/lab reality.

3. Departmental / Discipline Deep-Dive Workshop

- **Offer:** A tailored half-day session with a specific school, faculty, or campus to apply the approach to local kit, workflows, assessment practices and student needs.
- **Value:** Moves from generic guidance to local implementation, improving consistency and impact.

4. Implementation & Governance Support Package

- **Offer:** 2–3 months of follow-up coaching for technical leaders/champions to embed practice, develop team guidance, and agree workable guardrails.
- **Value:** Sustains momentum after the course and supports safe, scalable adoption.

Prices and Delivery

1. Pricing

- **Development packages start at £1,000 per course** (plus reasonable travel and accommodation expenses if required).
- **Flexible/blended delivery:** via negotiation.
- **Value:** Save 10% when booking three or more courses within 12 months

2. Tiered Options

Each course can be booked as a standalone workshop or scaled up through extension options:

- Core course: one-off delivery (in person, online, or blended)
- Enhanced package: Core course plus two extension options (e.g. coaching, clinics, or deep dive workshops)
- Institutional package: Core course (s) plus four or more extension options, with tailored institutional report or showcase event to maximise visibility, impact, and leadership alignment.

3. Extension Options

- Coaching, workshops, reviews, showcase events, reports – priced by negotiation.
- Can be combined flexibly into Enhanced or Institutional packages.

4. Delivery

- **Group size:** Courses can be delivered to groups of up to 14 participants.

5. Contact

For availability, bespoke packages, and booking details:

- **Website:** www.timsavageconsulting.co.uk
- **Email:** tim@timsavageconsulting.co.uk
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