IMPERIAL

Completing ASK Timetabling Request Forms: User Guide

Faculty of Medicine
Timetabling Team

July 2025, Version 1.0

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1. Introduction

This user guide offers step-by-step instructions for completing the ASK online Timetabling Request Forms. These forms are used to submit teaching space requests for undergraduate and postgraduate taught courses to the Faculty of Medicine (FoM) Timetabling Team. For further details about the ASK system, please visit ICT Service Desk

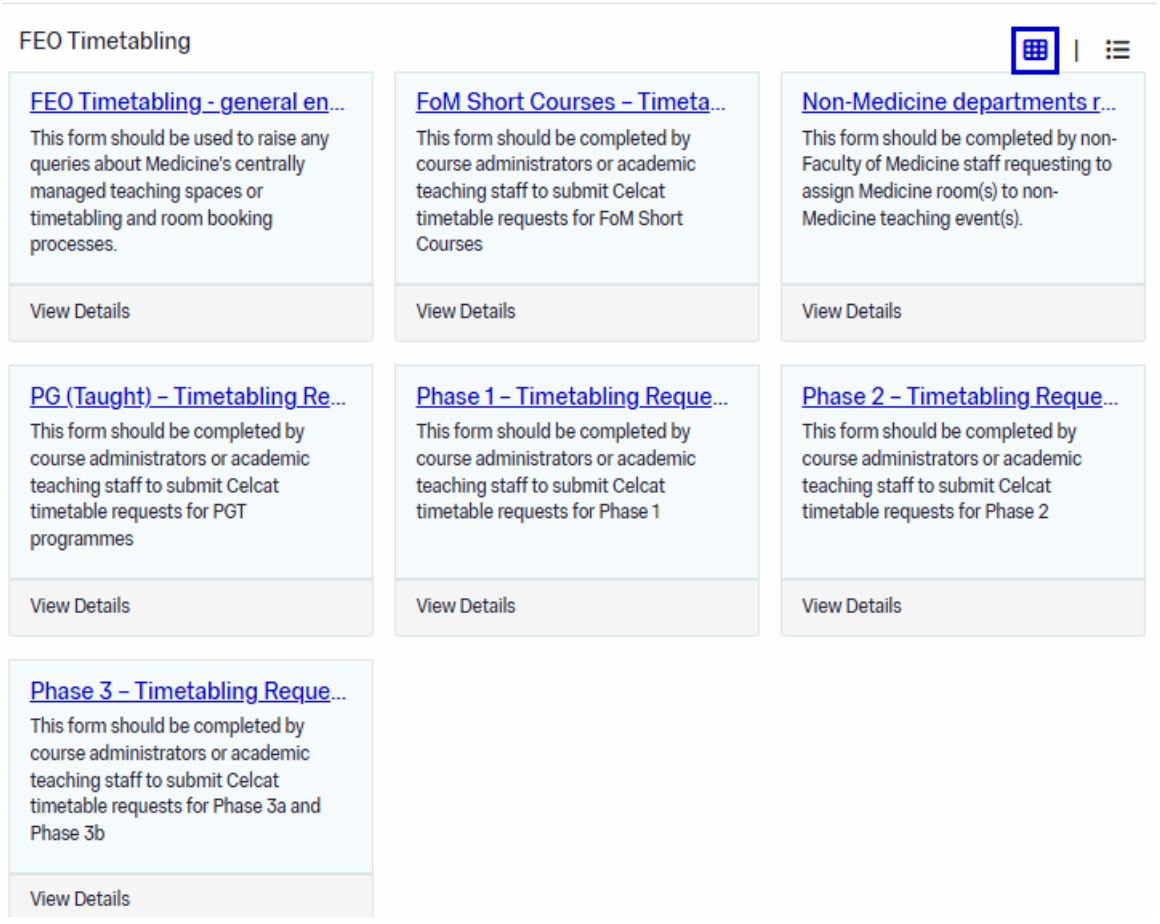
2. Who should use the ASK Forms

This form should be completed by:

- Course admin and academic teaching staff responsible for the 6-year MBBS course.
- Course admin and academic teaching staff responsible for postgraduate taught courses.
- Course admin and academic teaching staff responsible for short courses.
- Non- FoM faculty and departments wanting to book FoM spaces.
- Staff who have queries about FoM centrally managed teaching spaces or any timetabling or room booking queries not covered by the forms.

3. Accessing ASK Online Forms

Go to FoM ASK Imperial timetabling forms. There are 6 forms:



4. Completing the Forms

Detailed instructions are provided in the next sections to complete each of the above forms.

5. Phase 1 – Timetabling Request Form

The online form Phase 1 – Timetabling Request Form - ASK Imperial is intended for **course administrators** or **academic teaching staff** to submit timetabling requests related to **Phase 1** teaching events via the CELCAT system.

Use the form to request any of the following:

- **Creation** of new Phase 1 teaching events
- **Cancellation** or **amendment** of existing Phase 1 teaching events
- An **up-to-date teaching schedule** for Phase 1

Please ensure all required fields are completed accurately to avoid delays in processing your request. Fields marked with an asterisk (*) are **required**.

5.1 Initial details capture – figure 1

On behalf of:
Select whether you are submitting this request:

- **Myself** - if you are the person making the request (default).
- **Someone else** - if you are submitting the request on behalf of another staff member. You will be asked to provide details.

*** Role / Position:**
Select the role that best describes your current position from the dropdown list:

- **Course Administrator** - Administrative staff responsible for supporting the delivery of the course.
- **Course Lead** - Academic lead for the course, typically a module, domain or topic lead.
- **Teaching Coordinator** - Administrative staff usually based at clinical sites and responsible for placements - not applicable for Phase 1.
- **Please specify any additional information in the box below** – Select this option if your role does not exactly match one of the listed options. Provide further details in the additional information section.

Tip: Selecting '-- None --' will prevent the form from being submitted. Choose an appropriate option.

*** What would you like to request?**
Select the type of timetabling request you are submitting. Options include:

- **Create new teaching event(s):**
  Choose this if you need to add a new lecture, seminar, or other teaching session that is not currently in the timetable.
- **Deletion or amendment of existing teaching event(s):**
  Choose this if you need to delete or change an already scheduled teaching session — such as the time, location, or room.
- **Request for an up-to-date teaching schedule(s):**
  Select this if you only need to view the current Phase 1 teaching schedule for a module.

Tip: Only select one option per request. If you need to make multiple types of requests, please submit separate forms for each teaching request type.

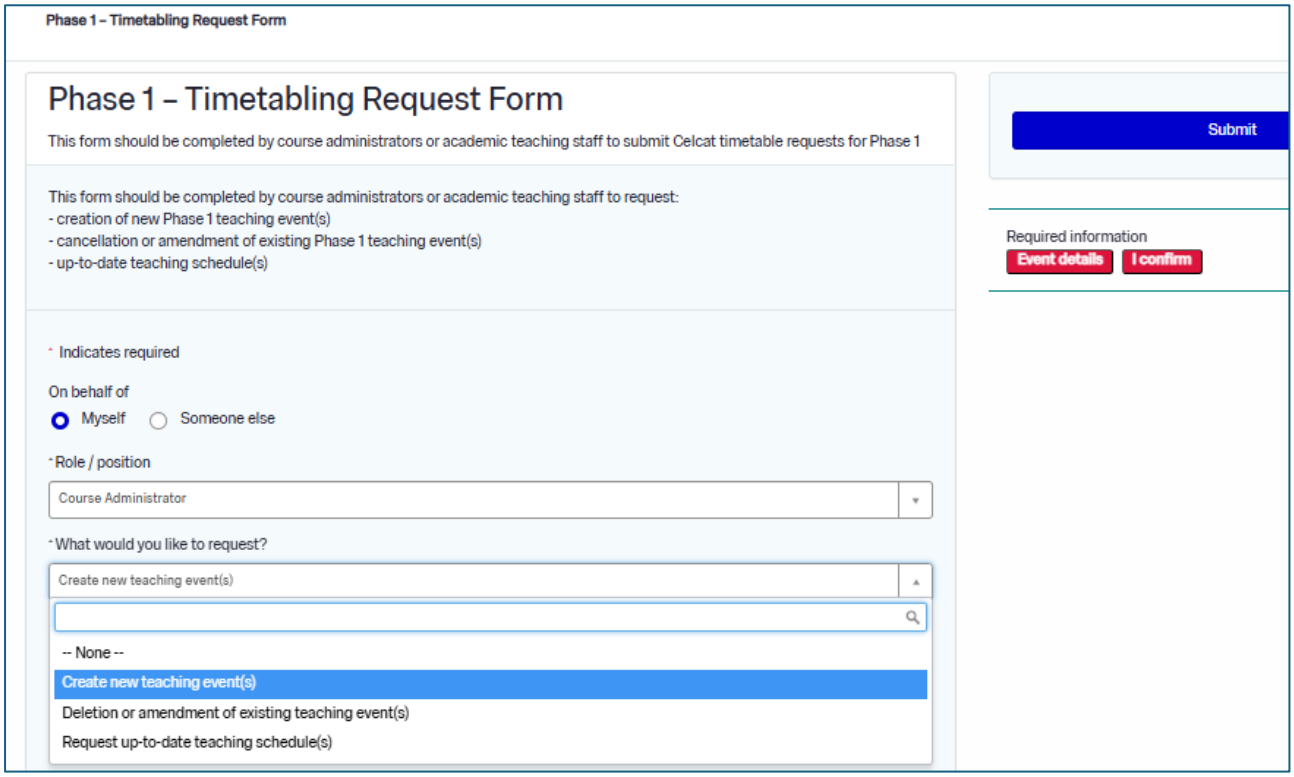


Figure 1- On behalf of, Role and Request

5.2 Create new teaching event(s) – figures 2-7

Having selected to 'Create new teaching event(s)' in figure 1, you will be asked before you proceed, to follow these steps:

1. **Check Room Availability and Capacity**
   Before proceeding you should ensure that the room(s) you require for your event are available using CELCAT Calendar and have the necessary capacity Rooms Information

2. **Click "Add" to submit single or multiple requests**
   After verifying the room details, click on the **Add** button to submit a request for one or multiple teaching events.

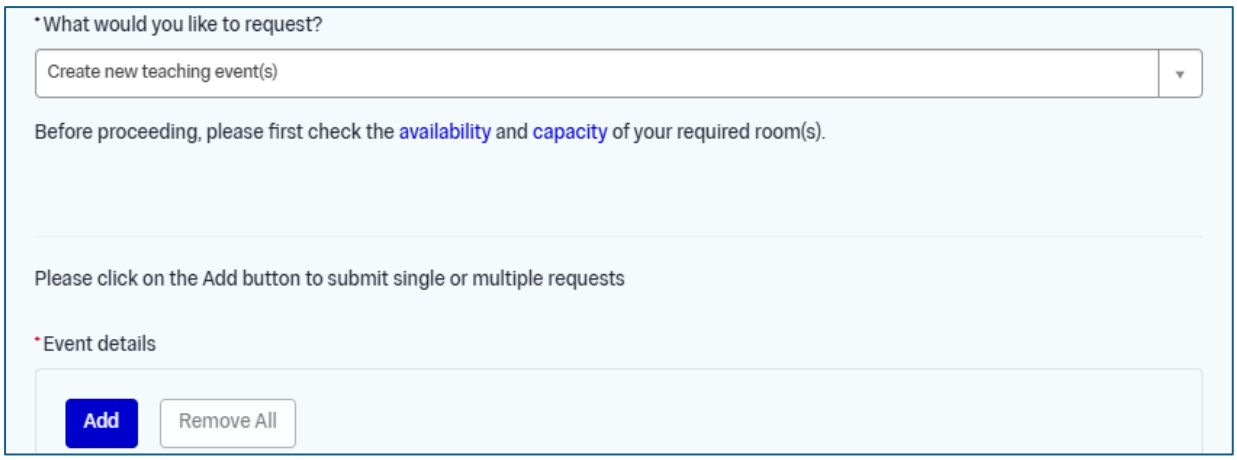


Figure 2 - Create new teaching event(s)

3. *** Add Room Location (Campus)**

Please note that the Faculty of Medicine can use WCMUH level 12 spaces on Wednesdays PM and Thursdays and Fridays all day. The partition wall between in WCMUH 1202 and WCMUH 1203 is self-service. Please watch Room Moveable Partitions video on how to operate the partition wall.

Choose an option:

- Charing Cross
- Chelsea and Westminster
- Hammersmith
- South Kensington
- St Mary's
- White City
- Remote Room (Live online events)
- No room required (Guided Independent study events)

Tip: Selecting '-- None --' will prevent the form from being submitted. Choose an appropriate option.

4. *** Select a Room Name** (from the drop-down list).
5. *** The partition walls are closed as default.** If you selected a room with partition walls, please indicate if the partitions should be open for this teaching session.
6. ***Select a Teaching event category** (from the drop-down list).
7. ***Select the course year for the teaching schedule** (from the drop-down list).
8. *** Select a Banner/CELCAT module code** (from the drop-down list).
9. *** Add a Student Group** (if applicable).
10. *** Select a CELCAT Team(s)** (from the drop-down list).
11. *** Select the event date** (format DD/MM/YYYY) from the calendar.
12. *** Add the start time of the event** (HH: MM 24 hr format).
13. *** Add the end time of the event** (HH: MM 24 hr format).
14. *** State the rationale for your request** (a brief explanation for the request).
15. When all required sections are completed, click on the **Add** button**.**

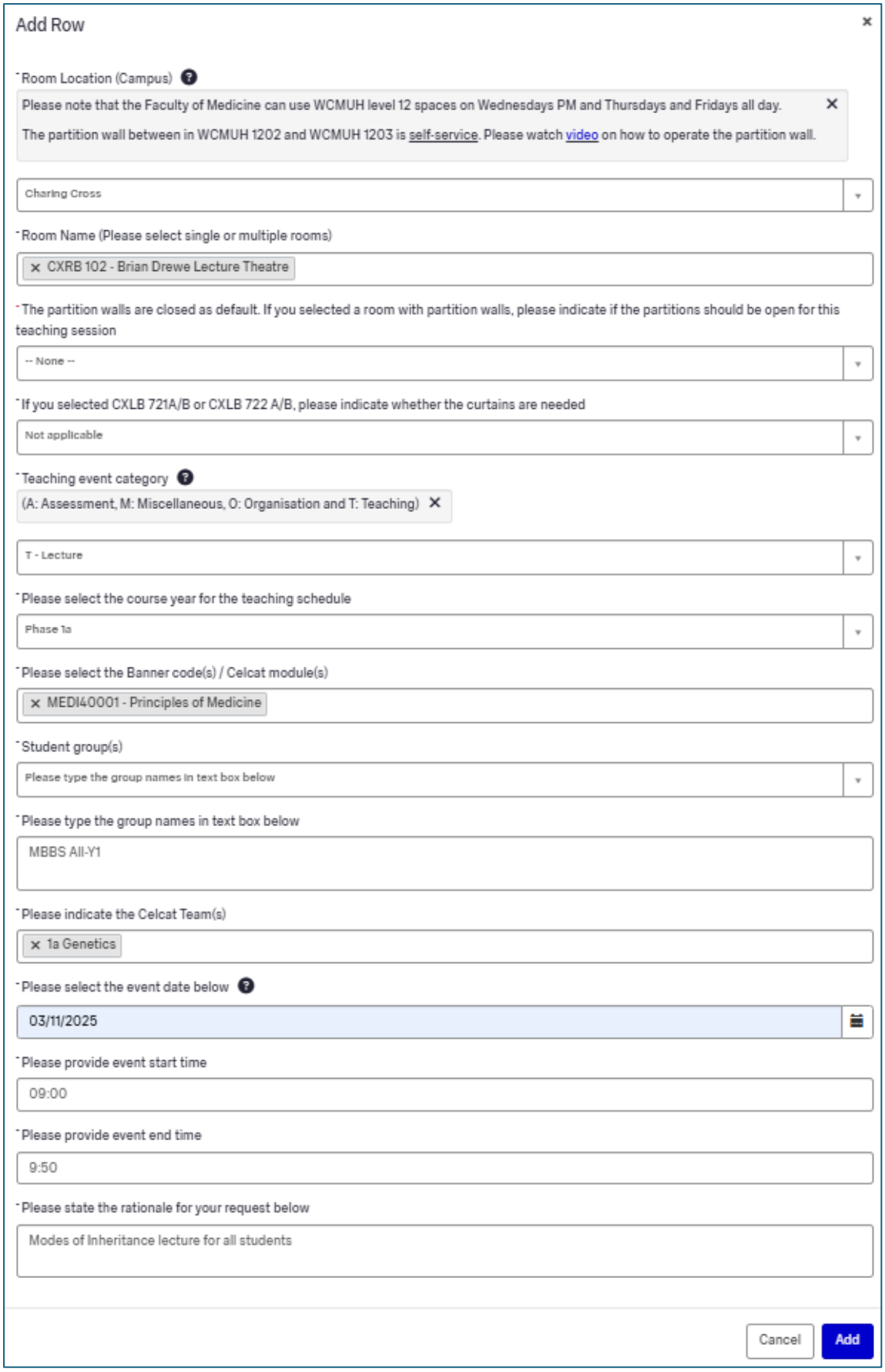


Figure 3 - Adding event details

Tip: You can add multiple requests. To add multiple requests, select the **Add** button and you will repeat the cycle above for each request.

Once all requests have been added you will be prompted to confirm that you have checked the room availability via CELCAT Calendar and the room capacity on the FEO timetabling website and the number of attendees to not exceed the capacity of the required rooms(s). You can also add any attachments at this point.

16. After completing this section choose the **Submit** button to submit your request.

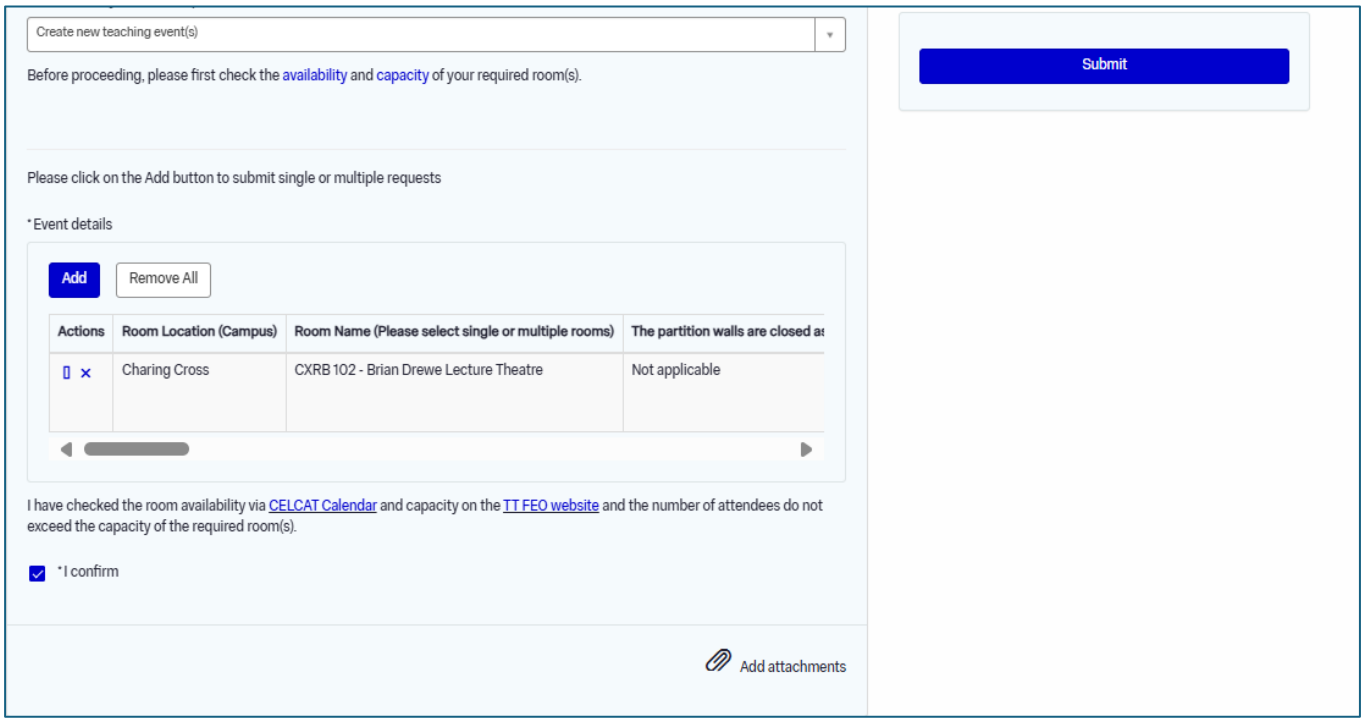


Figure 4 – Submit request

Once you have submitted your request you will be provided with a summary and your request will be allocated a ‘CS’ case ticket number (see top left and bottom left of the next screen, figure 4). At this point you can add any additional information about your request.

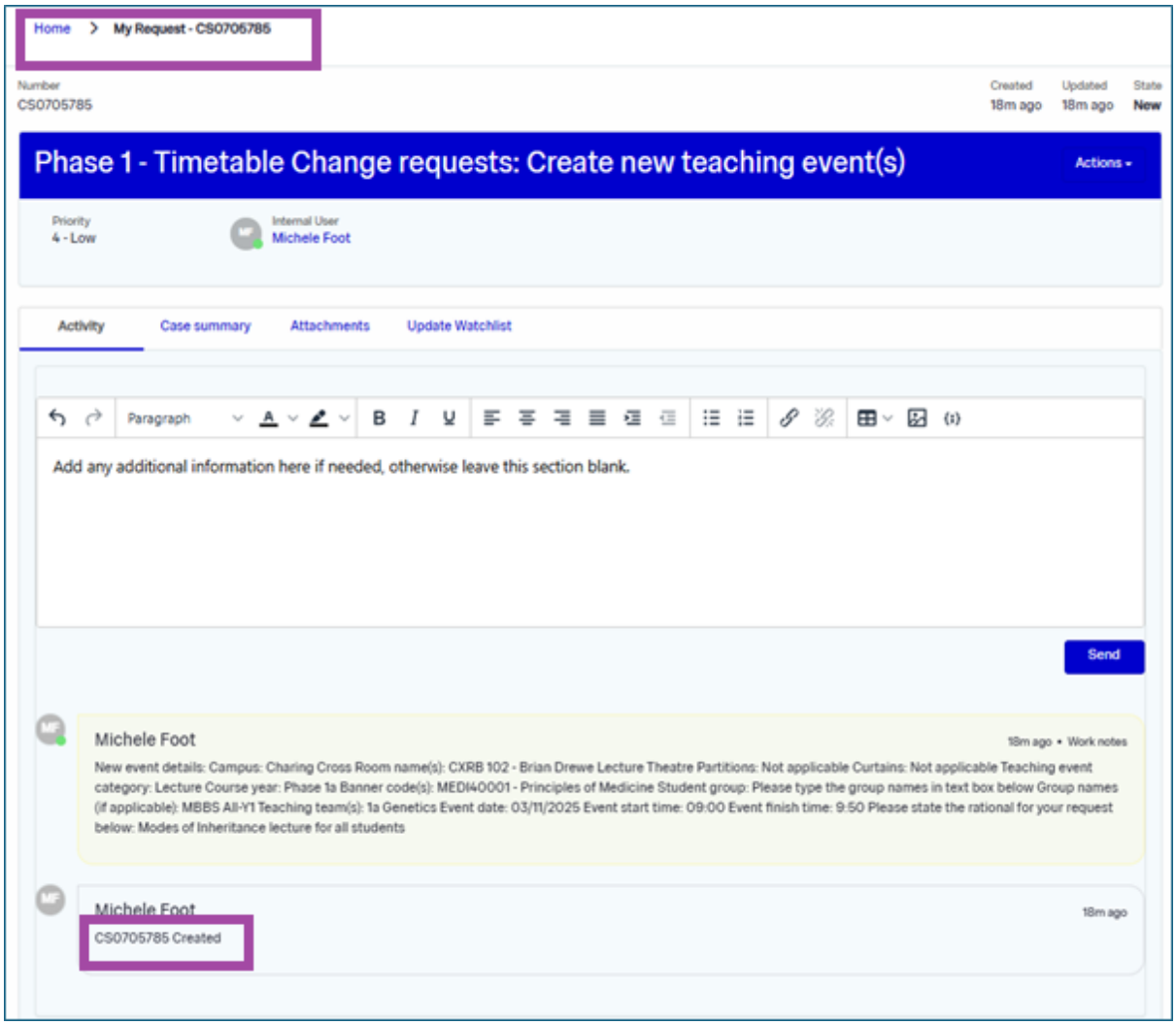


Figure 5 – Confirmation of request submitted

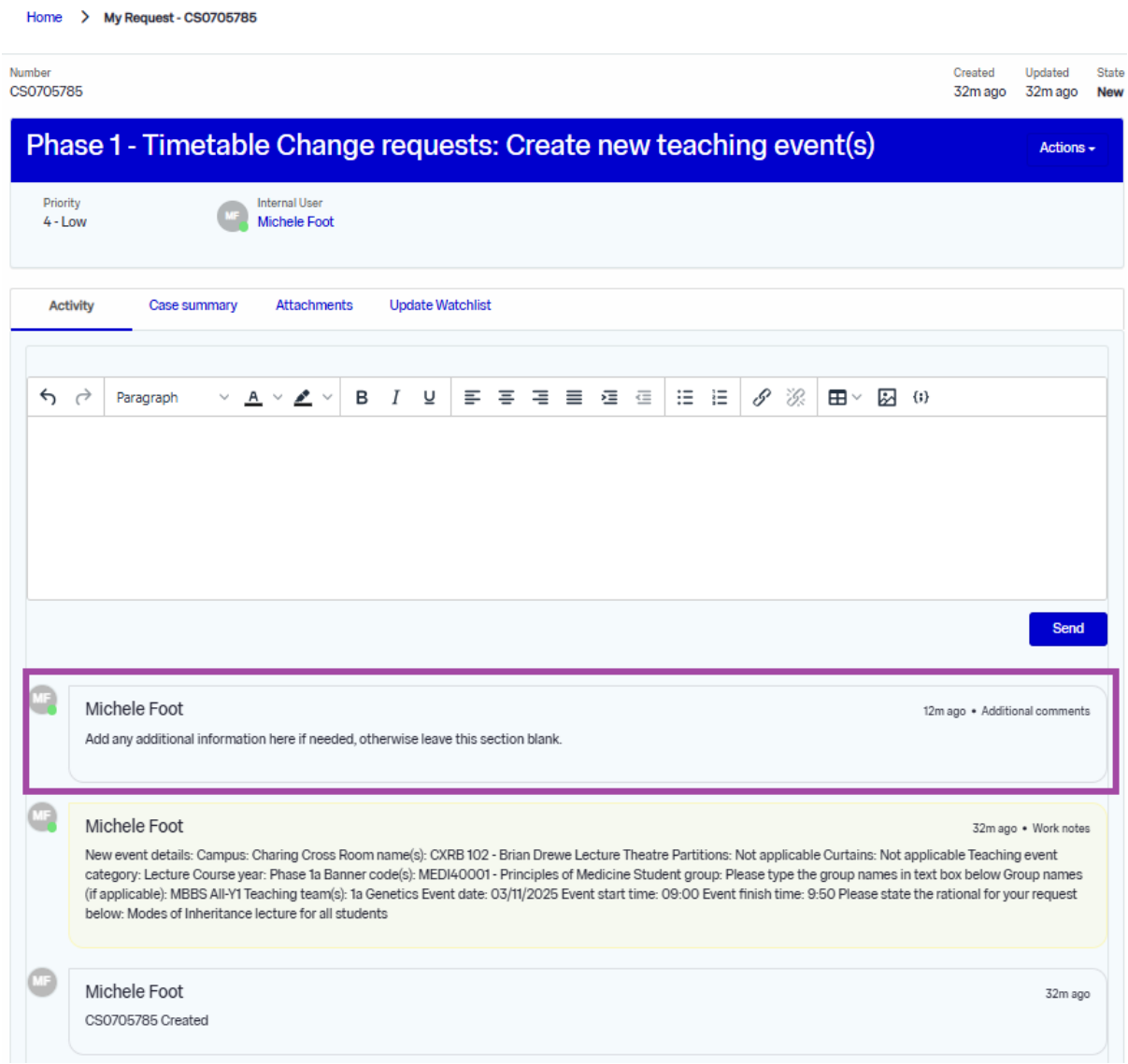


Figure 6 – Adding additional info (if needed)

17. The next step is to select the **Send** button. This updates your request with any additional information submitted (see “Additional comments”).

When you **submit** your request, you will receive an email and any further additional information added using the **send** button will trigger an update email, containing the ‘CS’ case ticket number of your request.

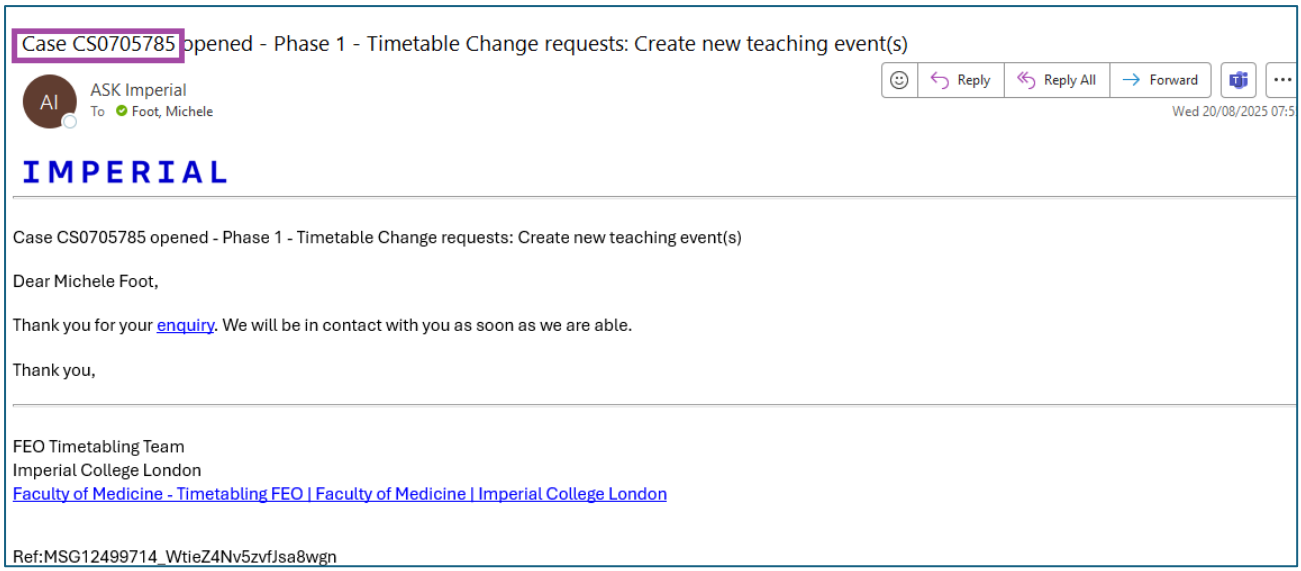


Figure 7 – Confirmation of request submitted with the 'CS' ticket case number

5.3 Deletion or amendment of existing teaching event(s)

Having selected 'Deletion or amendment of existing teaching events' in figure 1, before proceeding with your amendment request, you will be asked to check that is possible using CELCAT Calendar.

5.3.1 Delete an existing teaching event – figure 8

- State the CELCAT event id(s) of the event(s) you wish to delete and include other information [i.e. session title(s), date(s), time(s) (HH:MM)]. Use CELCAT Calendar to find the session event ID.
- You will be prompted to state the rationale for your request, **confirm** that you have carefully checked the details provided and add any attachments then select the **Submit** button.

Note: Delete means to remove the event(s) from CELCAT and De-room means to remove the room from the event(s) and keep the event(s) in CELCAT.

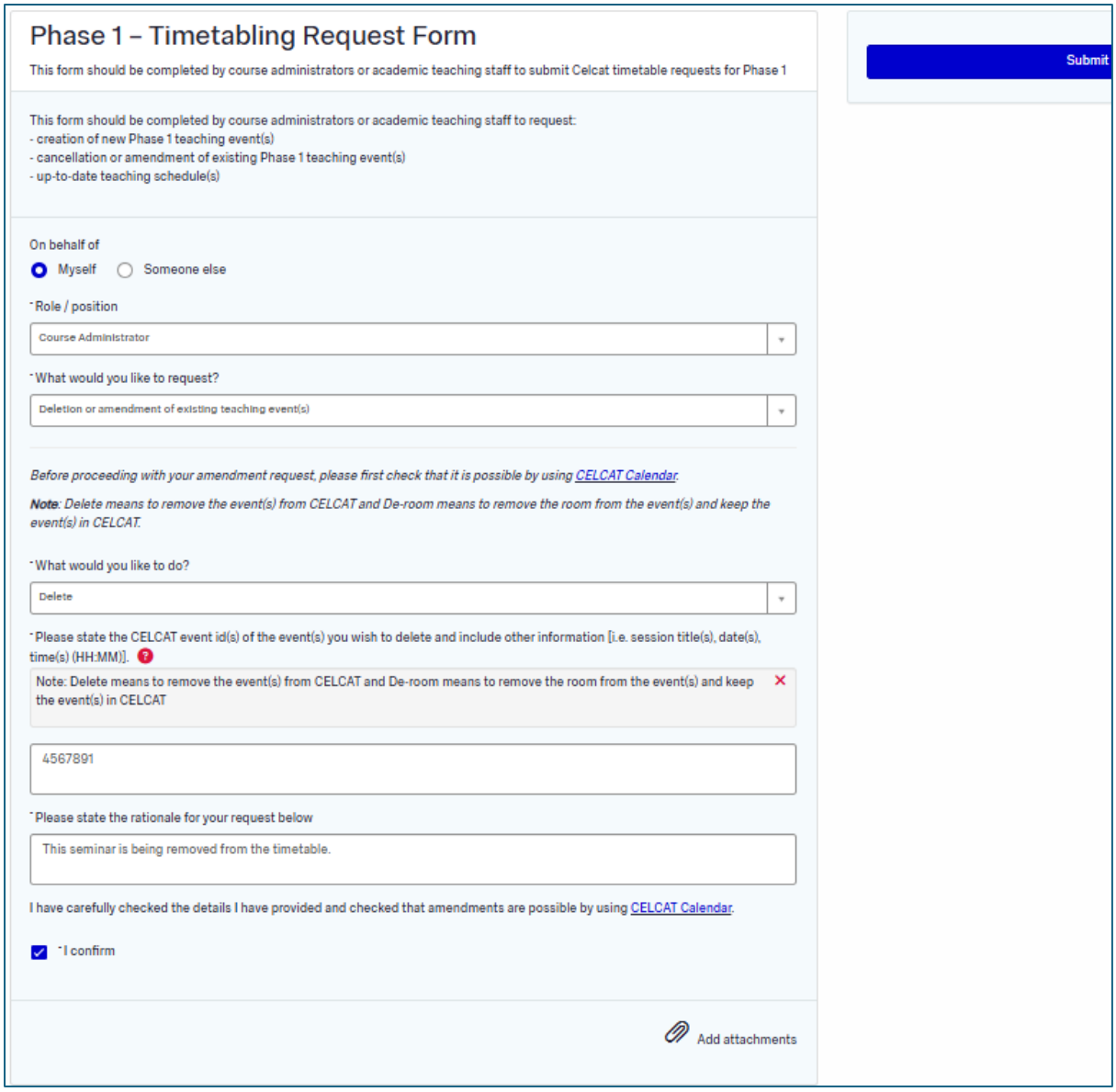


Figure 8 – Deleting an event

As per figure 5 above, once you have submitted your request you will be provided with a summary and your request will be allocated a 'CS' ticket case number (see top left and bottom left of the next screen, figure 4). At this point you can add any additional information about your request (figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

5.3.2 Amend an existing teaching event – figure 9

- State the CELCAT event id(s) of the event(s) you wish to amend and include other information [i.e. session title(s), date(s), time(s) (HH:MM)]. Use CELCAT Calendar to find the session event ID.
- You will be prompted to state the rationale for your request, **confirm** that you have carefully checked the details provided and add any attachments then select the **Submit** button.

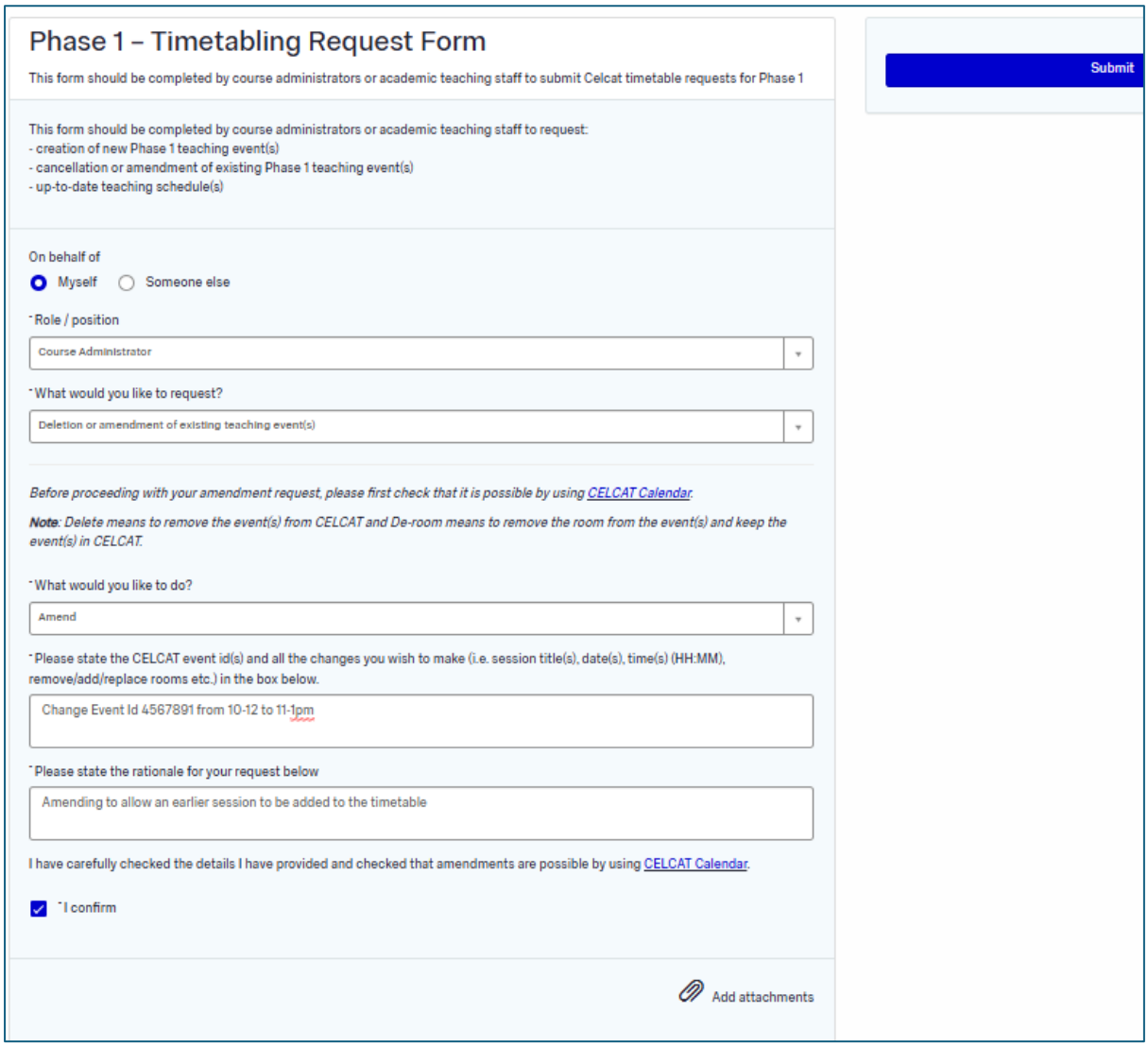


Figure 9 – Amending an event

As per figure 5 above, once you have submitted your request you will be provided with a summary and your request will be allocated a 'CS' case ticket number (see top left and bottom left of the next screen, figure 4). At this point you can add any additional information about your request (figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

5.4 Request up-to-date teaching schedule(s) – figure 10

- Complete this form for an up-to-date teaching schedule for a phase 1 module, by selecting a Banner code from the drop down list.
- You will be prompted to **submit** your request.

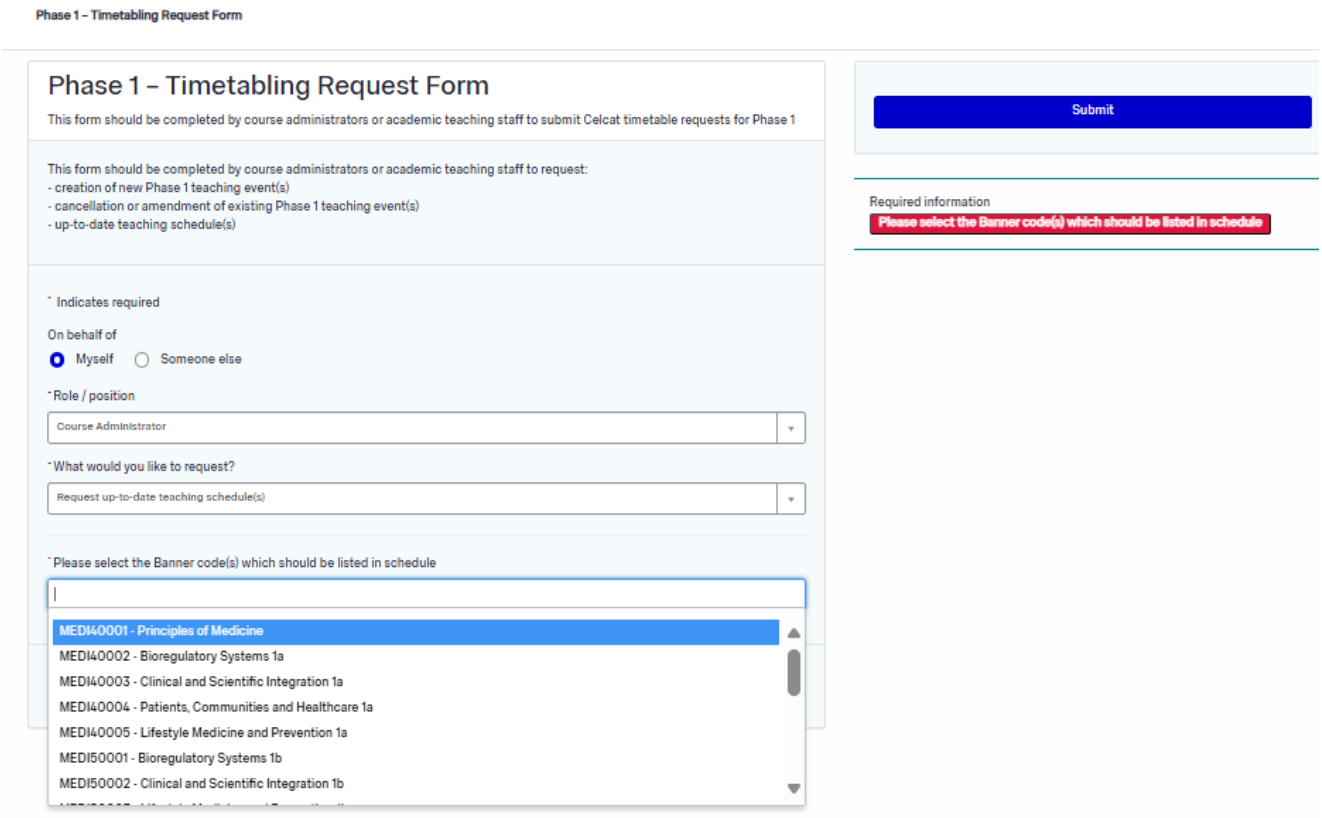


Figure 10 – Request up-to-date teaching schedule

- As per figure 5 above, once you once you have submitted your request you will be provided with a summary and your request will be allocated a 'CS' case ticket number (see top left and bottom left of the next screen, figure 4). At this point you can add any additional information about your request (figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

6. Phase 2 – Timetabling Request Form

The online Phase 2 – Timetabling Request Form is intended for **BSc pathway administrators** or **teaching support staff** to submit timetabling requests related to **Phase 2** teaching events via the CELCAT system.

Use the form to request any of the following:

- Creation of new Phase 2 teaching event(s)
- Cancellation or amendment of existing Phase 2 teaching event(s)
- Up-to-date teaching schedule(s)
- Submit timetabling data collection form(s)

Please ensure all required fields are completed accurately to avoid delays in processing your request. Fields marked with an asterisk (*) are **required**.

6.1 Initial details capture – *figure 1*

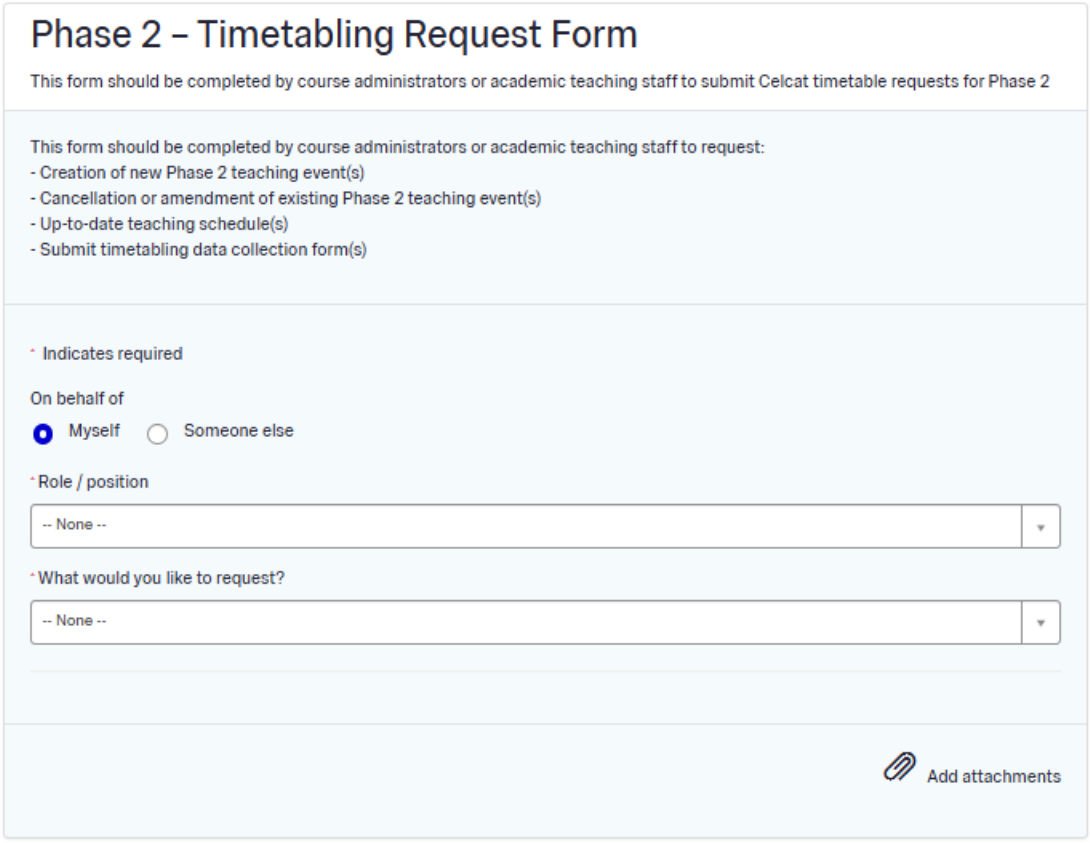


Figure 1 - Role/ Position, request type

On behalf of:
Select whether you are submitting this request for:

- **Myself** - if you are the person making the request (default).
- **Someone else** - if you are submitting the request on behalf of another staff member. You will be asked to provide details.

*** Role / Position:**
Select the role that best describes your current position from the dropdown list:

- **Course Administrator** - Administrative staff responsible for supporting the delivery of the course.
- **Course Lead** - Academic lead for the course
- **Teaching Coordinator** - Administrative staff usually based at clinical sites and responsible for placements - not applicable for Phase 2
- **Please specify any additional information in the box below** – Select this option if your role does not exactly match one of the listed options. Provide further details in the additional information section.

Tip: Selecting '-- None --' will prevent the form from being submitted. Choose an appropriate option.

*** What would you like to request?**
Select the type of timetabling request you are submitting. Options include:

- **Create new teaching event(s):**
  Choose this if you need to add a new lecture, seminar, or other teaching session that is not currently in the timetable.
- **Deletion or amendment of existing teaching event(s):**
  Choose this if you need to delete or change an already scheduled teaching session — such as the time, date or room(s).
- **Request for an up-to-date teaching schedule(s):**
  Select this if you only need to view the current Phase 2 teaching schedule for a module. BSc pathway admins should download excel reports of their modules directly from CELCAT live.
- **Submit timetabling data collection form(s):**
  Use this option to upload your data collection form(s) via the attachments button.

Tip: Only select one option per request. If you need to make multiple types of requests, please submit separate forms for each teaching request type.

6.2 Create new teaching event(s) – figures 2-7

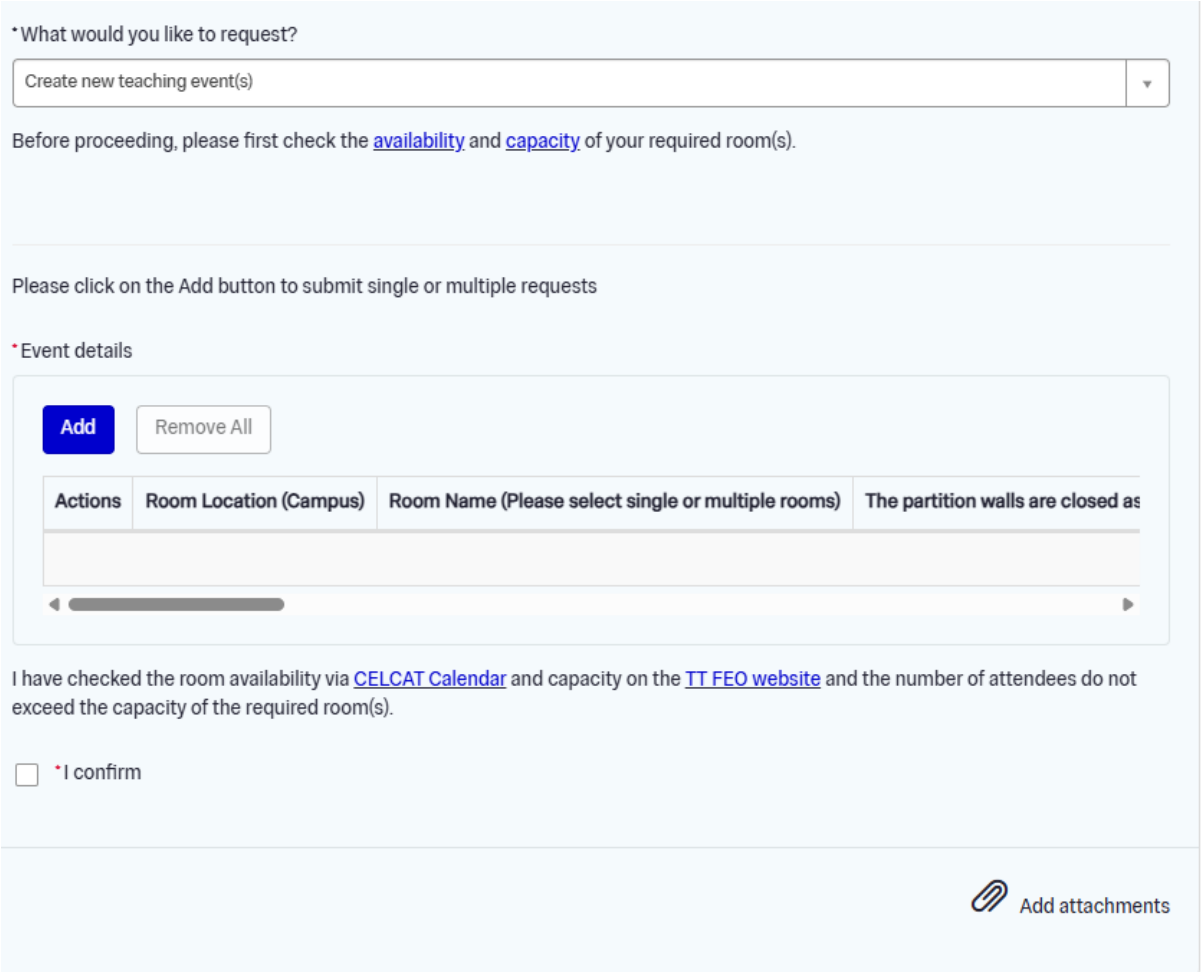


Figure 2 - Create new teaching event(s)

Having selected to 'Create new teaching event(s)' in figure 1, you will be asked before you proceed, to follow these steps (figure 2):

1. **Check Room Availability and Capacity**
   Before proceeding you should ensure that the room(s) you require for your event are available using CELCAT Calendar and have the necessary capacity via Rooms Information

2. **Click "Add" to submit single or multiple requests**
   After verifying the room details, click on the **Add** button to submit a request for one or multiple teaching events.

3. *** Add Room Location (Campus) – figure 3**

   Please note that the Faculty of Medicine can use WCMUH level 12 spaces on Wednesdays PM and Thursdays and Fridays all day. The partition wall between in WCMUH 1202 and WCMUH 1203 is self-service. Please watch Room Moveable Partitions video on how to operate the partition wall.

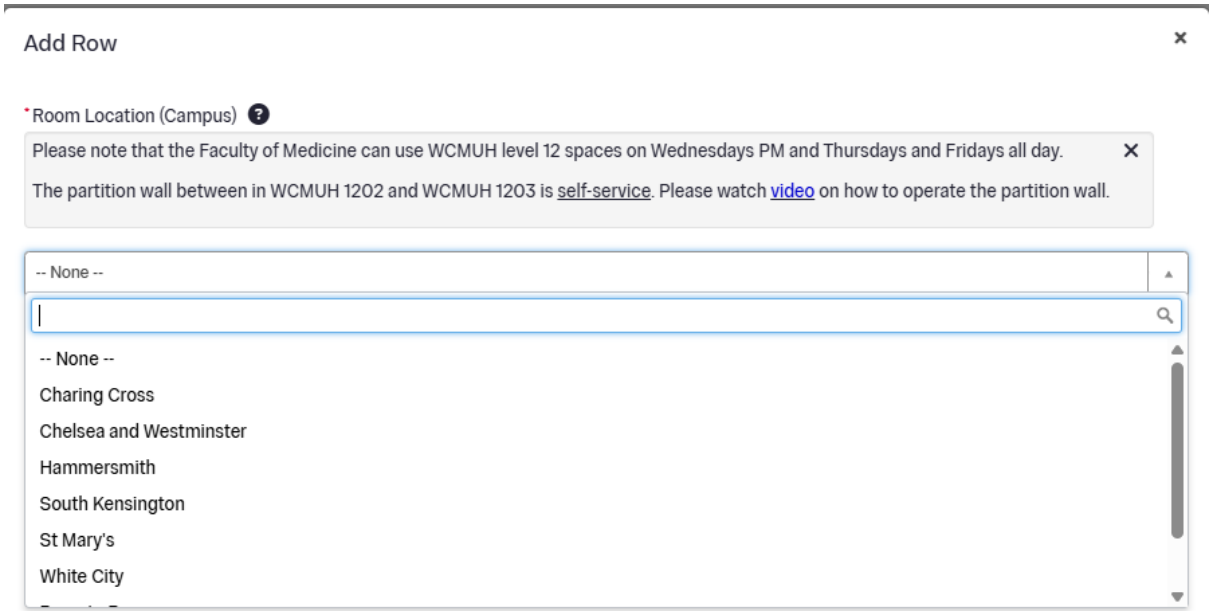


Figure 3 - Campus selection

Choose an option:

- Charing Cross
- Chelsea and Westminster
- Hammersmith
- South Kensington
- St Mary's
- White City
- Remote Room (Live online events)
- No room required (Guided Independent study events)

Tip: Selecting '-- None --' will prevent the form from being submitted. Choose an appropriate option.

4. *** Select a Room Name** (from the drop-down list).
5. *** The partition walls are closed as default.** If you've selected a room with partition walls, please indicate if the partitions should be open for this teaching session.
6. ***Select a Teaching event category** (from the drop-down list).
7. *** Select a Banner/CELCAT module code** (from the drop-down list).
8. *** Add a Student Group** (if applicable).
9. ***Indicate your total number of attendees for the session**
10. *** Select the event date** (format DD/MM/YYYY) from the calendar.
11. *** Add the start time of the event** (HH: MM 24 hr format).
12. *** Add the end time of the event** (HH: MM 24 hr format).
13. Provide the name of the staff member you'd like added as a CELCAT resource. If they're not on the database, BSc admins should contact CTSO to add them. After the event is created, managing staff resources is the responsibility of the BSc pathway administrator.
14. When all required sections are completed, click on the **Add** button**.**

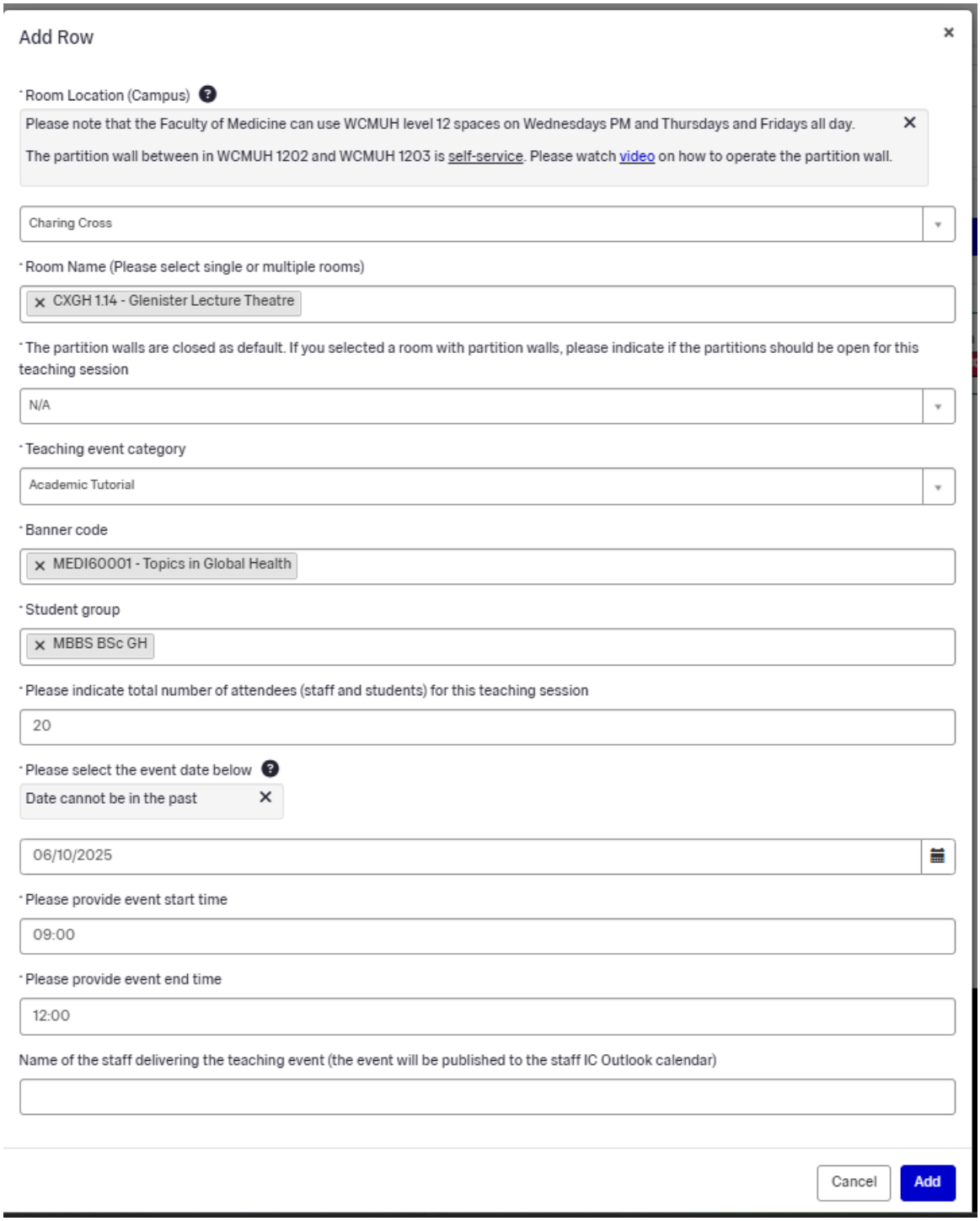


Figure 4 - Adding event details

Tip: You can add multiple requests. To add multiple requests, select the **Add** button and you will repeat the cycle above for each request.

Once all requests have been added you will be prompted to confirm that you have checked the room availability via CELCAT Calendar and the room capacity on the FEO timetabling website and the number of attendees to not exceed the capacity of the required rooms(s). You can also add any attachments at this point.

15. After completing this section choose the **Submit** button to submit your request (figure 5).

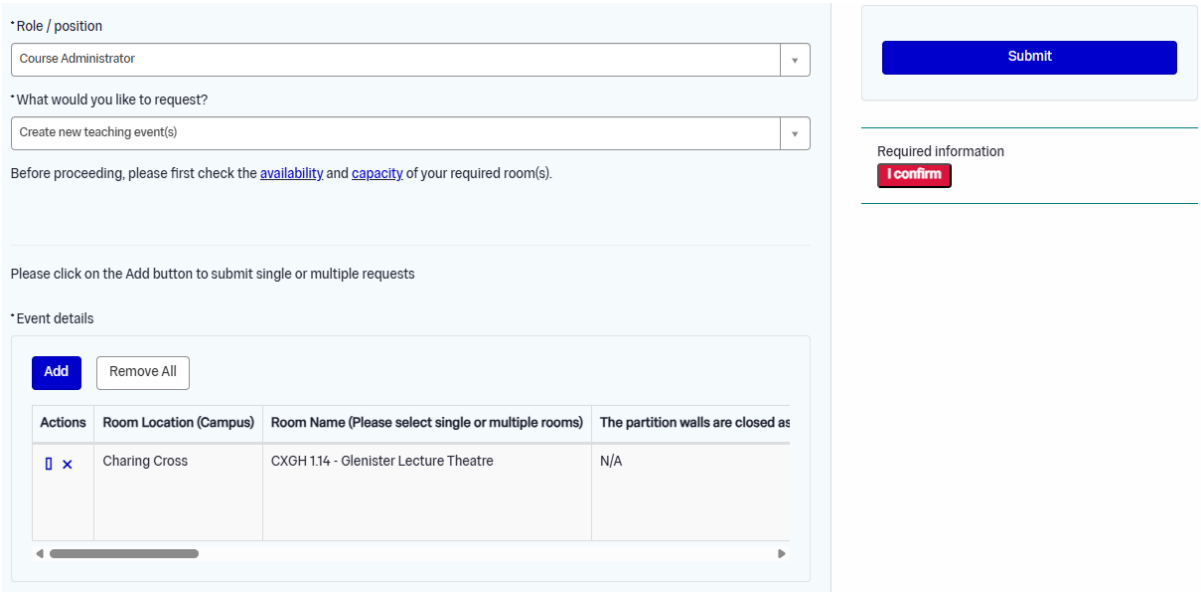


Figure 5 - Submit request

16. Once you have submitted your request you will be provided with a summary and your request will be allocated a 'CS' case ticket number (see top left and bottom left of the next screen, figure 6). At this point you can add any additional information about your request.

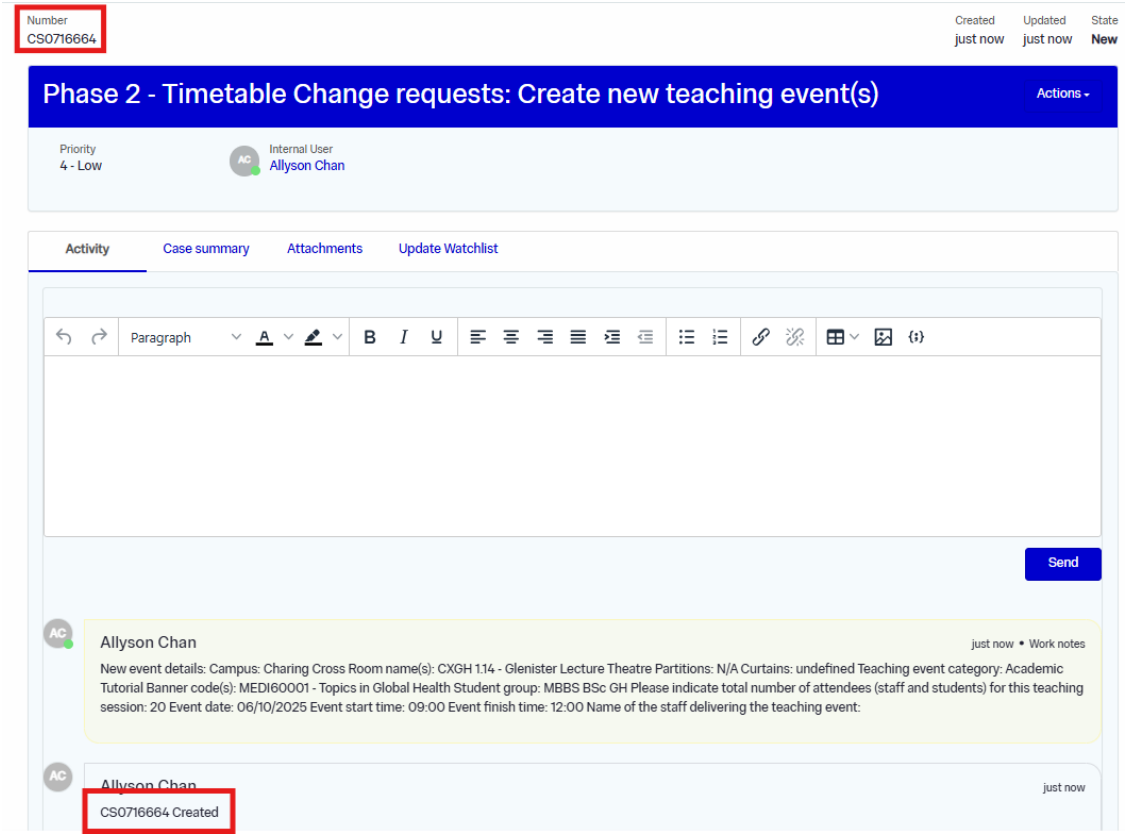


Figure 6 - Confirmation of request submission

17. Any additional information you wish to add can be submitted via the free text box above (figure 6). The next step is to select the **Send** button. This updates your request with any additional information submitted.

18. When you **submit** your request, you will receive an email and any further additional information added using the **send** button will trigger an update email, containing the 'CS' case ticket number of your request (figure 7).

IMPERIAL

Case CS0716664 opened - Phase 2 - Timetable Change requests: Create new teaching event(s)

Dear Allyson Chan,

Thank you for your enquiry. We will be in contact with you as soon as we are able.

Thank you,

FEO Timetabling Team
Imperial College London
Faculty of Medicine - Timetabling FEO | Faculty of Medicine | Imperial College London

Ref:MSG12700678_3PwxosRJqJhHbEurLjD

Figure 7 - Confirmation email request submission

6.3 Deletion or amendment of existing teaching event(s)

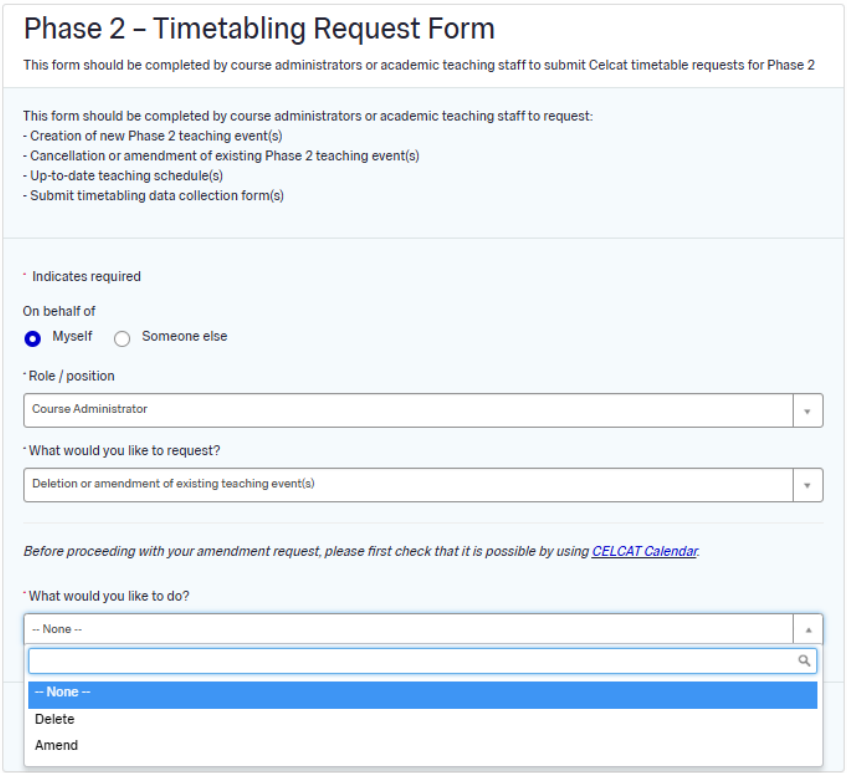


Figure 8 - Deletion or amendment requests

Having selected 'Deletion or amendment of existing teaching events' (figure 8), before proceeding with your amendment request, you will be asked to check availability using CELCAT Calendar.

6.3.1 Delete an existing teaching event – figure 9

- State the CELCAT event id(s) of the event(s) you wish to delete and include other information [i.e. session title(s), date(s), time(s) (HH:MM)]. Use CELCAT Calendar or live to find the session event ID.
- **Confirm** that you have carefully checked the details provided and add any attachments then select the **Submit** button.

Note: Delete means to remove the event(s) from CELCAT and De-room means to remove the room from the event(s) but keep the event(s) in CELCAT.

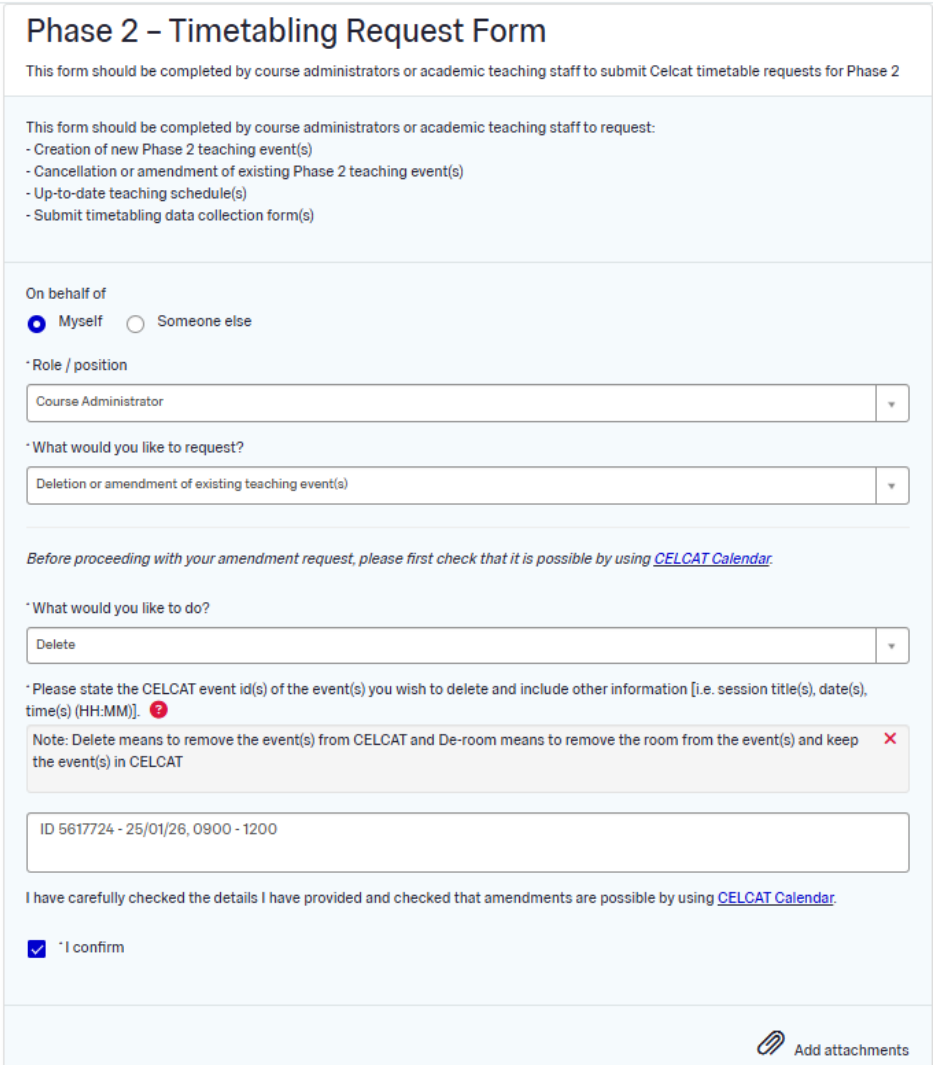


Figure 9 - Details of deletion

As per figure 6 above, once you once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of screen in figure 6). At this point you can add any additional information about your request (figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

6.3.2 Amend an existing teaching event – figure 10

- State the CELCAT event id(s) of the event(s) you wish to amend and include other information [i.e. session title(s), date(s), time(s) (HH:MM)]. Use CELCAT Calendar or live to find the session event ID.
- **Confirm** that you have carefully checked the details provided and add any attachments then select the **Submit** button.

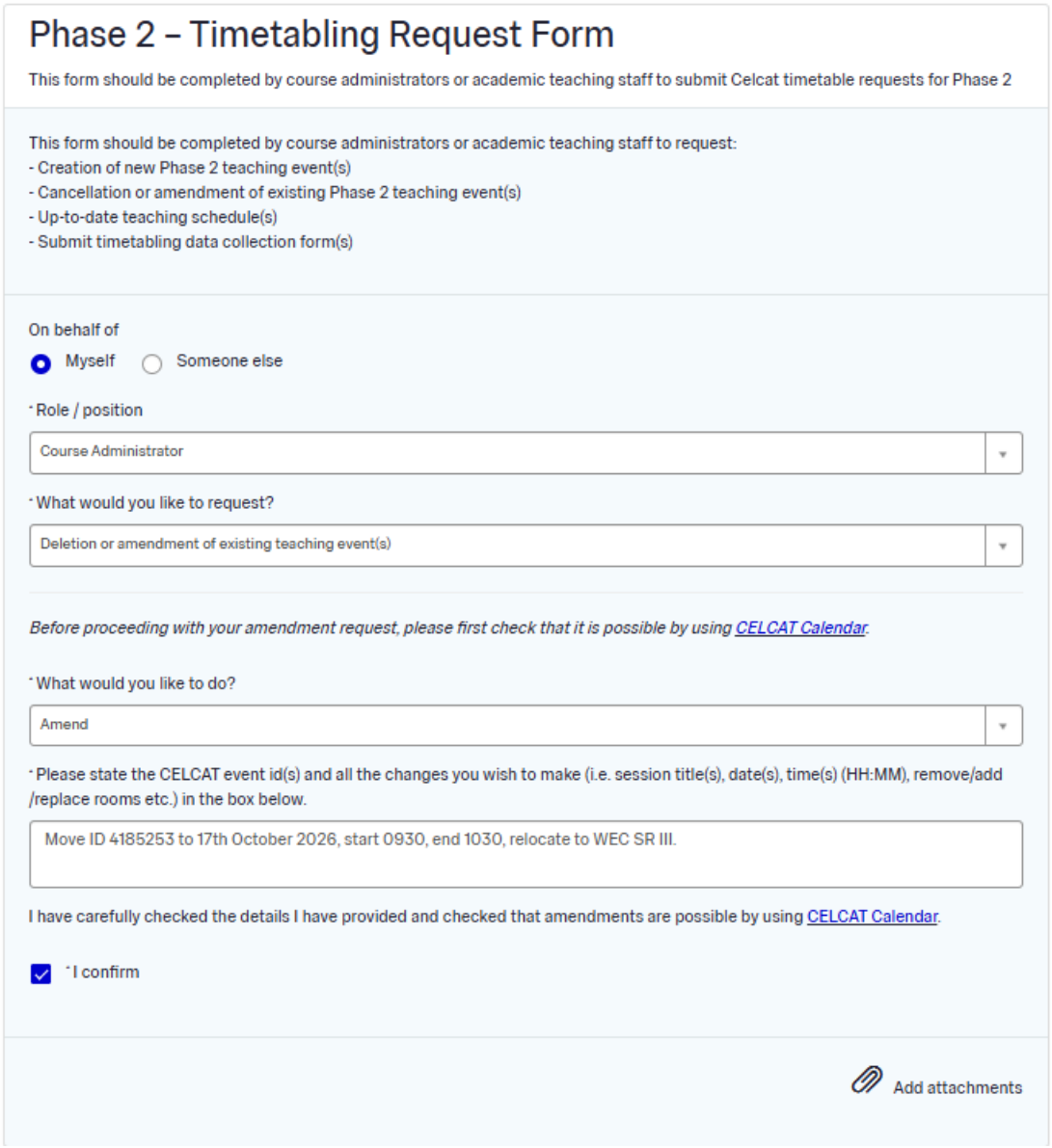


Figure 10 - Amending an event

As per figure 6 above, once you once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of screen in figure 6). At this point you can add any additional information about your request (figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

6.4 Request up-to-date teaching schedules **(academic staff only)** – figure 11

- Complete this form for an up-to-date teaching schedule for a phase 2 module, by selecting a Banner code from the drop-down list.
- You will be prompted to **submit** your request.

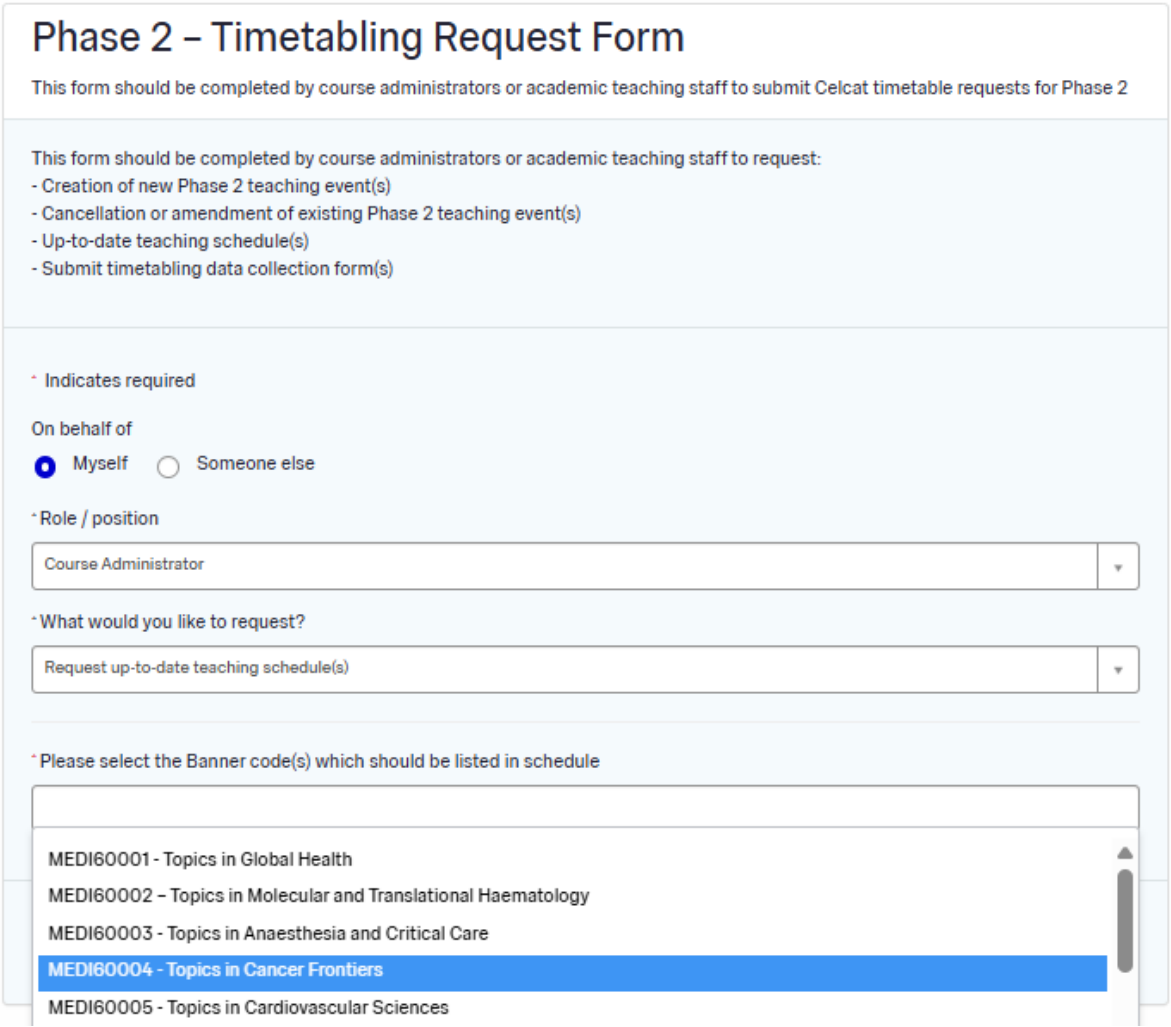


Figure 11 - Requesting up-to-date teaching schedule

***Note – Excel reports are static and do not update in real time. The data shown reflects information only up to the time the report was generated. ***

As per figure 6 above, once you once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of screen in figure 6). At this point you can add any additional information about your request (figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

6.5 Submit data collection form(s) – figure 12

- Complete this form to submit your data collection form(s) as an attachment by clicking on the 'add attachment' button on the bottom right hand corner (highlighted in figure 2)
- Use the free text box to provide any further information you would like to include
- You will be prompted to **submit** your request.

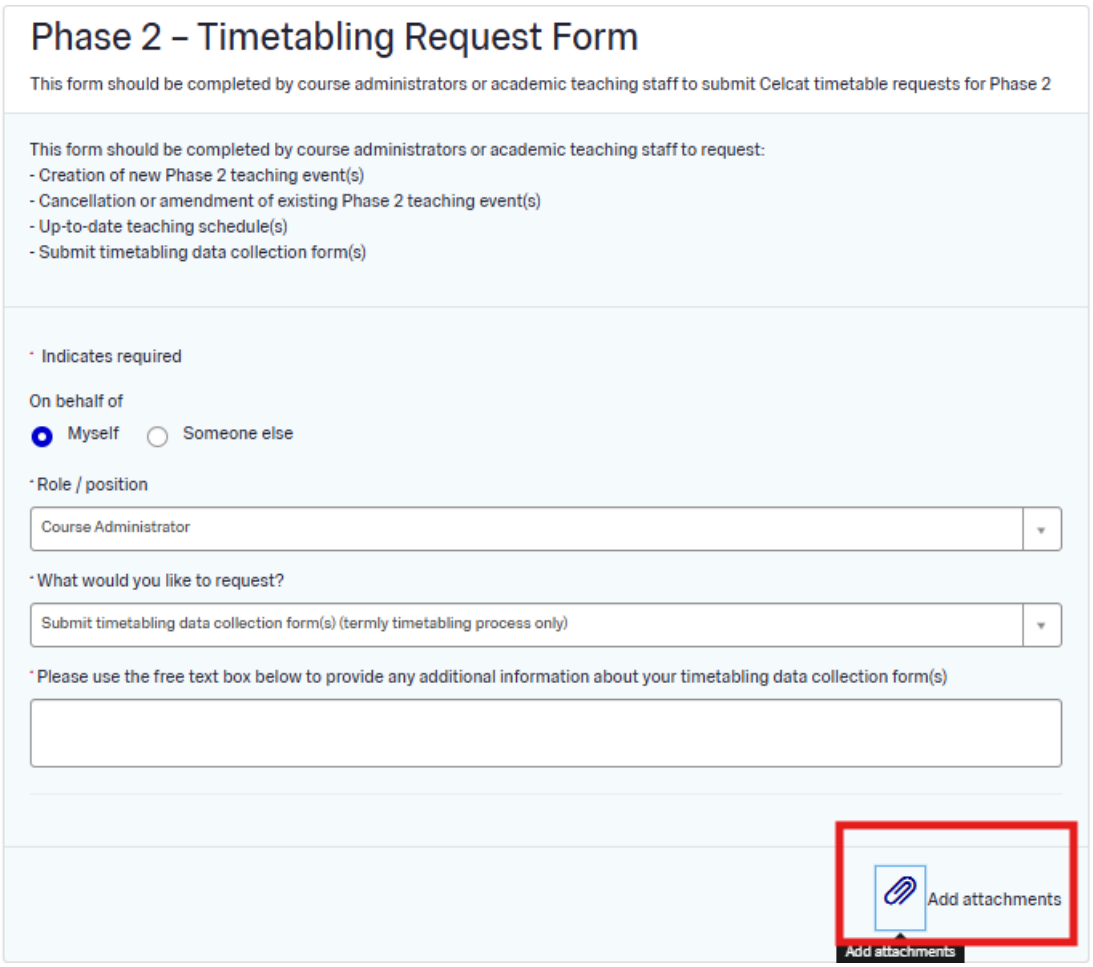


Figure 12 – submit timetabling data collection form via the 'add attachments' button

As per figure 6 above, once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of screen in figure 6). At this point you can add any additional information about your request (figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

7. Phase 3 – Timetabling Request Form

The online Phase 3 – Timetabling Request Form is intended for **academic teaching or teaching support staff** to submit timetabling requests related to **Phase 3** teaching events via the CELCAT system.

Use the form to request any of the following:

- Creation of new Phase 3a or 3b teaching event(s)
- Deletion or amendment of existing Phase 3a or 3b teaching event(s)
- Up-to-date teaching schedule(s)
- Submit timetabling data collection form(s)

Please ensure all required fields are completed accurately to avoid delays in processing your request. Fields marked with an asterisk (*) are **required**.

7.1 Initial details capture – *figure 1*

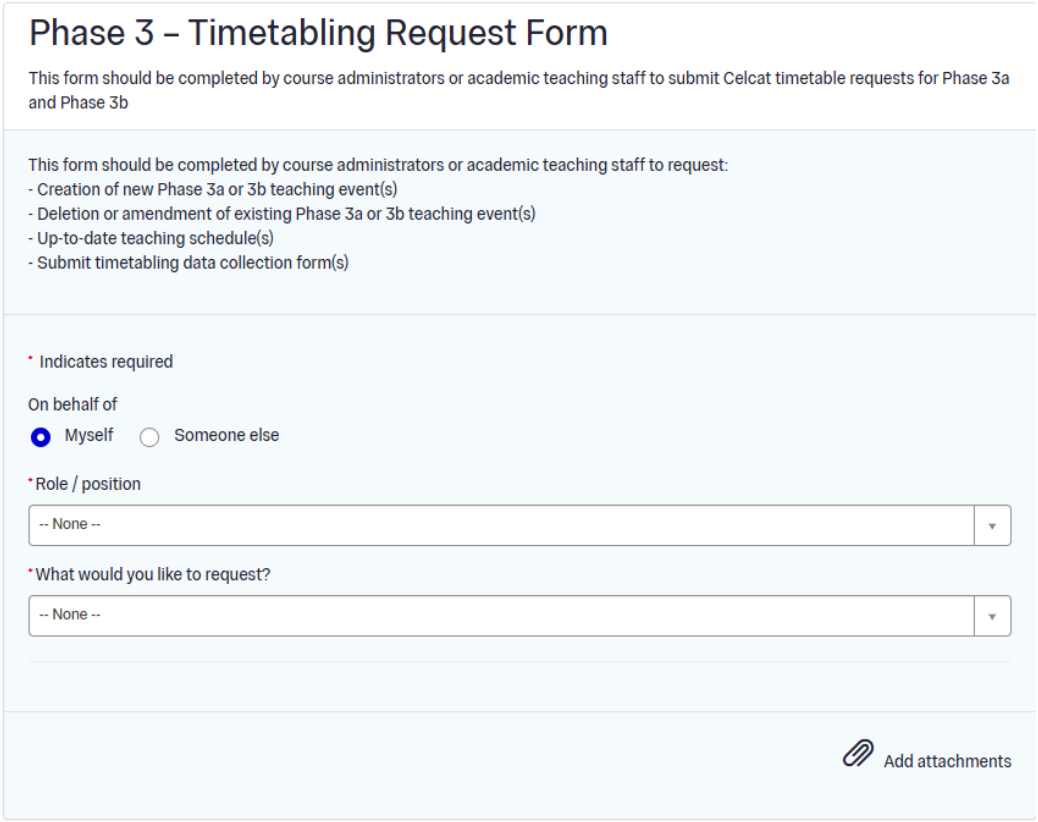


Figure 1 - Role/ Position, request type

On behalf of:
Select whether you are submitting this request for:

- **Myself** - if you are the person making the request (default).
- **Someone else** - if you are submitting the request on behalf of another staff member. You will be asked to provide details.

*** Role / Position:**
Select the role that best describes your current position from the dropdown list:

- **Course Administrator** - Administrative staff responsible for supporting the delivery of the course.
- **Course Lead** - Academic lead for the course
- **Teaching Coordinator** - Administrative staff usually based at clinical sites and responsible for placements

- **Please specify any additional information in the box below** – Select this option if your role does not exactly match one of the listed options. Provide further details in the additional information section.

Tip: Selecting '-- None --' will prevent the form from being submitted. Choose an appropriate option.

*** What would you like to request?**
Select the type of timetabling request you are submitting. Options include:

- **Create new teaching event(s):**
  Choose this if you need to add a new lecture, seminar, or other teaching session that is not currently in the timetable.
- **Deletion or amendment of existing teaching event(s):**
  Choose this if you need to delete or change an already scheduled teaching session — such as the time, date or room(s).
- **Request for an up-to-date teaching schedule(s):**
  Select this if you only need to view the current Phase 3a or 3b teaching schedule for specific rotation
- **Submit timetabling data collection form(s):**
  Use this option to upload your data collection form(s) via the attachments button.

Tip: Only select one option per request. If you need to make multiple types of requests, please submit separate forms for each teaching request type.

7.2 Create new teaching event(s) – figures 2-7

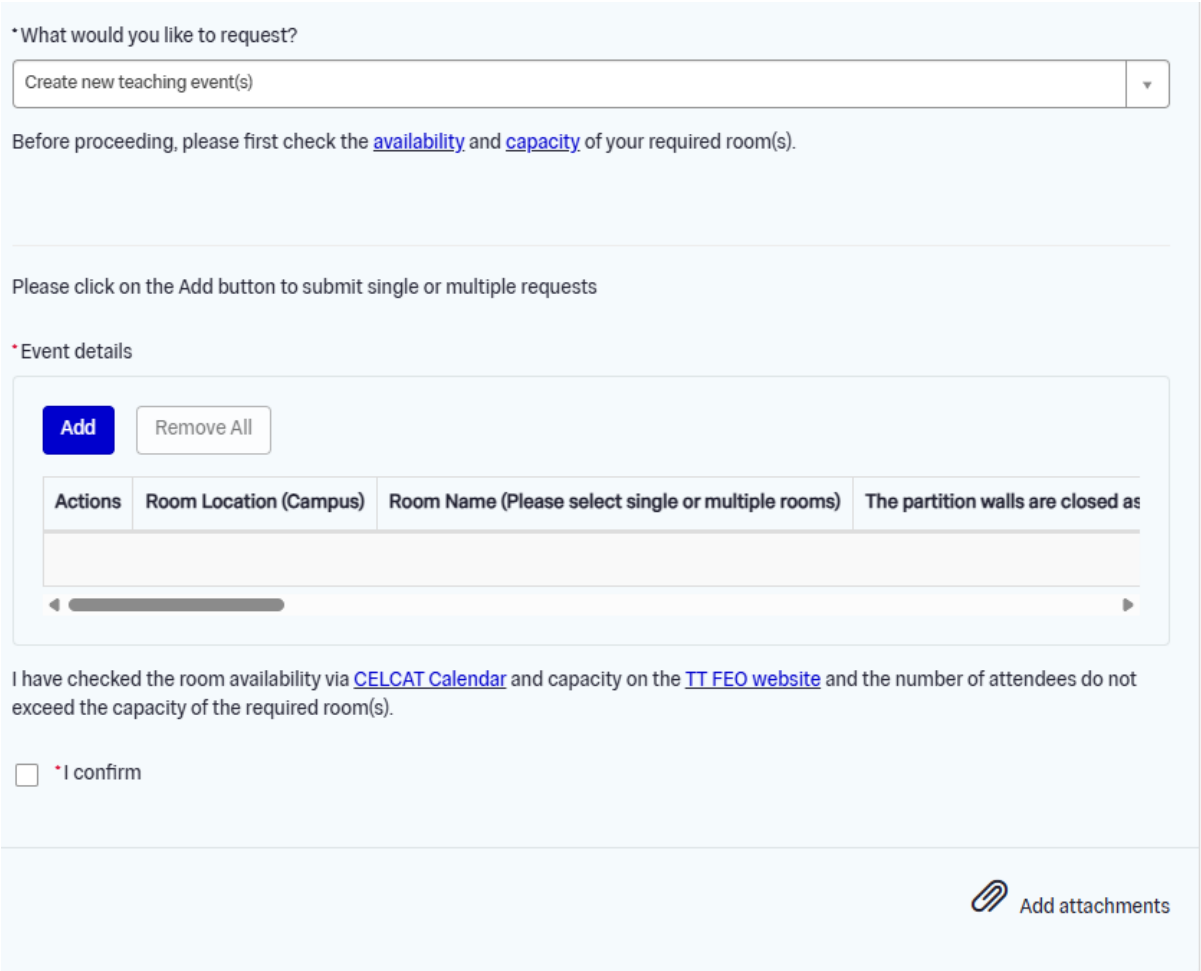


Figure 2 - Create new teaching event(s)

Having selected to 'Create new teaching event(s)' in figure 1, you will be asked before you proceed, to follow these steps (figure 2):

1. **Check Room Availability and Capacity**
   Before proceeding you should ensure that the room(s) you require for your event are available using CELCAT Calendar and have the necessary capacity via Rooms Information

2. **Click "Add" to submit single or multiple requests**
   After verifying the room details, click on the **Add** button to submit a request for one or multiple teaching events.

3. *** Add Room Location (Campus) – figure 3**

   Please note that the Faculty of Medicine can use WCMUH level 12 spaces on Wednesdays PM and Thursdays and Fridays all day. The partition wall between in WCMUH 1202 and WCMUH 1203 is self-service. Please watch Room Moveable Partitions video on how to operate the partition wall.

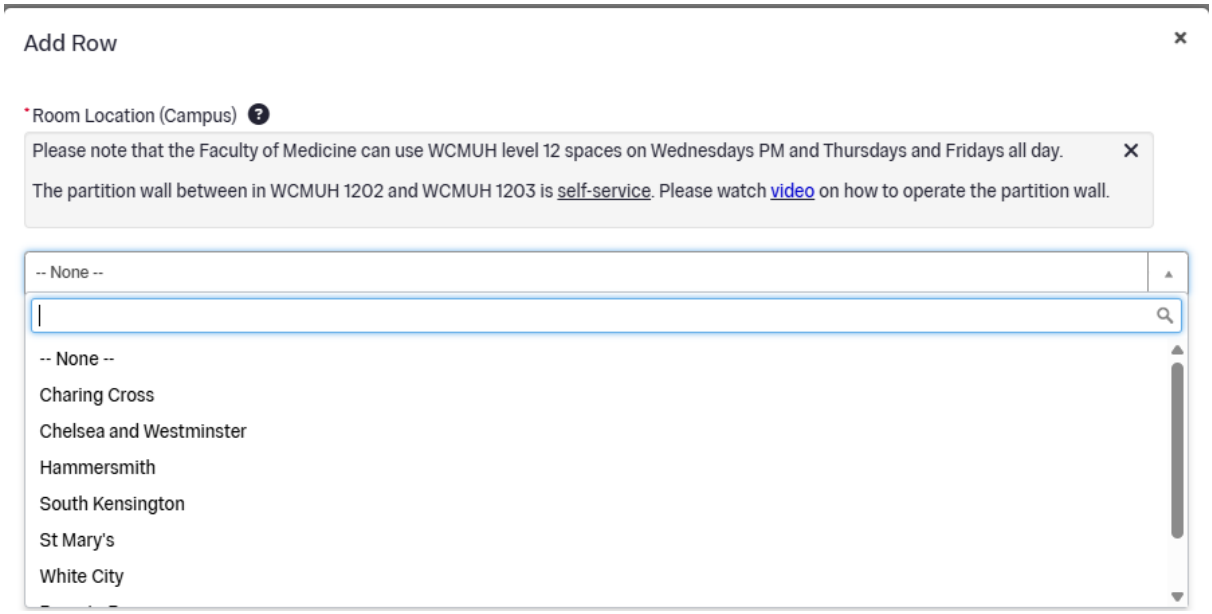


Figure 3 - Campus selection

Choose an option:

- Charing Cross
- Chelsea and Westminster
- Hammersmith
- South Kensington
- St Mary's
- White City
- Remote Room (Live online events)
- No room required (Guided Independent study events)

Tip: Selecting '-- None --' will prevent the form from being submitted. Choose an appropriate option.

4. *** Select a Room Name** (from the drop-down list).
5. *** The partition walls are closed as default.** If you've selected a room with partition walls, please indicate if the partitions should be open for this teaching session.
6. ***Select a Teaching event category** (from the drop-down list).
7. ***Select course year (phase 3a or 3b)** (from the drop-down list)
8. *** Select a Banner/CELCAT module code** (from the drop-down list).
9. Add a Student Group (**for use by 3a Pathology only**).
10. ***Select a CELCAT team(s)** (from the drop-down list).
11. ***Indicate your total number of attendees for the session**
12. *** Select the event date** (format DD/MM/YYYY) from the calendar.
13. *** Add the start time of the event** (HH: MM 24 hr format).
14. *** Add the end time of the event** (HH: MM 24 hr format).
15. When all required sections are completed, click on the **Add** button**.**

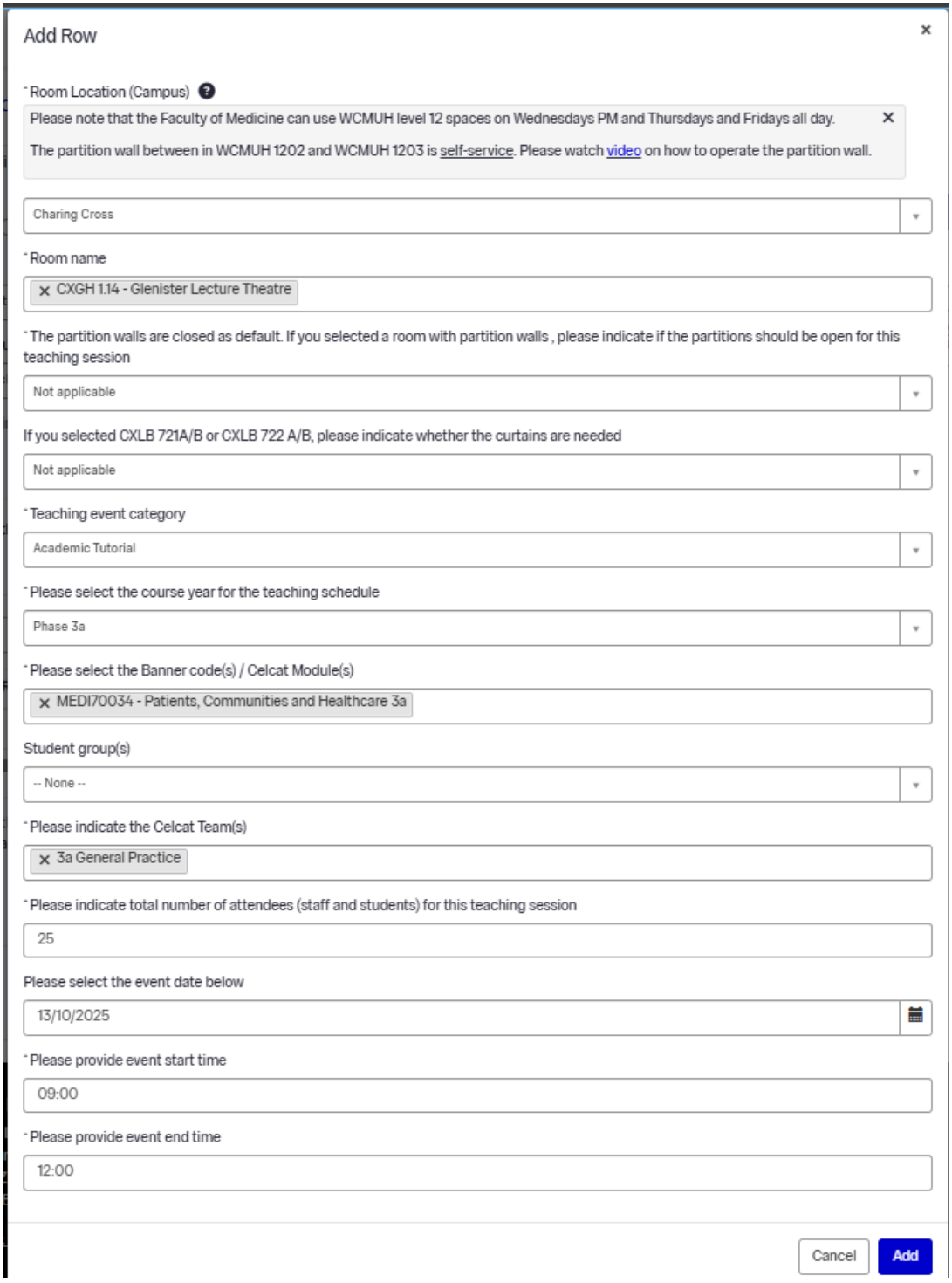


Figure 4 – Adding event details

Tip: You can add multiple requests. To add multiple requests, select the **Add** button and you will repeat the cycle above for each request.

Once all requests have been added you will be prompted to confirm that you have checked the room availability via CELCAT Calendar and the room capacity on the FEO timetabling website and the number of attendees to not exceed the capacity of the required rooms(s). You can also add any attachments at this point.

16. After completing this section choose the **Submit** button to submit your request (figure 5).

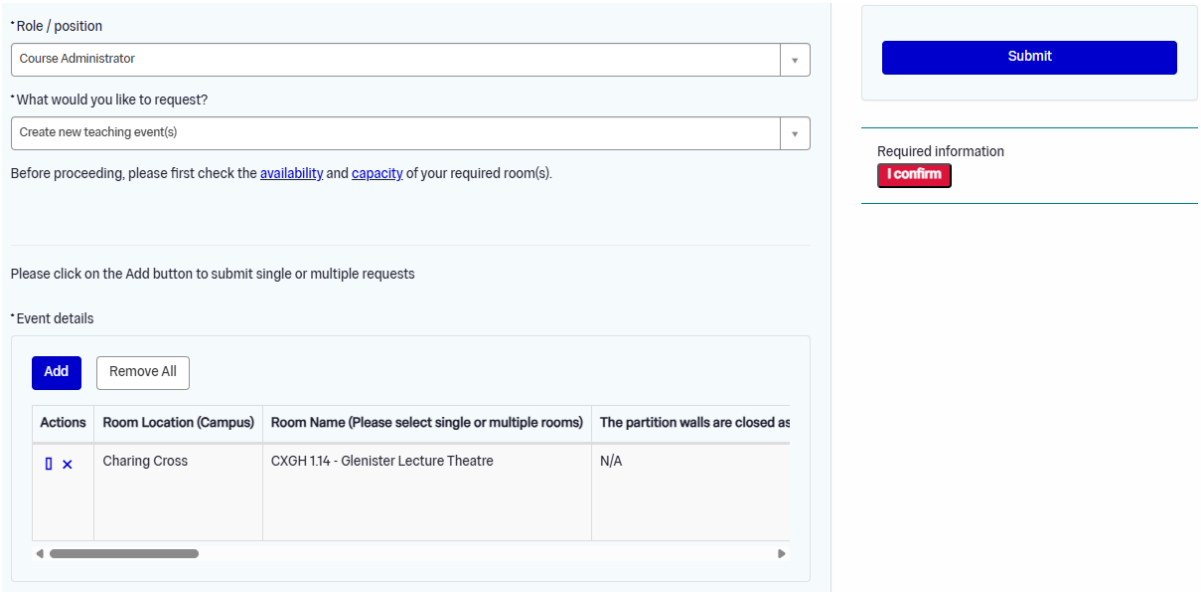


Figure 5 - Submit request

17. Once you have submitted your request you will be provided with a summary and your request will be allocated a 'CS' case ticket number (see top left and bottom left of the next screen, figure 6). At this point you can add any additional information about your request.

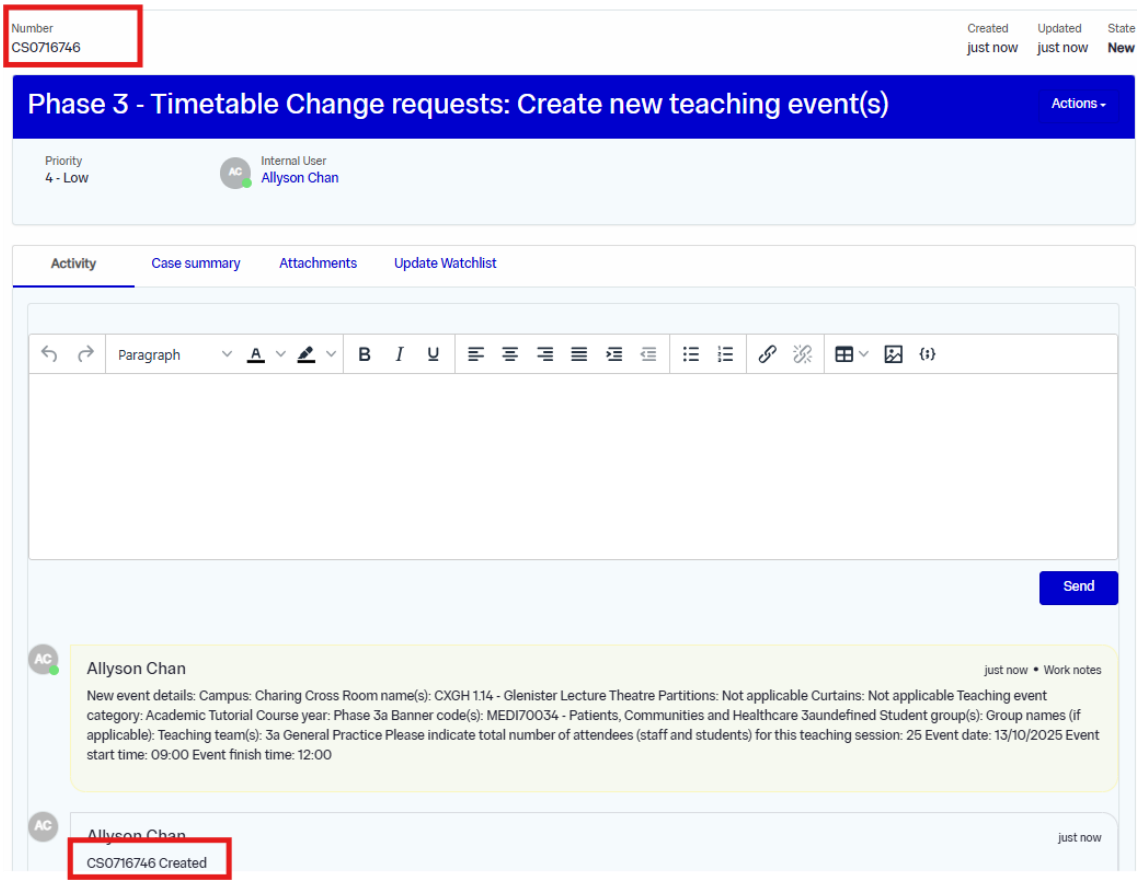


Figure 6 – Confirmation of request submission

18. Any additional information you wish to add can be submitted via the free text box above (figure 6). The next step is to select the **Send** button. This updates your request with any additional information submitted.

19. When you **submit** your request, you will receive an email and any further additional information added using the **send** button will trigger an update email, containing the

IMPERIAL

Case CS0716746 opened - Phase 3 - Timetable Change requests: Create new teaching event(s)

Dear Allyson Chan,

Thank you for your enquiry. We will be in contact with you as soon as we are able.

Thank you,

FEO Timetabling Team
Imperial College London
Faculty of Medicine - Timetabling FEO | Faculty of Medicine | Imperial College London

Ref:MSG12702066_TXbv6WU4C0Lw5Fp27mM

Figure 7 – Confirmation email of request submission

7.3 Deletion or amendment of existing teaching event(s)

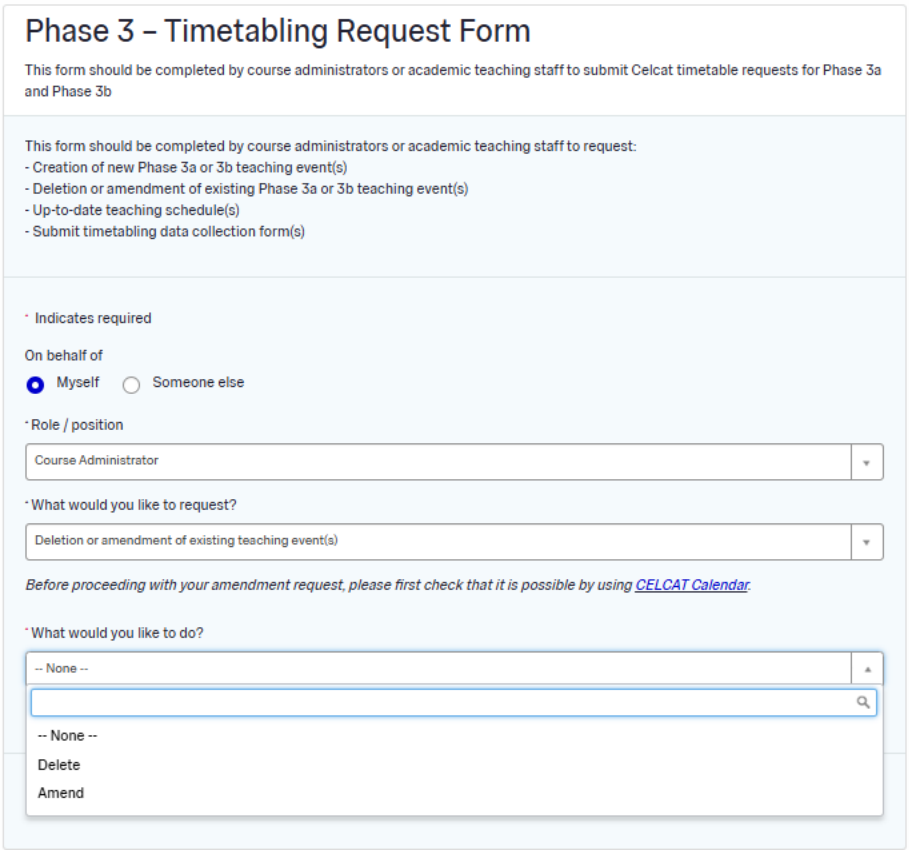


Figure 8 - Deletion or amendment requests

Having selected 'Deletion or amendment of existing teaching events' (figure 8), before proceeding with your amendment request, you will be asked to check availability using CELCAT Calendar.

7.3.1 Delete an existing teaching event – figure 9

- State the CELCAT event id(s) of the event(s) you wish to delete and include other information [i.e. session title(s), date(s), time(s) (HH:MM)]. Use CELCAT Calendar to find the session event ID.
- **Confirm** that you have carefully checked the details provided and add any attachments then select the **Submit** button.

Note: Delete means to remove the event(s) from CELCAT and De-room means to remove the room from the event(s) but keep the event(s) in CELCAT.

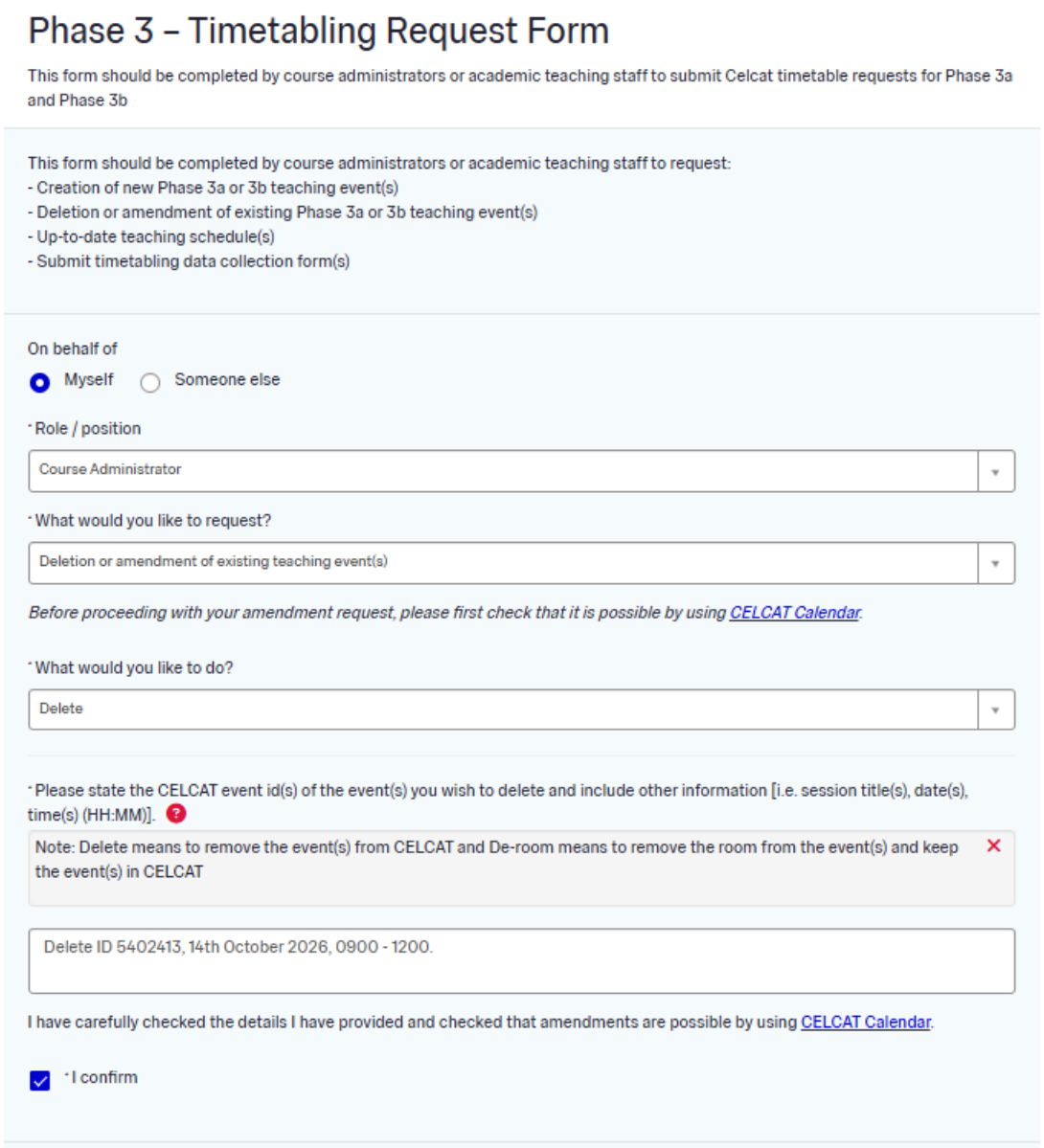


Figure 9 - Details of deletion

As per figure 6 above, once you once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom

left of screen in figure 6). At this point you can add any additional information about your request (figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

7.3.2 Amend an existing teaching event – figure 10

- State the CELCAT event id(s) of the event(s) you wish to amend and include other information [i.e. session title(s), date(s), time(s) (HH:MM)]. Use CELCAT Calendar to find the session event ID.
- **Confirm** that you have carefully checked the details provided and add any attachments then select the **Submit** button.

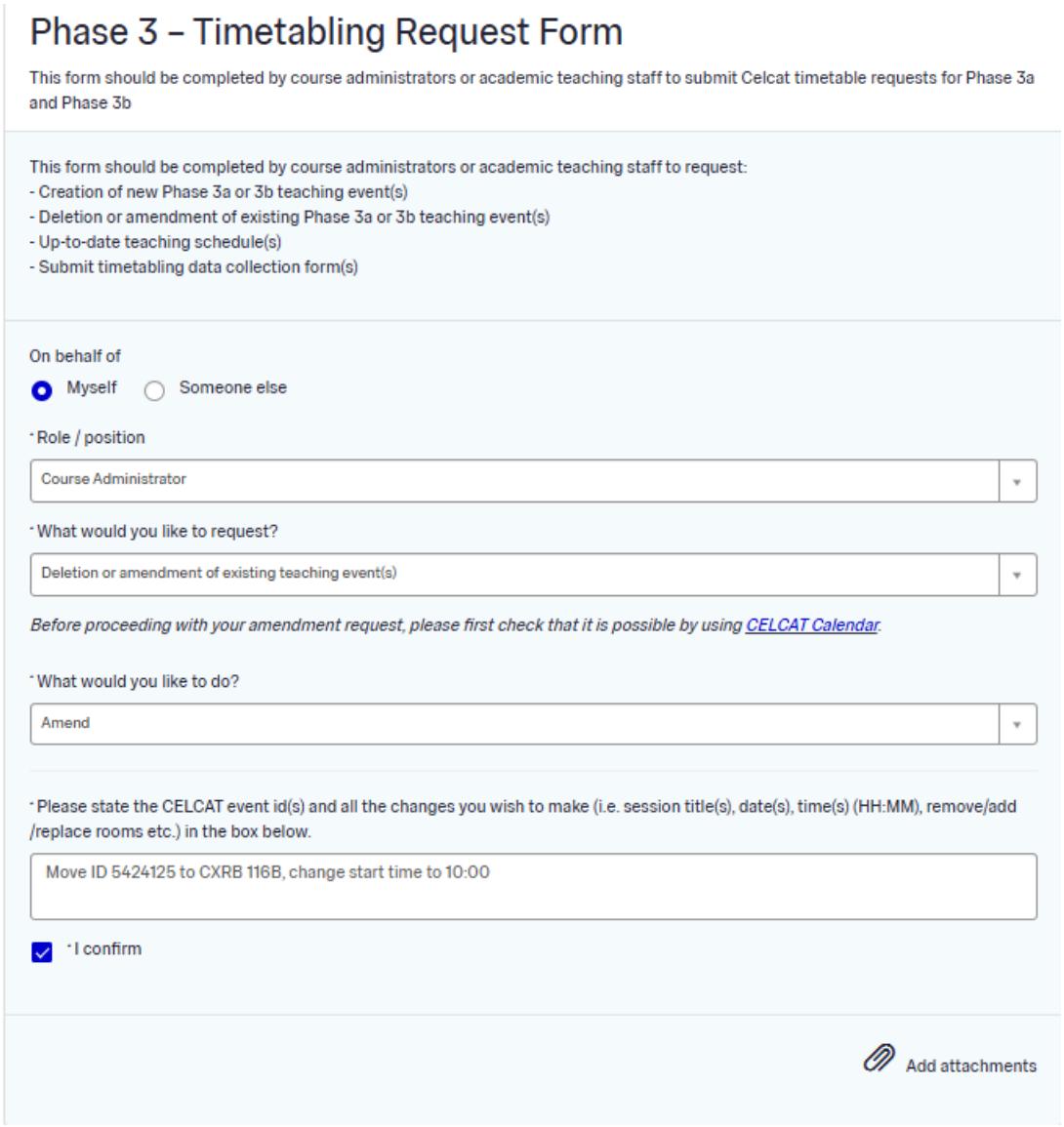


Figure 10 - Amending an event

As per figure 6 above, once you once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of screen in figure 6). At this point you can add any additional information about your request

(figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

7.4 Request up-to-date teaching schedule(s) – figure 11

- Complete this form for an up-to-date teaching schedule for a specific phase 3 rotation
- Select the relevant course year (phase 3a or 3b)
- Provide details of your request
- You will be prompted to **submit** your request.

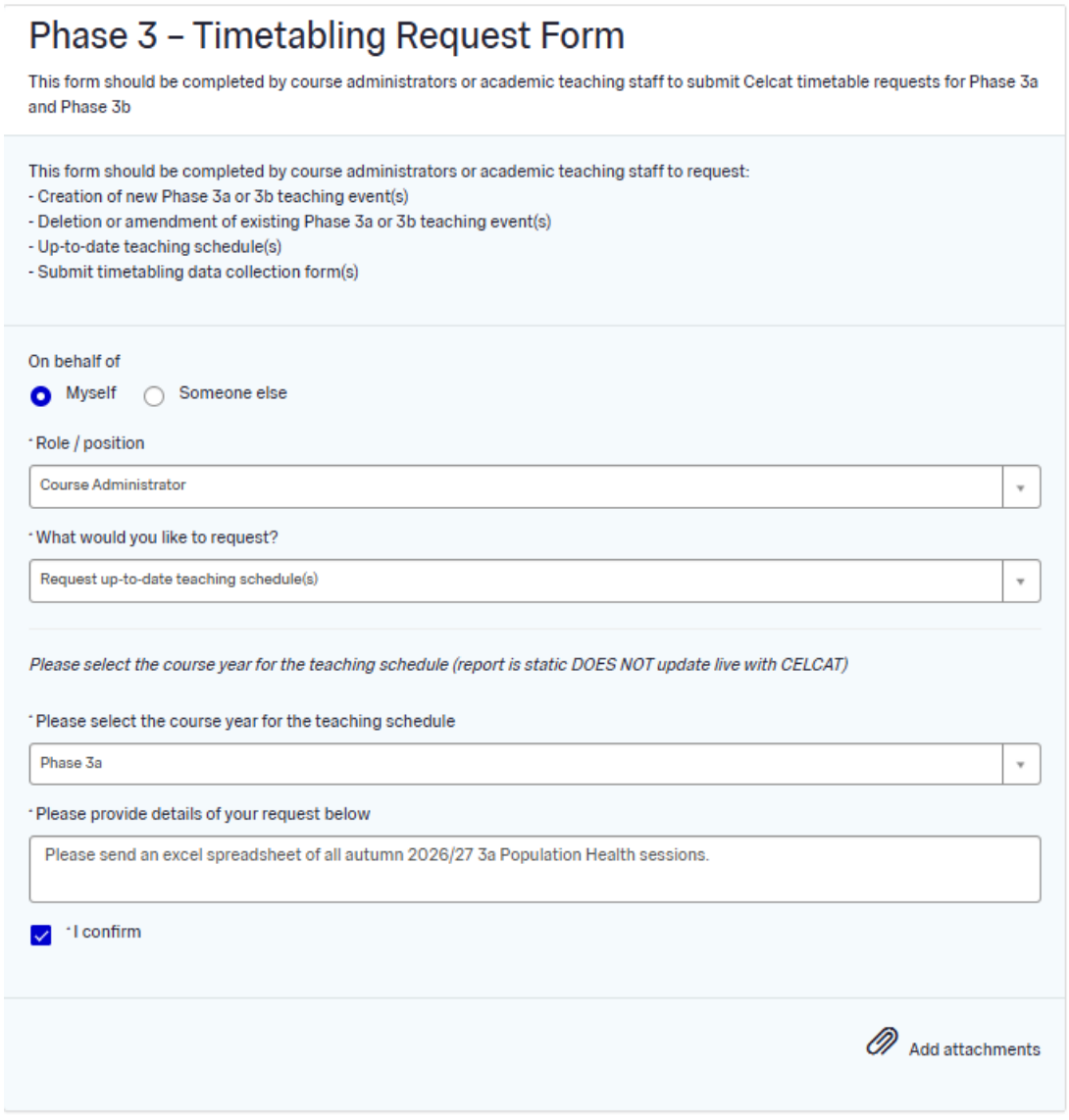


Figure 11 - Requesting up-to-date teaching schedule

***Note – Excel reports are static and do not update in real time. The data shown reflects information only up to the time the report was generated. ***

As per figure 6 above, once you once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of screen in figure 6). At this point you can add any additional information about your request (figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

7.5 Submit data collection form(s) – figure 12

- Complete this form to submit your data collection form(s) as an attachment by clicking on the 'add attachment' button on the bottom right hand corner (highlighted in figure 2)
- Use the free text box to provide any further information you would like to include
- You will be prompted to **submit** your request.

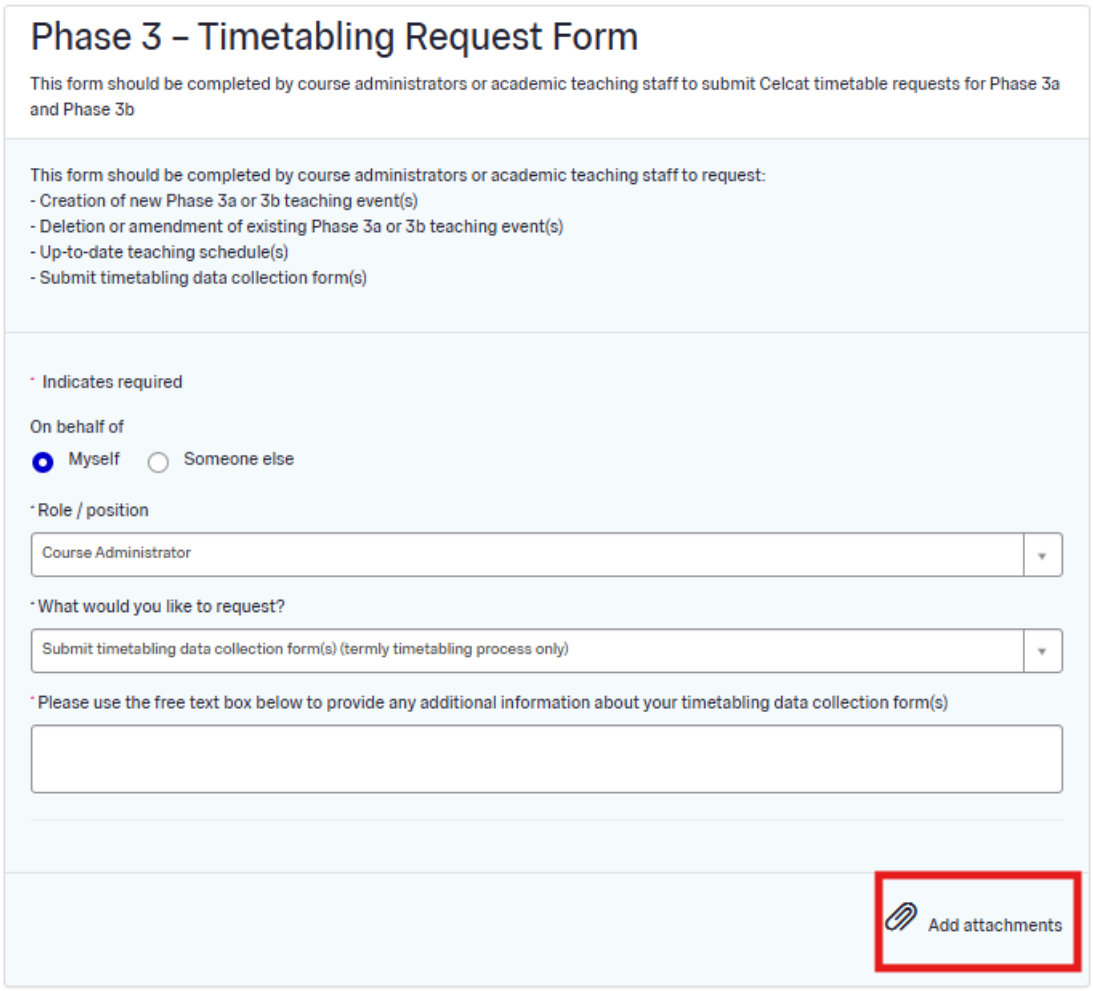


Figure 12 – submit timetabling data collection form via the 'add attachments' button

As per figure 6 above, once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of screen in figure 6). At this point you can add any additional information about your request (figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

8. Postgraduate (Taught) – Timetabling Request Form

The online PG(Taught) – Timetabling Request Form is intended for **PGT programme administrators** or **teaching support staff** to submit timetabling requests related to **PGT** teaching events via the CELCAT system.

Use the form to request any of the following:

- **Creation** of new PGT teaching events
- **Deletion** or **amendment** of existing PGT teaching events and allocated rooms.

Please ensure all required fields are completed accurately to avoid delays in processing your request. Fields marked with an asterisk (*) are **required**.

8.1 Initial details capture – *Figure 8.1*

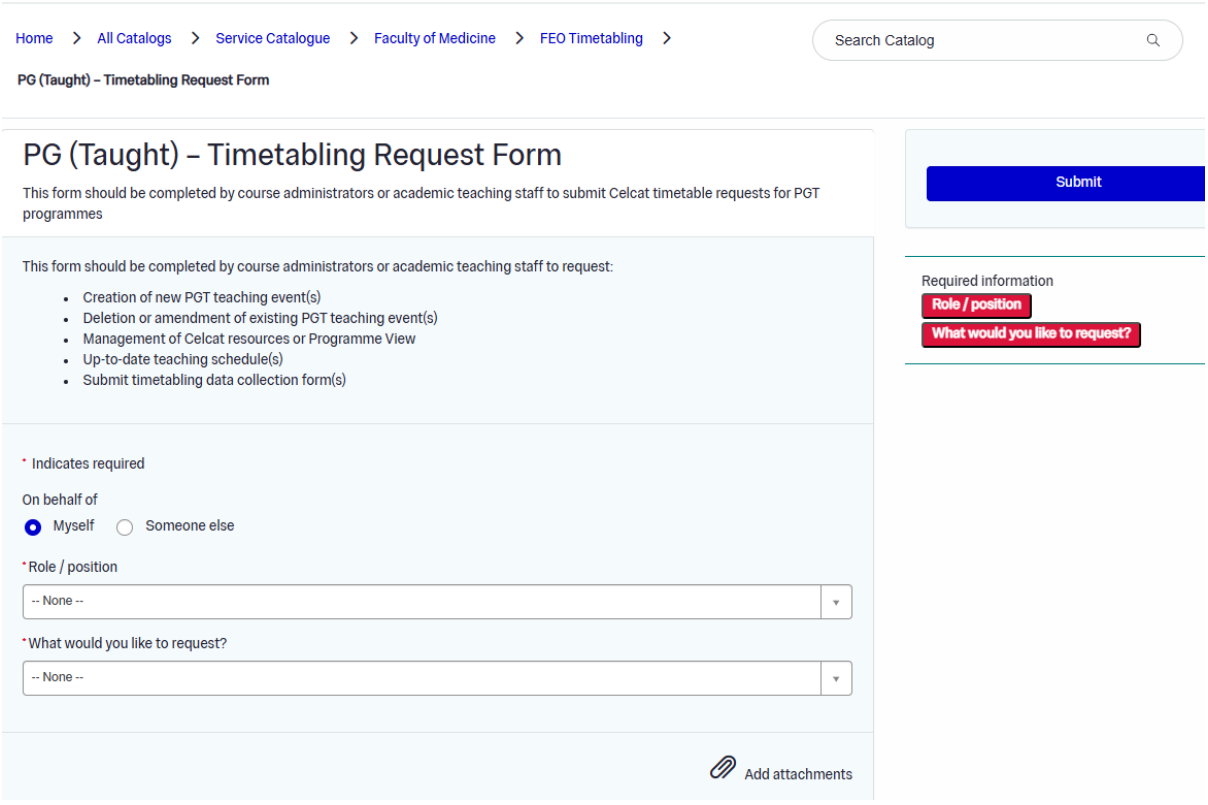


Figure 8.1 - Role/ Position, request type

On behalf of:
Select whether you are submitting this request for:

- **Myself** - if you are the person making the request (default).
- **Someone else** - if you are submitting the request on behalf of another staff member. You will be asked to provide details.

*** Role / Position:**
Select the role that best describes your current position from the dropdown list:

- **Course Administrator** - Administrative staff responsible for supporting the delivery of the programme
- **Teaching Staff** – Academics, Teaching Fellows, and Teaching Staff for the specific PGT programme/module(s)
- **Teaching Coordinator** - Administrative staff responsible for supporting Course Administrators and the delivery of the programmes
- **Please specify any additional information in the box below** – Select this option if your role does not exactly match one of the listed options. Provide further details in the additional information section.

Tip: Selecting '-- None --' will prevent the form from being submitted. Choose an appropriate option.

*** What would you like to request?**
Select the type of timetabling request you are submitting. Options include:

- **Create new teaching event(s):**
  Choose this if you need to add a new lecture, seminar, or other teaching session that is not currently in the timetable.
- **Deletion or amendment of existing teaching event(s):**
  Choose this if you need to delete or change an already scheduled teaching session - such as the time, date, or room(s).
- **Management of Celcat resources or Programme View -** in the current Celcat database
- **Request for an up-to-date teaching schedule(s):**
  Select this if you only need to view the current PGT teaching schedule for specific banner codes (modules). PGT programme administrators should download Excel reports of their modules directly from CELCAT Live.
- **Submit timetabling data collection form(s)** – termly timetabling process only

Tip: Only select one option per request. If you need to make multiple types of requests, please submit separate forms for each teaching request type.

8.2 Create new teaching event(s) – Figures 8.2-8.7

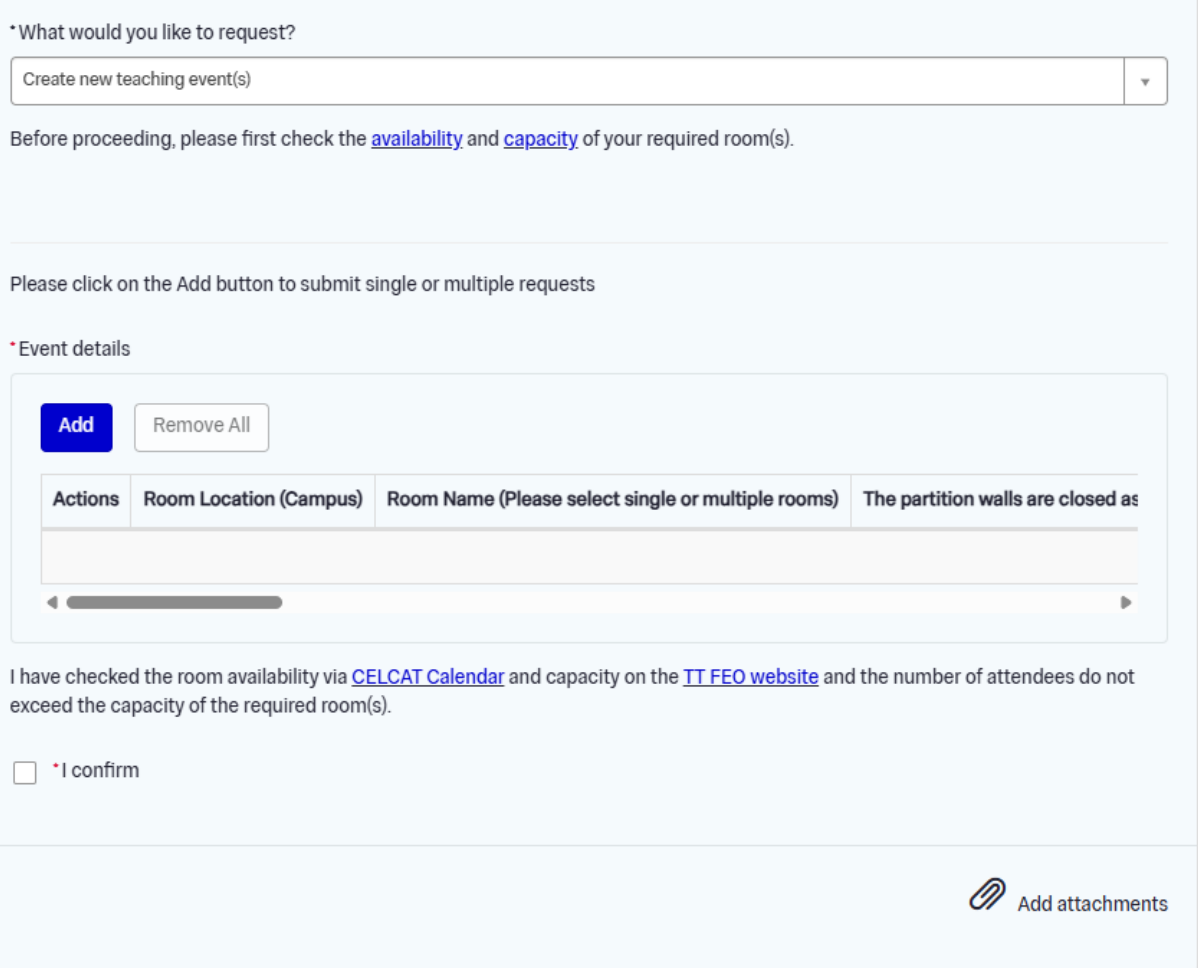


Figure 8.2 - Create new teaching event(s)

Having selected to 'Create new teaching event(s)' in Figure 8.1, you will be asked before you proceed to follow these steps (Figure 8.2):

19. **Check Room Availability and Capacity**
    Before proceeding, you should ensure that the room(s) you require for your event are available using CELCAT Calendar and have the necessary capacity via Rooms Information

20. **Click "Add" to submit single or multiple requests**
    After verifying the room details, click on the **Add** button to submit a request for one or multiple teaching events.

21. *** Add Room Location (Campus) –** Figure 8.3

    Please note that the Faculty of Medicine can use WCMUH level 12 spaces on Wednesdays PM and Thursdays and Fridays all day. The partition wall between in WCMUH 1202 and WCMUH 1203 is self-service. Please watch Room Moveable Partitions video on how to operate the partition wall.

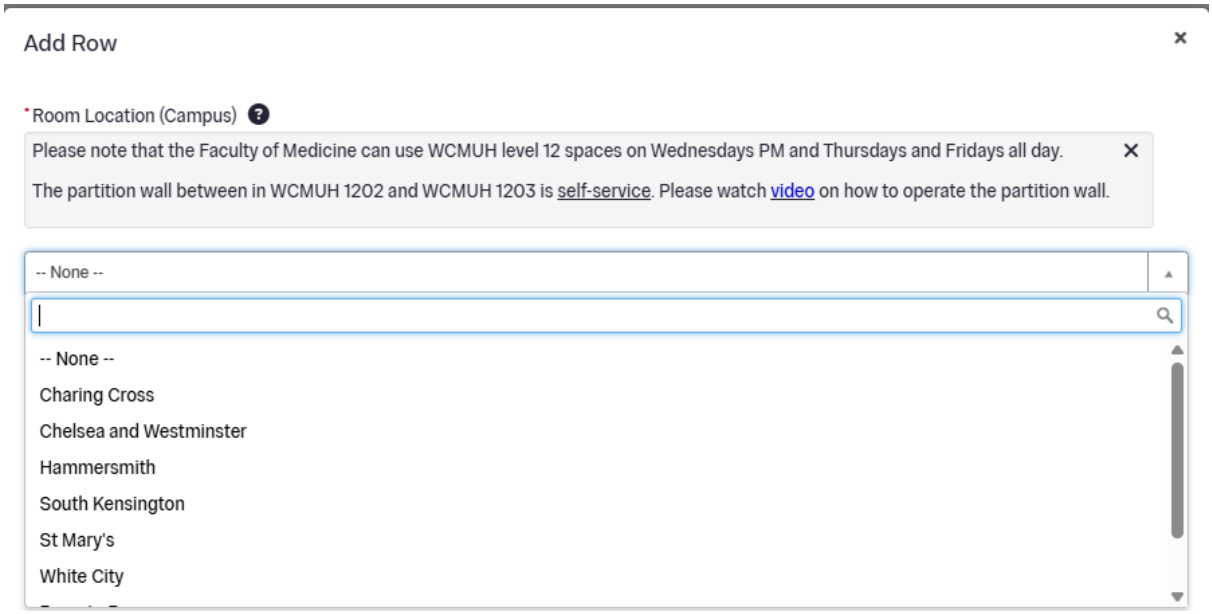


Figure 8.3 - Campus selection

Choose an option:

- Charing Cross
- Chelsea and Westminster
- Hammersmith
- South Kensington
- St Mary's
- White City

Tip: Selecting '-- None --' will prevent the form from being submitted. Choose an appropriate option.

22. *** Select a Room Name** (from the drop-down list).
23. *** The partition walls are closed by default.** If you've selected a room with partition walls, please indicate if the partitions should be open for this teaching session.
24. ***Select a Teaching event category** (from the drop-down list).
25. *** Select a Banner/CELCAT module code** (from the drop-down list).
26. *** Add a Student Group** (if applicable).
27. ***Indicate your total number of attendees for the session**
28. *** Select the event date** (format DD/MM/YYYY) from the calendar.
29. *** Add the start time of the event** (HH: MM 24 hr format).
30. *** Add the end time of the event** (HH: MM 24 hr format).
31. Provide the name of the staff member you'd like added as a CELCAT resource. If they're not on the database, PGT programme administrators should contact CTSO to add them. After the event is created, managing staff resources is the responsibility of the PGT programme administrators.
32. When all required sections are completed, click on the **Add** button**.**

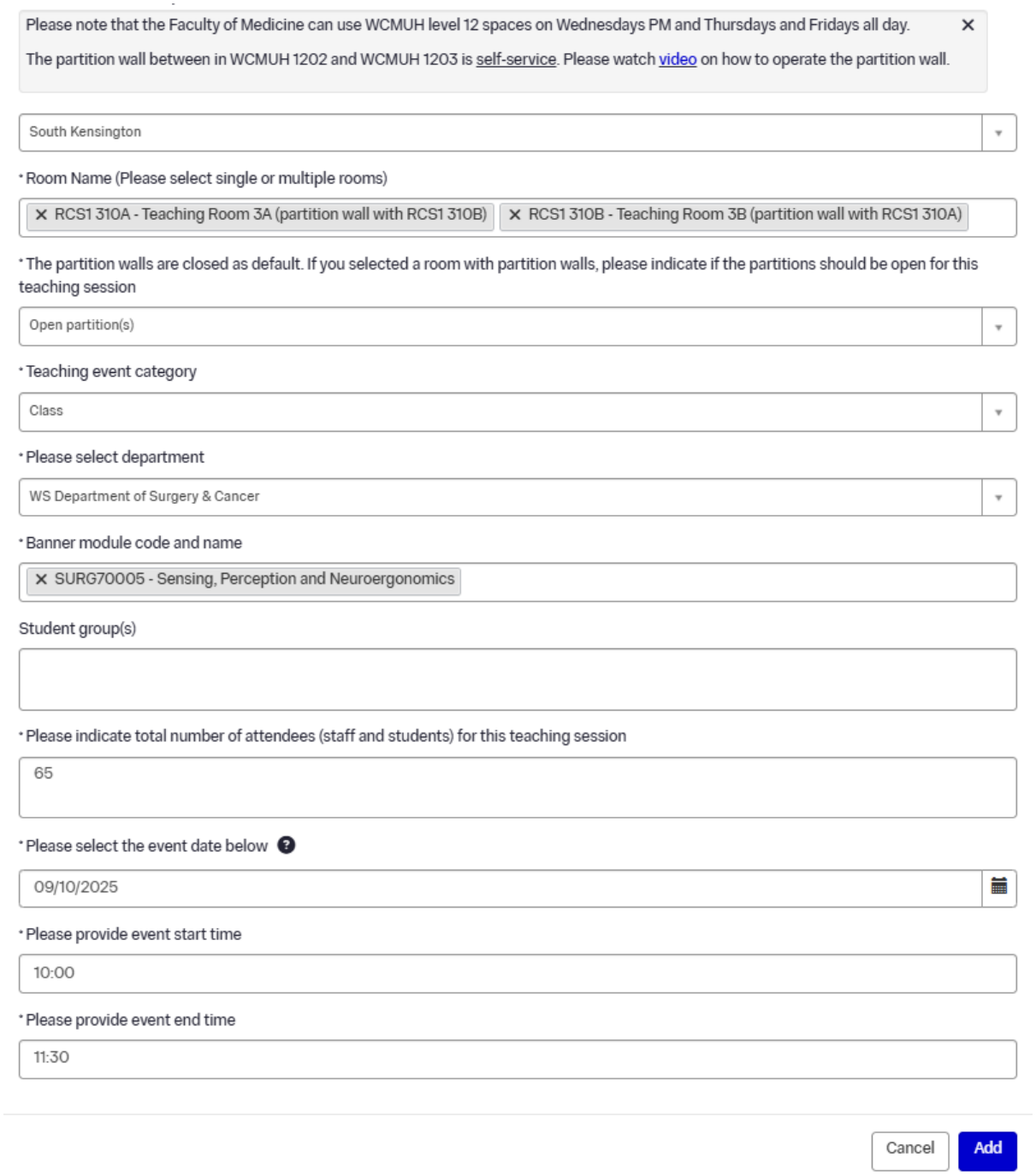


Figure 8.4 - Adding event details

Tip: You can add multiple requests. To add multiple requests, select the **Add** button and you will repeat the cycle above for each request.

Once all requests have been added you will be prompted to confirm that you have checked the room availability via CELCAT Calendar and the room capacity on the FEO timetabling website and the number of attendees to not exceed the capacity of the required rooms(s). You can also add any attachments at this point.

33. After completing this section, choose the **Submit** button to submit your request (Figure 8.5).

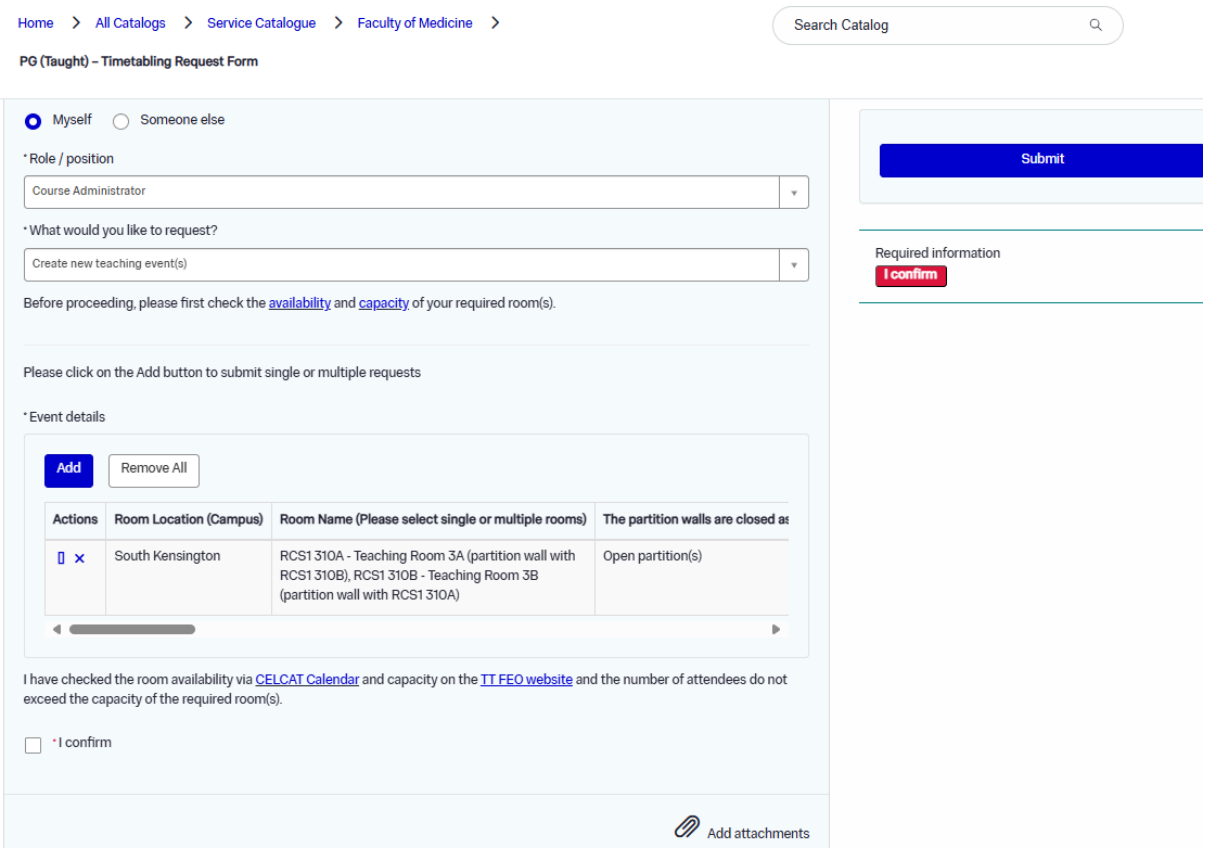


Figure 8.5 - Submit request

34. Once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' case ticket number (see top left and bottom left of the next screen, Figure 8.6). At this point, you can add any additional information about your request.

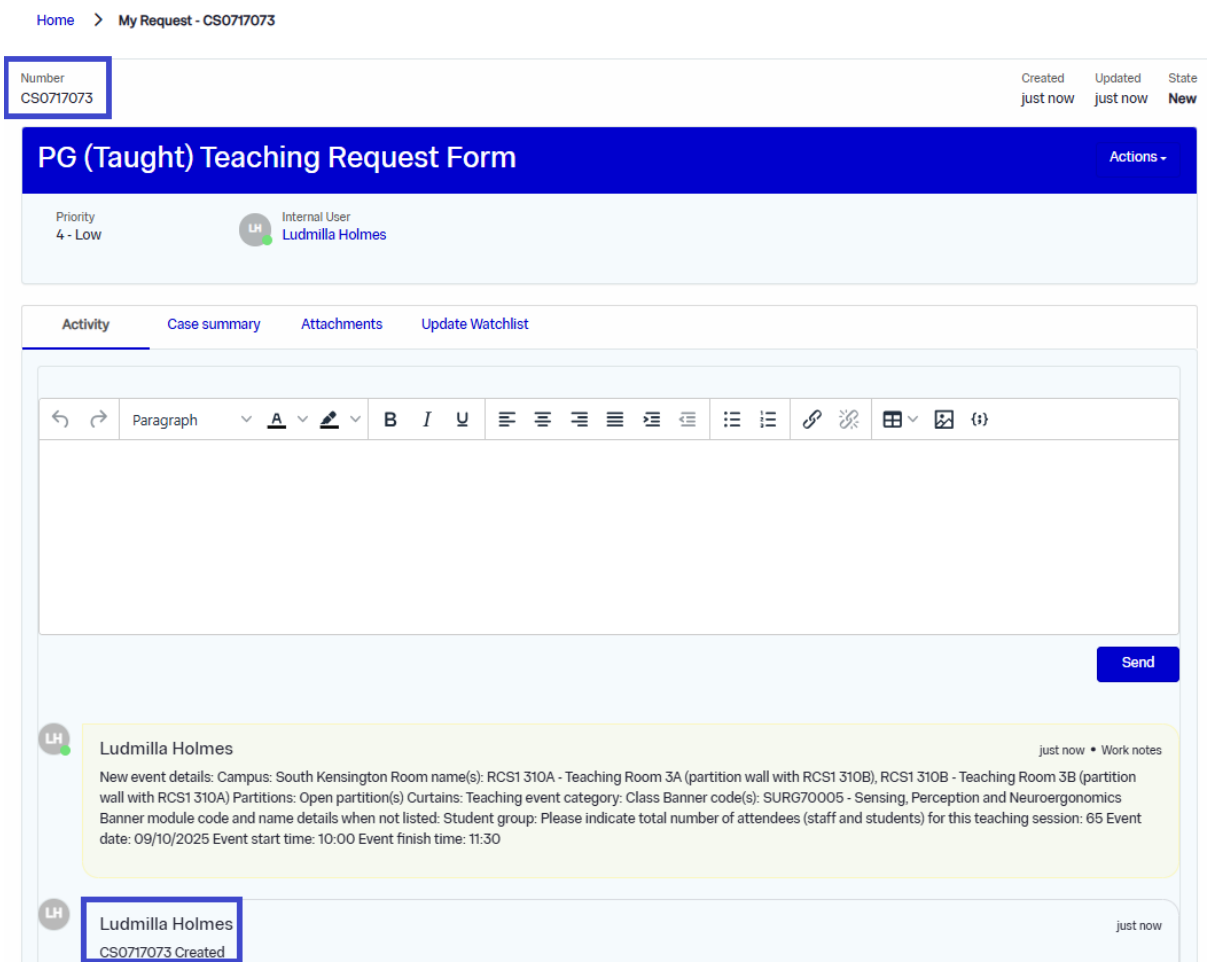


Figure 8.6 - Confirmation of request submission

35. Any additional information you wish to add can be submitted via the free-text box above (Figure 8.6). The next step is to select the **Send** button. This updates your request with any additional information submitted.

36. When you **submit** your request, you will receive an email, and any additional information added using the **send** button will trigger an update email, containing the 'CS' case ticket number of your request (Figure 8.7).

IMPERIAL

Case CS0717073 opened - PG (Taught) Teaching Request Form

Dear Ludmilla Holmes,

Thank you for your enquiry. We will be in contact with you as soon as we are able.

Thank you,

FEO Timetabling Team
Imperial College London
Faculty of Medicine - Timetabling FEO | Faculty of Medicine | Imperial College London

Ref:MSG12709123_vKhXJJ5kZU4OgmdsP7z

Figure 8.7 - Confirmation email request submission

8.3 Deletion or amendment of existing teaching event(s)

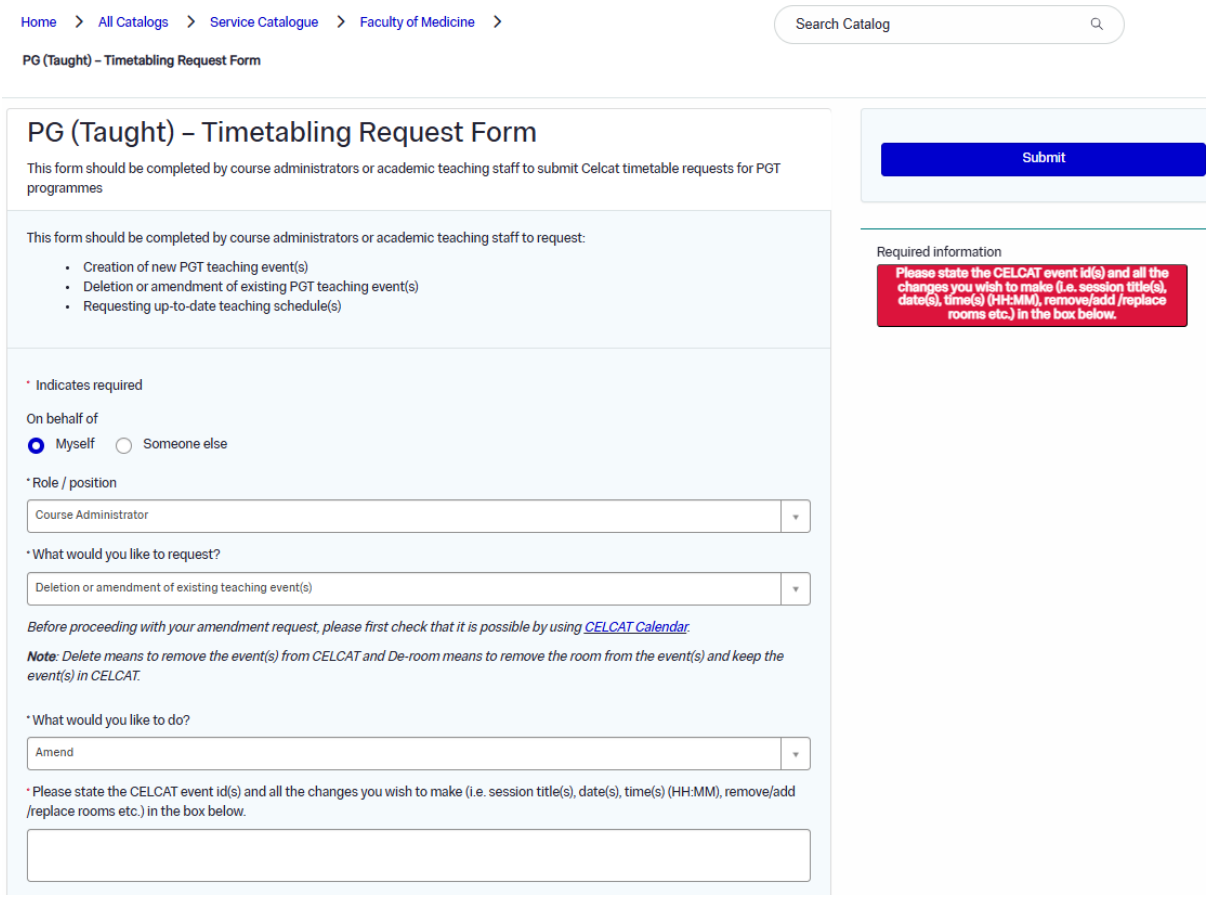


Figure 8.8 - Deletion or amendment requests

Having selected 'Deletion or amendment of existing teaching events' (Figure 8.8), before proceeding with your amendment request, you will be asked to check availability using CELCAT Calendar.

8.3.1 Delete an existing teaching event – Figure 8.9

- State the CELCAT event ID (s) of the event(s) you wish to delete and include other information [i.e., session title(s), date(s), time(s) (HH: MM)]. Use the CELCAT Calendar or live to find the session event ID.
- **Confirm** that you have carefully checked the details provided and add any attachments, then select the **Submit** button.

Note: Delete means to remove the event(s) from CELCAT, and De-room means to remove the room from the event(s) but keep the event(s) in CELCAT.

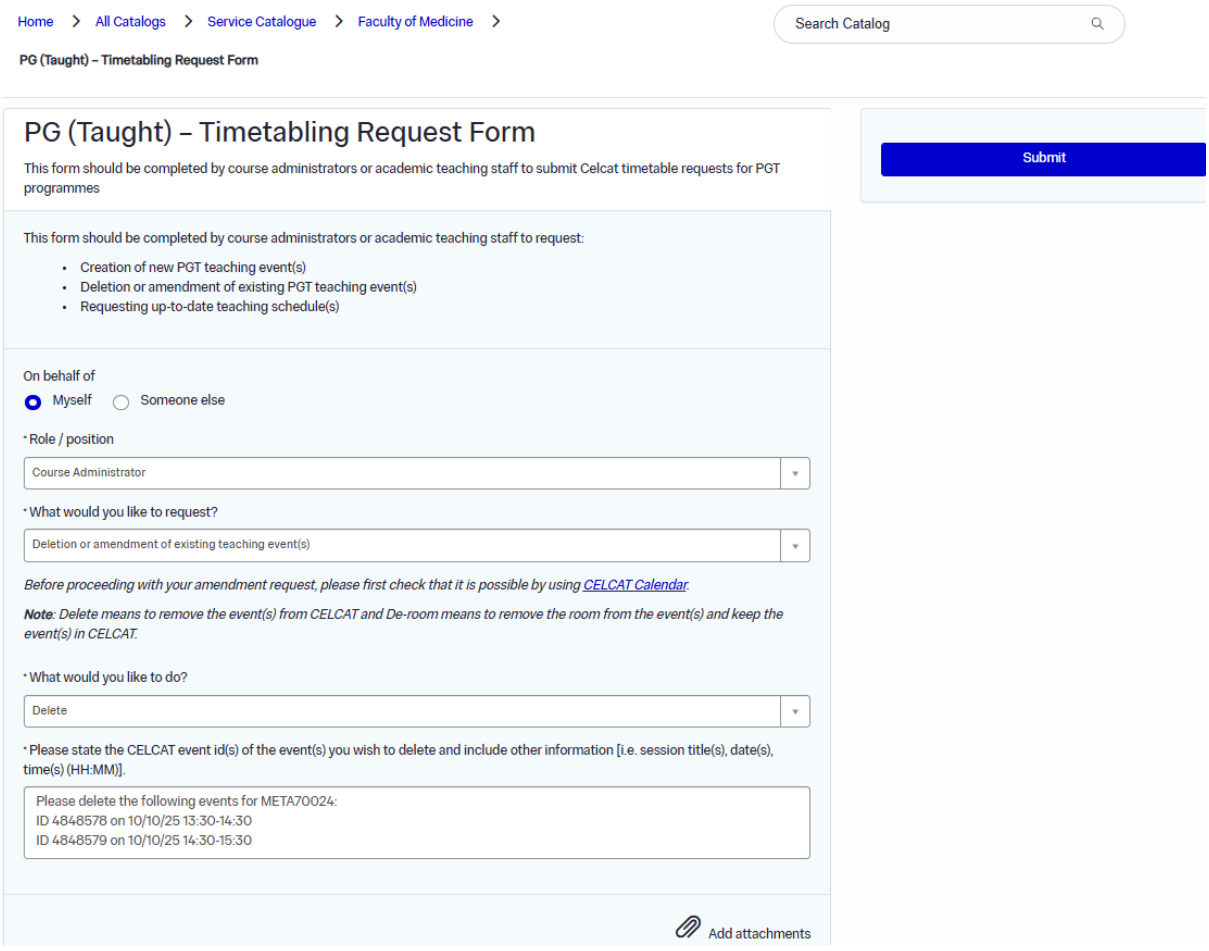


Figure 8.9 - Details of deletion

As per the first example in Figure 8.6, once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of screen in Figure 8.6). At this point, you can add any additional information about your request (Figure 8.6). After selecting the **Send** button, you will be sent an email confirming your request (and any further updates).

8.3.2 Amend an existing teaching event – Figure 8.10

- State the CELCAT event ID (s) of the event(s) you wish to amend and include other information [i.e., session title(s), date(s), time(s) (HH: MM)]. Use the CELCAT Calendar or live to find the session event ID.
- **Confirm** that you have carefully checked the details provided and add any attachments, then select the **Submit** button.

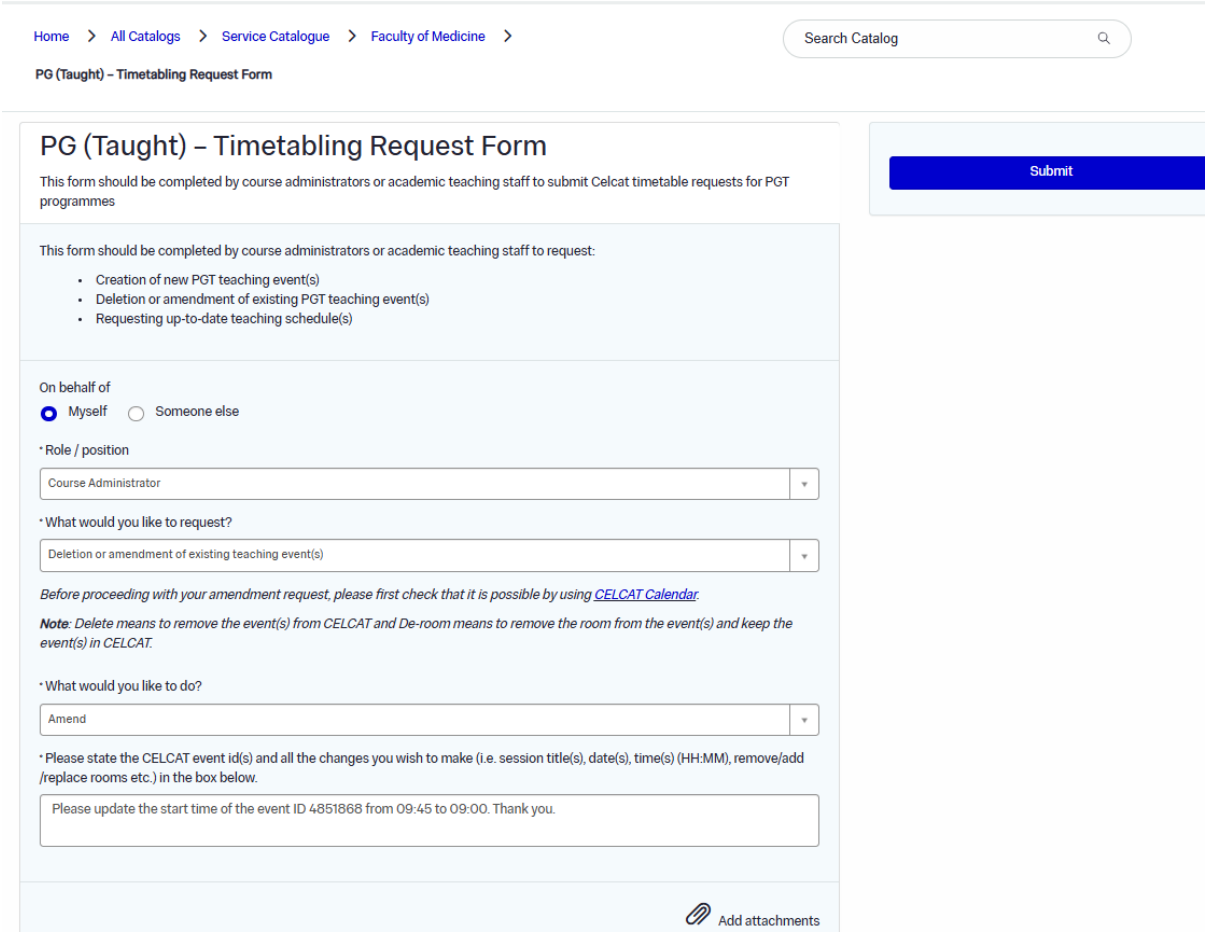


Figure 8.10 - Amending an event

As per the first example in Figure 8.6, once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of screen in Figure 8.6). At this point, you can add any additional information about your request (Figure 8.6). After selecting the **Send** button, you will be sent an email confirming your request (and any further updates).

8.5 Management of Celcat Resources or Programme View in the current Celcat database – Figure 8.11

There are currently two options for managing Celcat resources:

- Add, amend, or delete Celcat Resource(s)
- Create new or edit the current Programme View structure

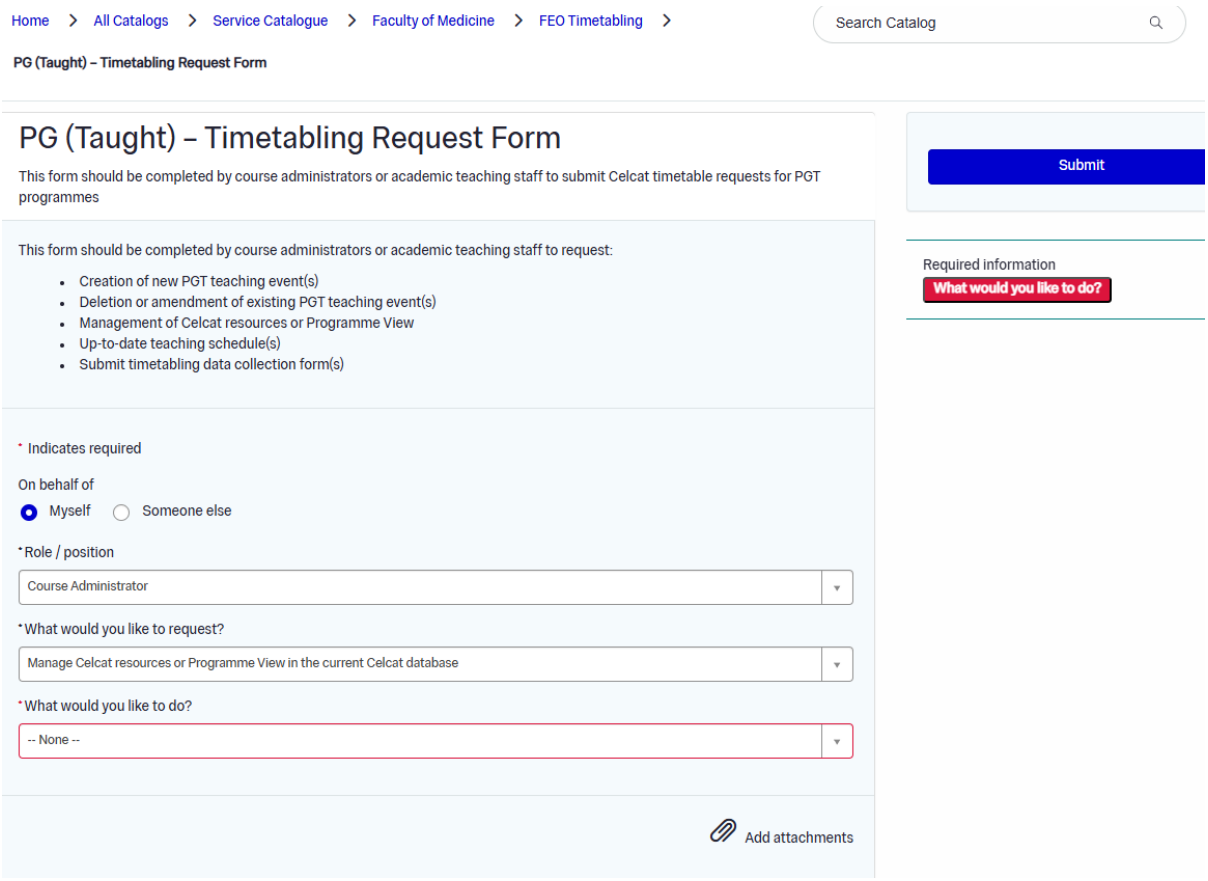


Figure 8.11 - Requesting to manage Celcat resources

8.5.1 Add, amend or delete Celcat Resource(s) – Figure 8.12 and Figure 8.13

- In the free-text box, please state the Resource(s) you wish to add, amend, or delete, and include all relevant information.
- Celcat Resources are – core teaching banner code(s), departmental Ad-Hoc module or student group(s)
- **Confirm** that you have carefully checked the details provided and add any attachments (relevant template(s), then select the **Submit** button.

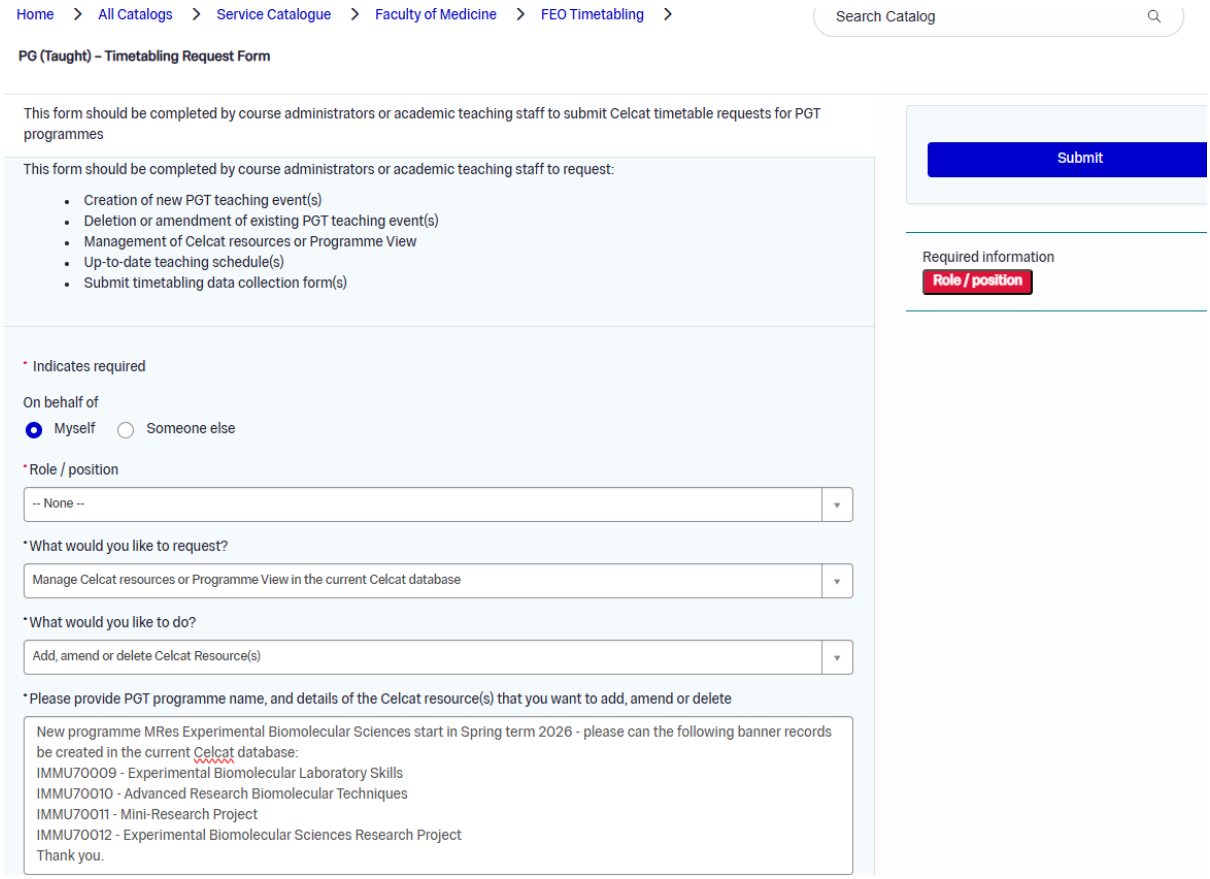


Figure 8.12 - Requesting to create new Celcat resources – banner codes

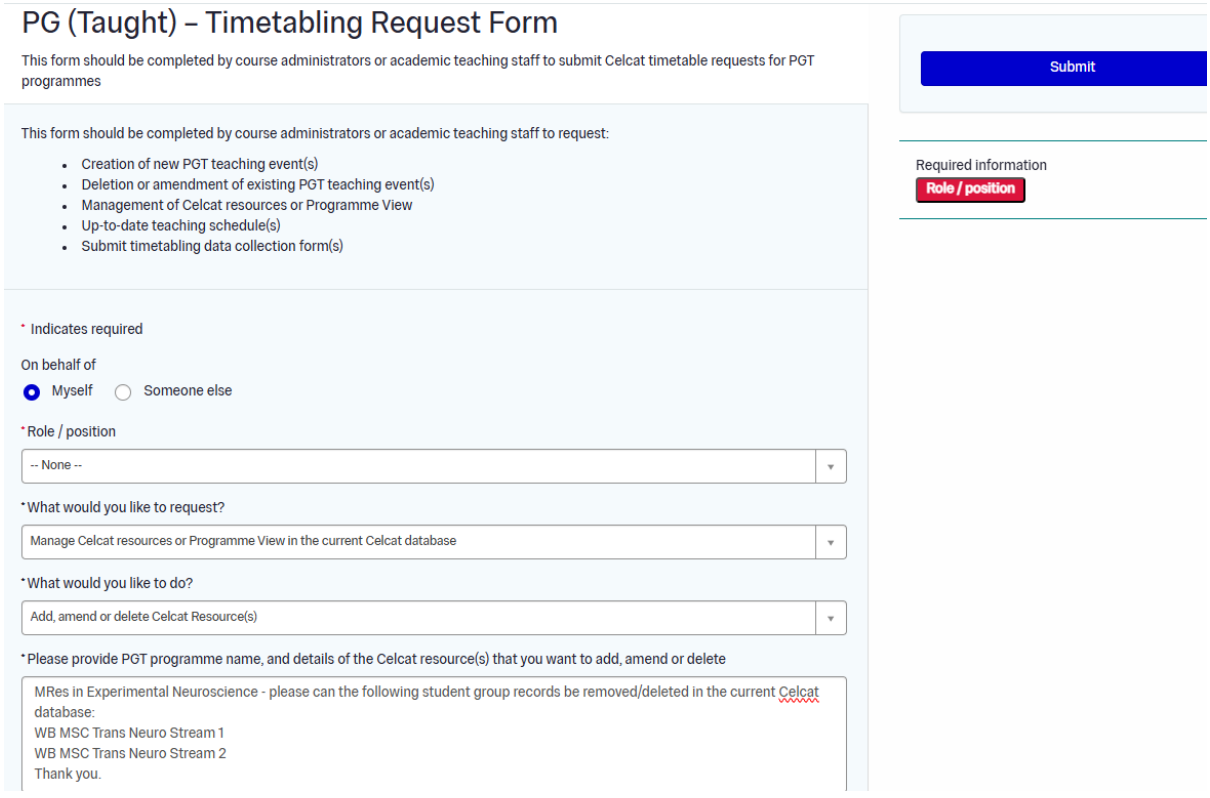


Figure 8.13 - Requesting to delete Celcat resource(s) – Student groups

As per the first example in Figure 8.6, once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of screen in Figure 8.6). At this point, you can add any additional information about your request (Figure 8.6). After selecting the **Send** button, you will be sent an email confirming your request (and any further updates).

8.5.2 Create new or edit current Programme View structure – Figure 8.14

- In the free-text box, please provide instructions about your programme(s), including all core teaching banner codes, elective modules banner codes, and logistics of programme delivery for the new structure. Or what you wish to add, amend, or delete in the current programme view structure. Please include all relevant information.
- **Confirm** that you have carefully checked the details provided and add any attachments (relevant template(s), then select the **Submit** button.

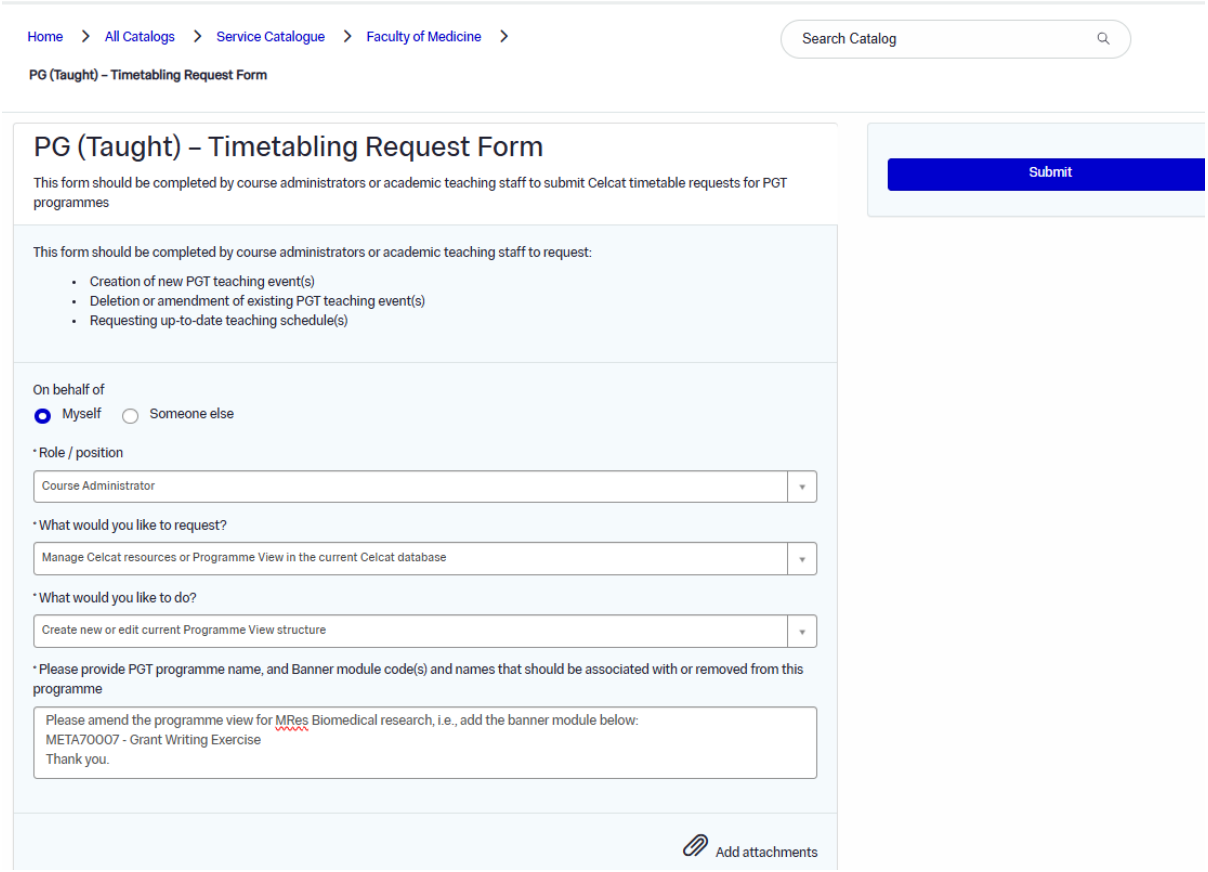


Figure 8.14 - Requesting to update the current Programme View

As per the first example in Figure 8.6, once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of screen in Figure 8.6). At this point, you can add any additional information about your request (Figure 8.6). After selecting the **Send** button, you will be sent an email confirming your request (and any further updates).

8.6 Request up-to-date teaching schedules **(academic staff only)** – Figure 8.15

- Complete this form for an up-to-date teaching schedule for a PGT module(s) by providing the full banner code name(s).
- You will be prompted to **submit** your request.

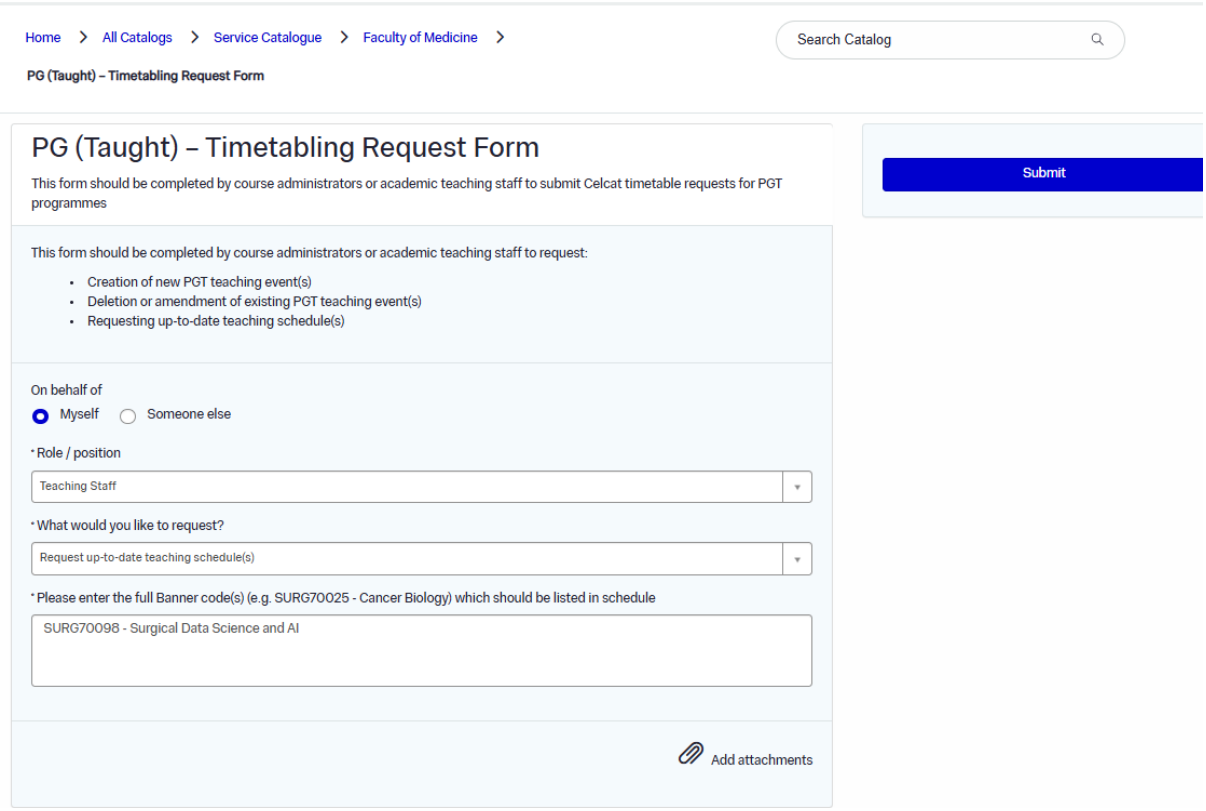


Figure 8.15 - Requesting an up-to-date teaching schedule

***Note – Excel reports are static and do not update in real time. The data shown reflects information only up to the time the report was generated. ***

As per the first example in Figure 8.6, once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of screen in Figure 8.6). At this point, you can add any additional information about your request (Figure 8.6). After selecting the **Send** button, you will be sent an email confirming your request (and any further updates).

8.7 Submit timetabling data collection form(s) – Figure 8.16

- Complete this form to submit your data collection form(s) as an attachment by clicking on the 'add attachment' button on the bottom right-hand corner (highlighted in Figure 8.16)
- Use the free text box to provide any further information you would like to include
- You will be prompted to **submit** your request.

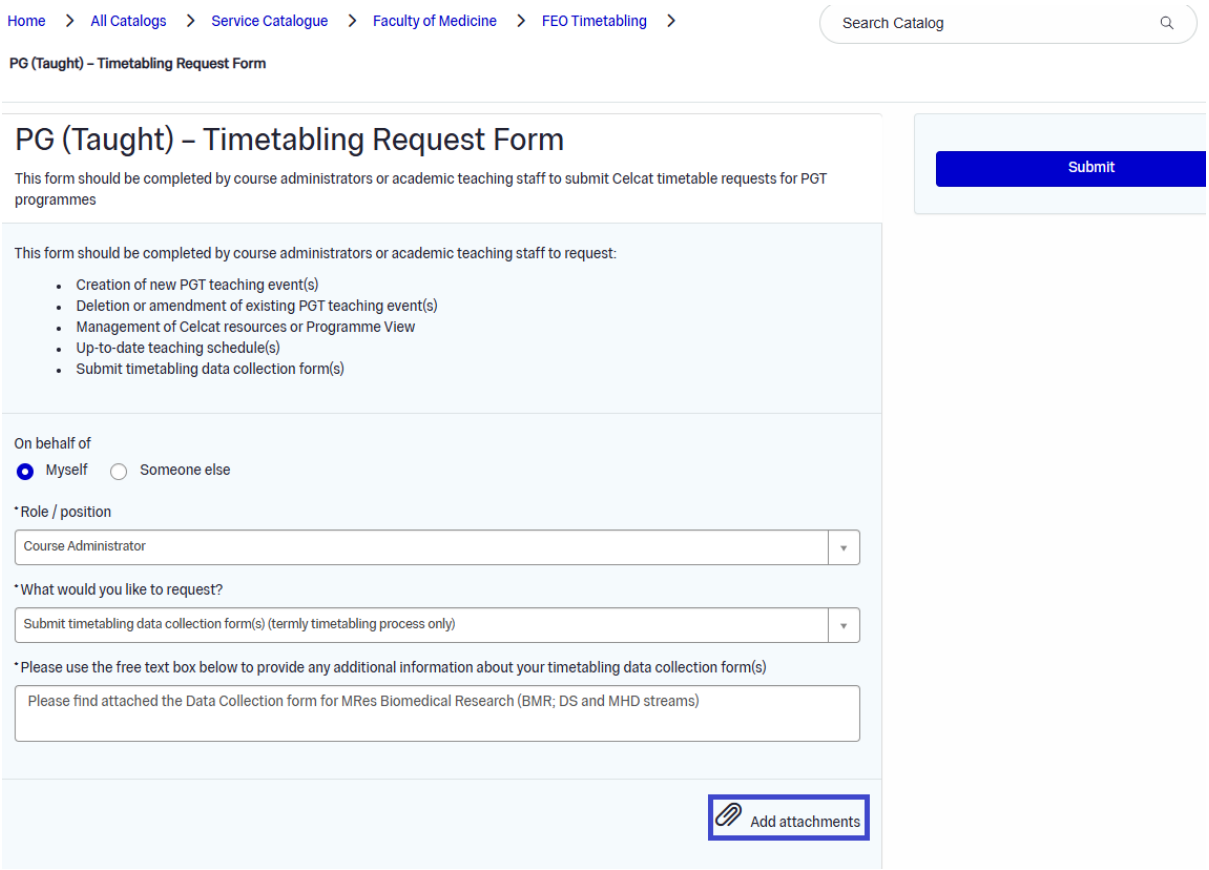


Figure 8.16 – Submitting data collection

Similar to the first example in Figure 8.6, once you have submitted your request, you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of screen in Figure 8.6). At this point, you can add any additional information about your request (Figure 8.6). After selecting the **Send** button, you will be sent an email confirming your request (and any further updates).

9. FEO Timetabling – General Enquiries Form

The online Timetabling – General Enquiries form FEO Timetabling - general enquiries form - ASK Imperial should be used to raise any queries about Medicine's centrally managed teaching spaces or timetabling and room booking processes.

Complete the following details:

* **Name** – add your name

* **IC email address** – add your Imperial College email address

*** Role / Position:**
Select the role that best describes your current position from the dropdown list:

- **Course Administrator** - Administrative staff responsible for supporting the delivery of a course.
- **Course Lead** - Academic lead for a course, typically a module, domain or topic lead.
- **Teaching Coordinator** - Administrative staff usually based at clinical sites and responsible for placements.
- **Other** – please specify

  If 'Other' you will be prompted to any additional information in a box below – Select this option if your role does not exactly match one of the listed options. Provide further details in the additional information section.

Tip: Selecting '-- None --' will prevent the form from being submitted. Choose an appropriate option.

* **Please provide as much information about your query in the box below.**
Complete this section with details of your query.

You can add attachments if required.

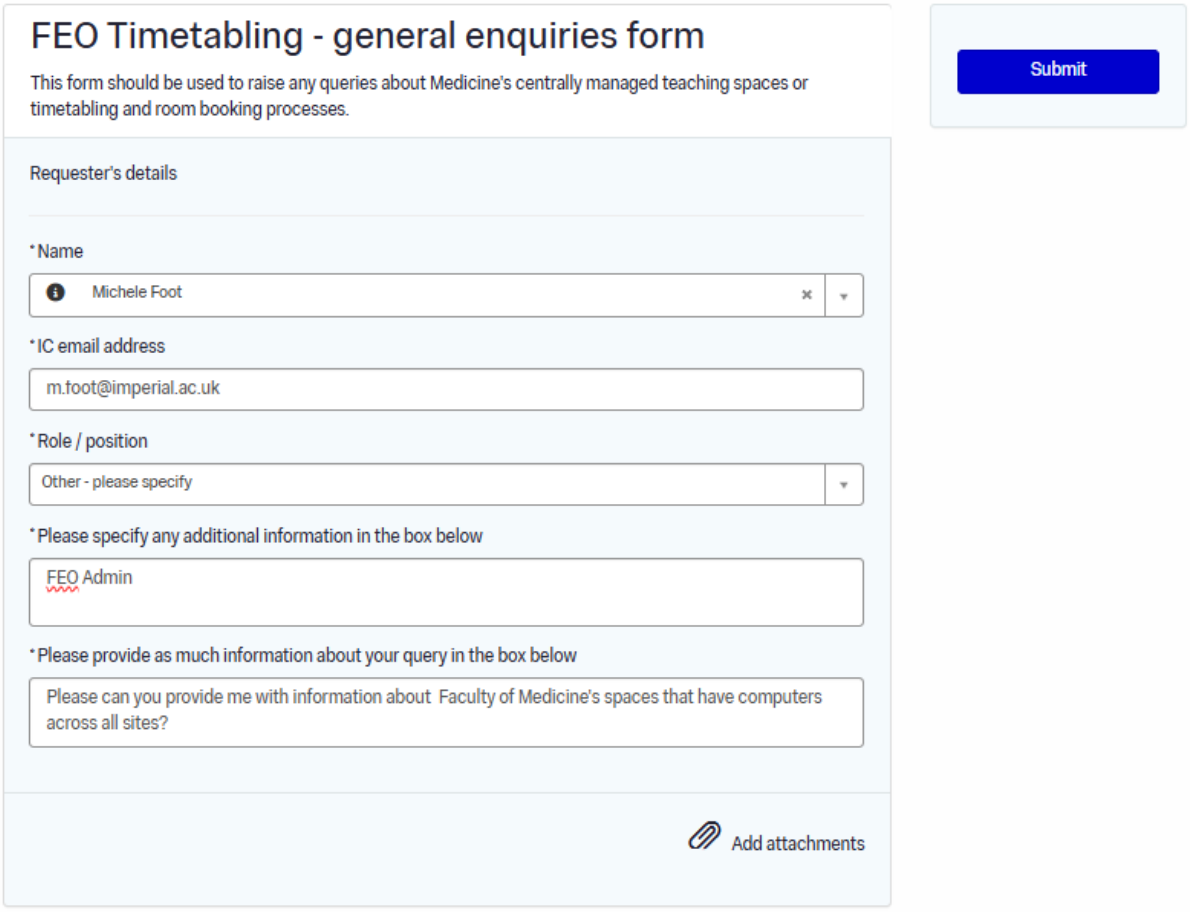


Figure 1 - On behalf of, Role and Request

Once you have submitted your request you will be provided with a summary and your request will be allocated a ‘CS’ case ticket number (see top left and bottom left of the next screen, figure 2). At this point you can add any additional information about your request.

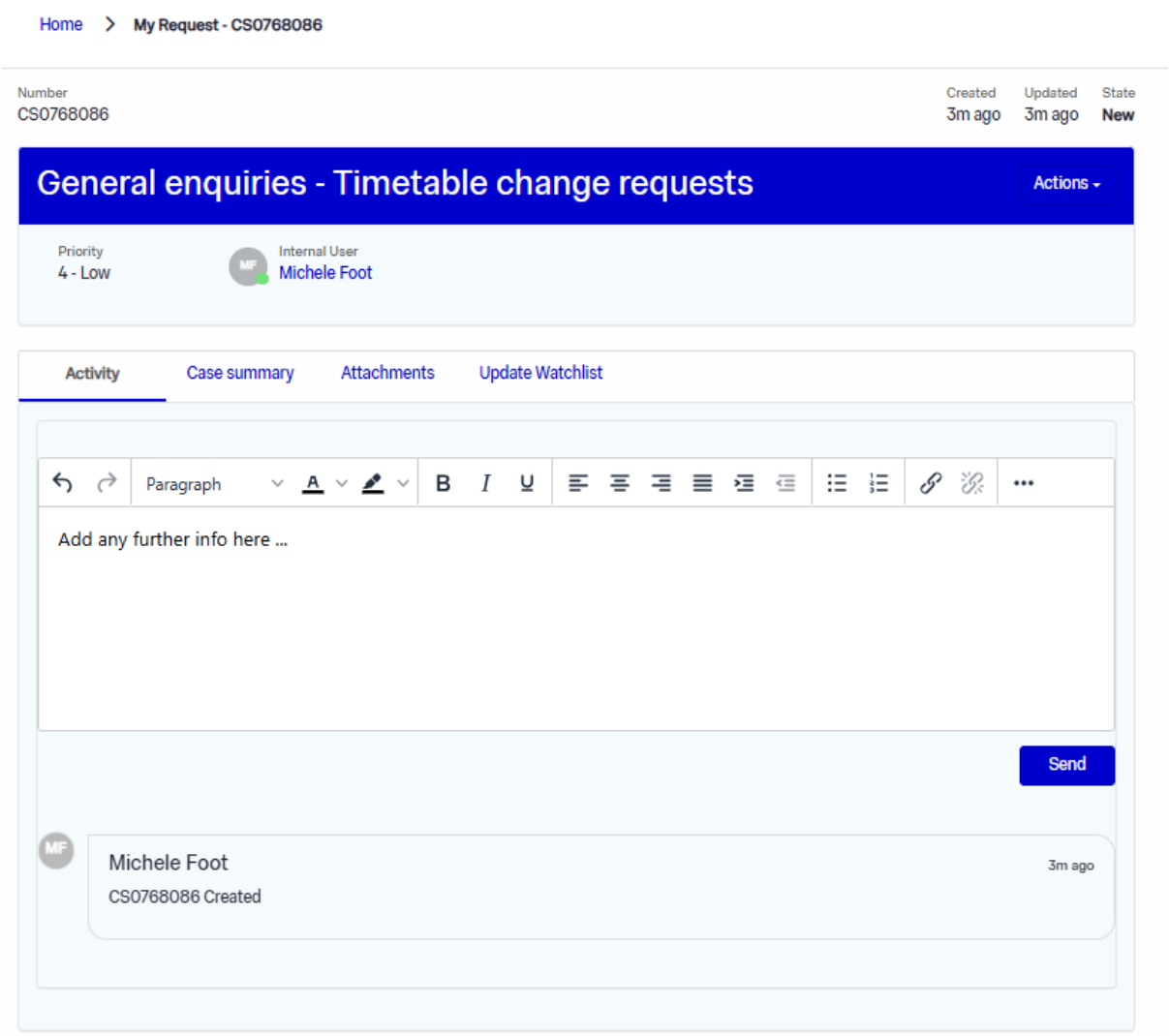


Figure 2 – Figure 2 – Confirmation of request submitted with optional additions comments (if needed)

The next step is to select the **Send** button. This updates your request with any additional information submitted (see “Additional comments”).

When you **submit** your request, you will receive an email and any further additional information added using the **send** button will trigger an update email, containing the ‘CS’ case ticket number of your request.

10. Non-Medicine Depts Room Request Form

The online Timetabling – General Enquiries form Non-Medicine departments room request form - ASK Imperial should be used by non-Faculty of Medicine staff requesting to assign Medicine room(s) to non-Medicine teaching event(s).

Complete the following details:

* **Name** – add your name.

* **IC email address** – add your Imperial College email address.

* **Department** – will be auto completed.

*** Role / Position:**
Select the role that best describes your current position from the dropdown list:

- **Course Administrator** - Administrative staff responsible for supporting the delivery of a course.
- **Course Lead** - Academic lead for a course, typically a module, domain or topic lead.
- **Teaching Coordinator** - Administrative staff usually based at clinical sites and responsible for placements.
- **Other** – please specify

  If 'Other' you will be prompted to any additional information in a box below – Select this option if your role does not exactly match one of the listed options. Provide further details in the additional information section.

Tip: Selecting '-- None --' will prevent the form from being submitted. Choose an appropriate option.

* **Please provide an event ID and all necessary space relevant information**
Complete this section with the event ID details you are requesting to be assigned, amended and deleted.

* **Tick to confirm:** I confirm that I have checked the room capacity on the TT FEO website and the number of attendees does not exceed the capacity of the required room(s)

You can add attachments if required.

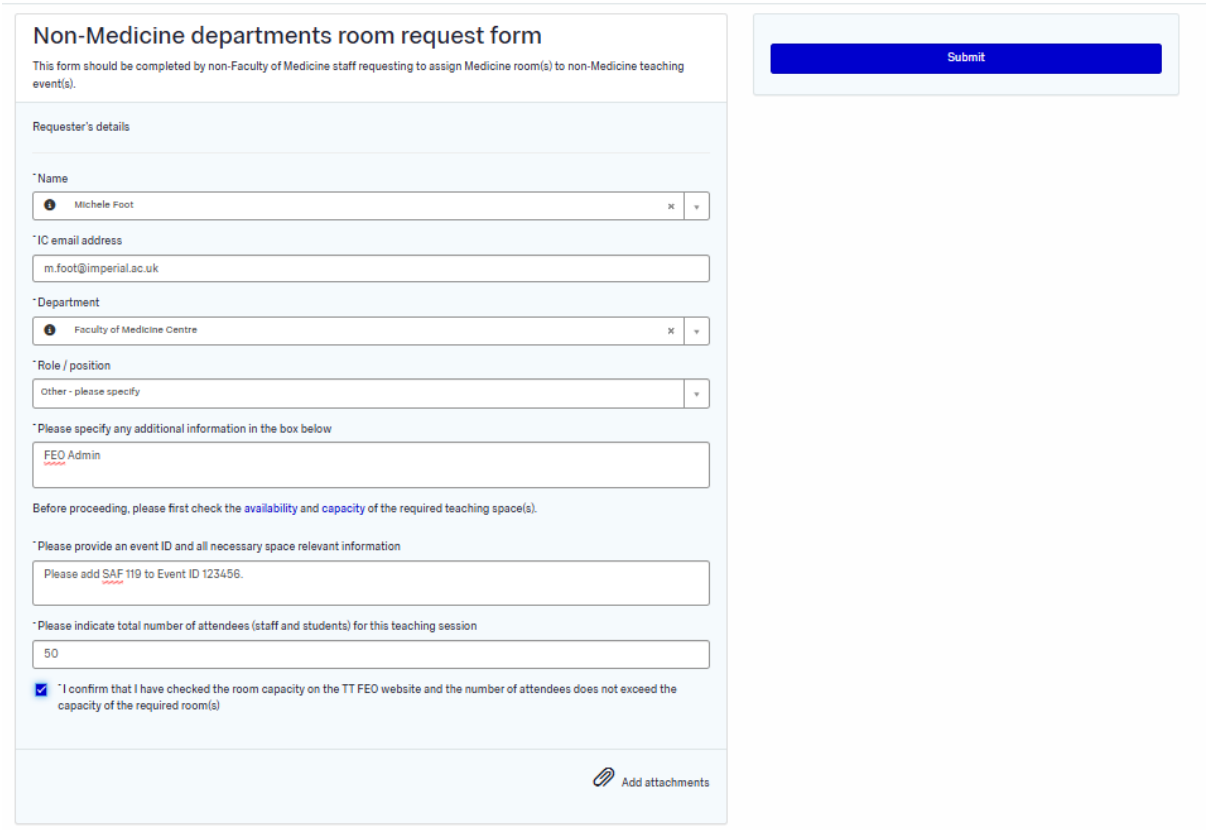


Figure 1 - On behalf of, Role and Request

Once you have submitted your request you will be provided with a summary and your request will be allocated a 'CS' case ticket number (see top left and bottom left of the next screen, figure 2). At this point you can add any additional information about your request.

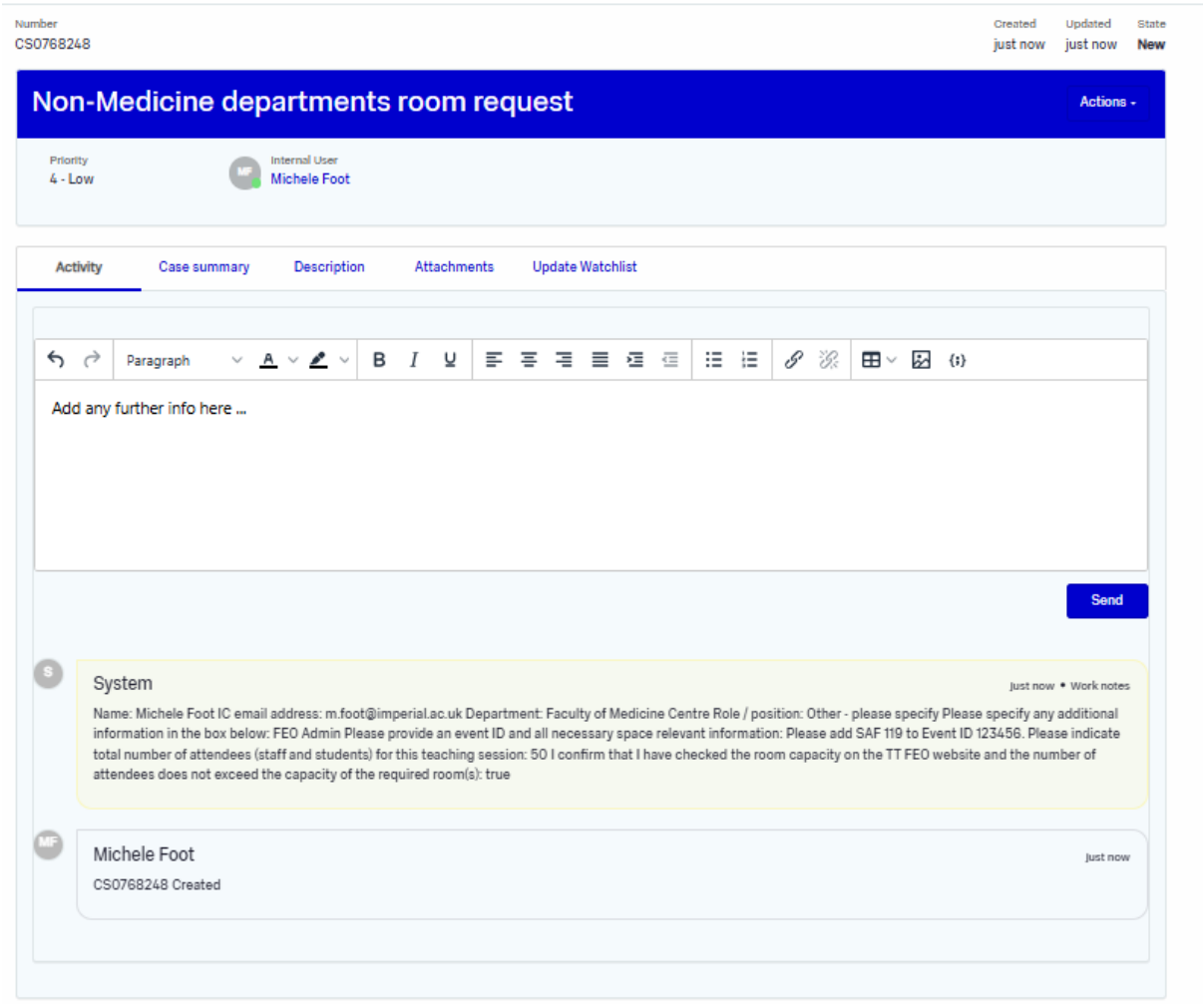


Figure 2 – Confirmation of request submitted with optional additions comments (if needed)

The next step is to select the **Send** button. This updates your request with any additional information submitted (see “Additional comments”).

When you **submit** your request, you will receive an email and any further additional information added using the **send** button will trigger an update email, containing the ‘CS’ case ticket number of your request.

11. Short Courses – Timetabling Request Form

The online form FoM Short Courses – Timetabling Request Form - ASK Imperial is intended for **course administrators**, **course leads** or **teaching coordinators** to submit timetabling requests related to **Short Course** teaching events via the CELCAT system.

Use the form to request any of the following:

- **Creation** of new FoM Short Courses teaching events
- **Cancellation** or **amendment** of existing FoM Short Course teaching events
- An **up-to-date teaching schedule** for a Short Course
- Submit timetabling data collection form(s)

Please ensure all required fields are completed accurately to avoid delays in processing your request. Fields marked with an asterisk (*) are **required**.

11.1 Initial details capture – figure 1

On behalf of:
Select whether you are submitting this request:

- **Myself** - if you are the person making the request (default).
- **Someone else** - if you are submitting the request on behalf of another staff member. You will be asked to provide details.

*** Role / Position:**
Select the role that best describes your current position from the dropdown list:

- **Course Administrator** - Administrative staff responsible for supporting the delivery of the course.
- **Course Lead** - Academic lead for the course, typically a module, domain or topic lead.
- **Teaching Coordinator** - Administrative staff usually based at clinical sites and responsible for placements - not applicable for Phase 1.
- **Please specify any additional information in the box below** – Select this option if your role does not exactly match one of the listed options. Provide further details in the additional information section.

Tip: Selecting '-- None --' will prevent the form from being submitted. Choose an appropriate option.

*** What would you like to request?**
Select the type of timetabling request you are submitting. Options include:

- **Creation of new FoM Short Courses teaching event(s):**
  Choose this if you need to add a new lecture, seminar, or other teaching session that is not currently in the timetable.
- **Cancellation or amendment of existing teaching event(s):**
  Choose this if you need to delete or change an already scheduled teaching session — such as the time, location, or room.
- **Request for an up-to-date teaching schedule(s):**
  Select this if you only need to view the current teaching schedule for a Short Course.
- **Submit timetabling data collection form(s)** (termly timetabling process only).

Tip: Only select one option per request. If you need to make multiple types of requests, please submit separate forms for each teaching request type.

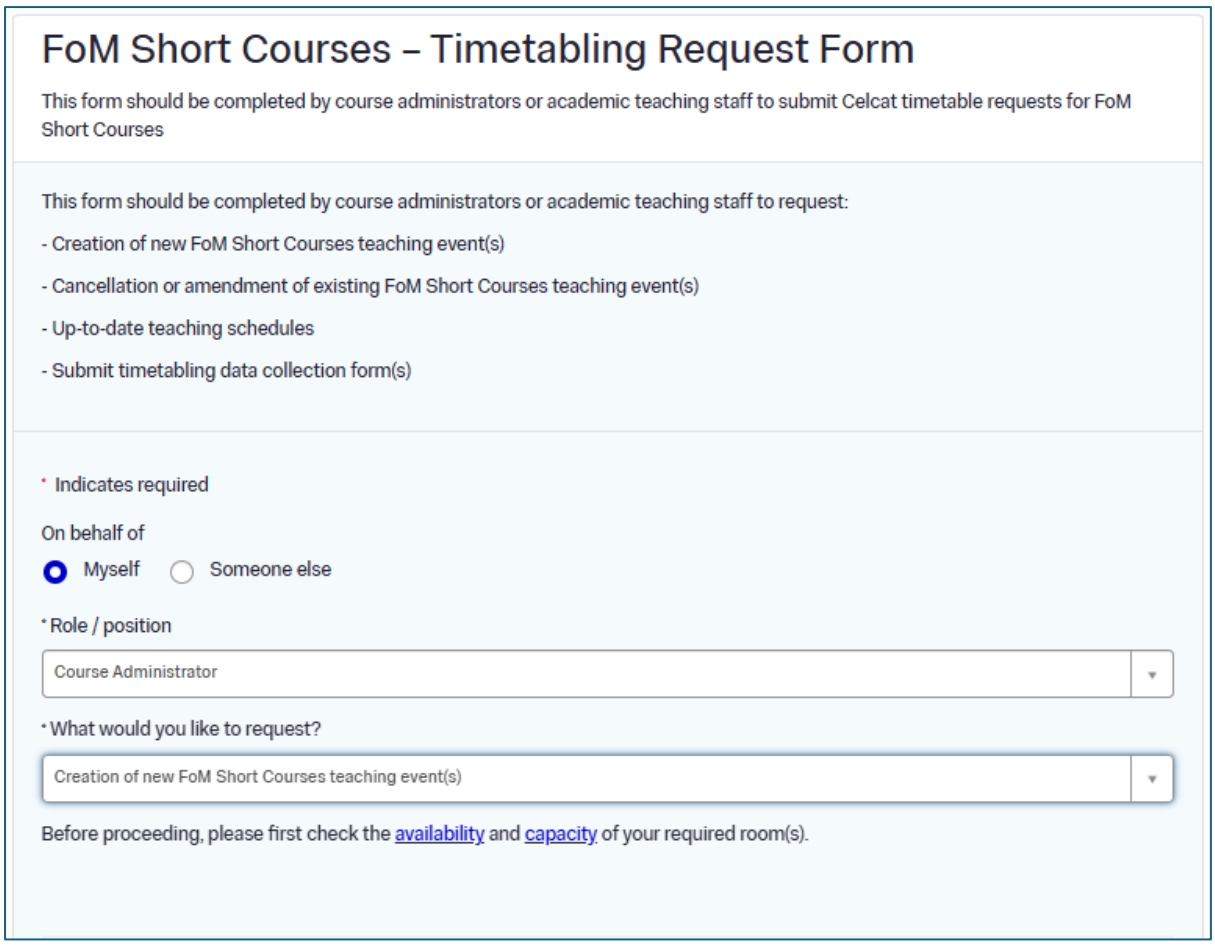


Figure 1 - On behalf of, Role and Request

11.2 Create new teaching event(s) – figures 2-7

Having selected to 'Create new teaching event(s)' in figure 1, you will be asked before you proceed, to follow these steps:

1. **Check Room Availability and Capacity**
   Before proceeding you should ensure that the room(s) you require for your event are available using CELCAT Calendar and have the necessary capacity Rooms Information

2. **Click "Add" to submit single or multiple requests**
   After verifying the room details, click on the **Add** button to submit a request for one or multiple teaching events.

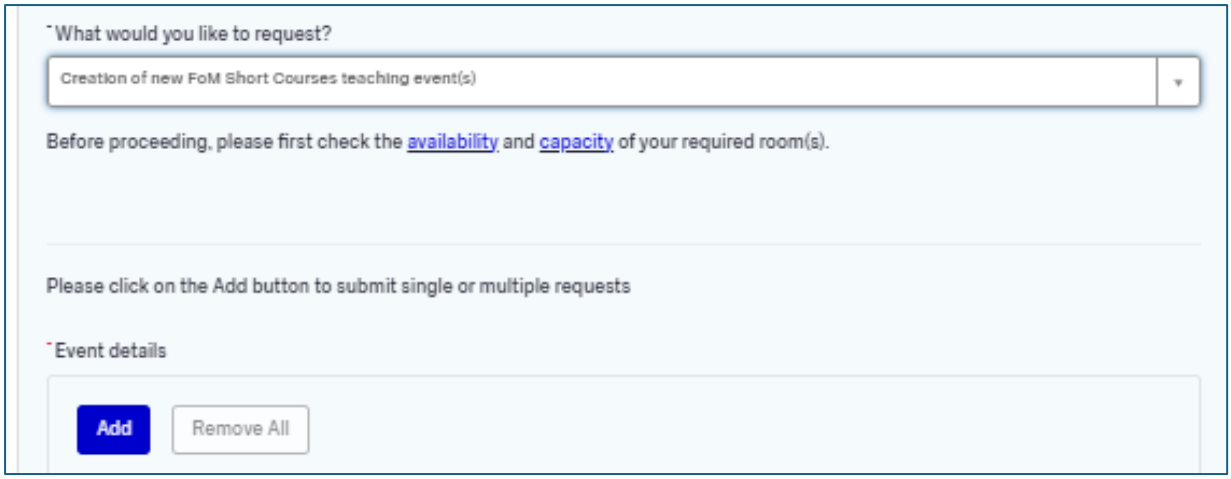


Figure 2 - Create new teaching event(s)

3. *** Add Room Location (Campus)**

Please note that the Faculty of Medicine can use WCMUH level 12 spaces on Wednesdays PM and Thursdays and Fridays all day. The partition wall between in WCMUH 1202 and WCMUH 1203 is self-service. Please watch Room Moveable Partitions video on how to operate the partition wall.

Choose an option:

- Charing Cross
- Chelsea and Westminster
- Hammersmith
- South Kensington
- St Mary's
- White City
- Remote Room (Live online events)
- No room required (Guided Independent study events)

Tip: Selecting '-- None --' will prevent the form from being submitted. Choose an appropriate option.

4. *** Select a Room Name** (from the drop-down list).
5. *** The partition walls are closed as default.** If you selected a room with partition walls, please indicate if the partitions should be open for this teaching session.
6. ***Select a Teaching event category** (from the drop-down list).
7. ***Select the course year for the teaching schedule** (from the drop-down list).
8. *** Select a Banner/CELCAT module code** (from the drop-down list).
9. *** Add a Student Group** (if applicable).
10. *** Select a CELCAT Team(s)** (from the drop-down list).
11. *** Select the event date** (format DD/MM/YYYY) from the calendar.
12. *** Add the start time of the event** (HH: MM 24 hr format).
13. *** Add the end time of the event** (HH: MM 24 hr format).
14. *** State the rationale for your request** (a brief explanation for the request).
15. When all required sections are completed, click on the **Add** button**.**

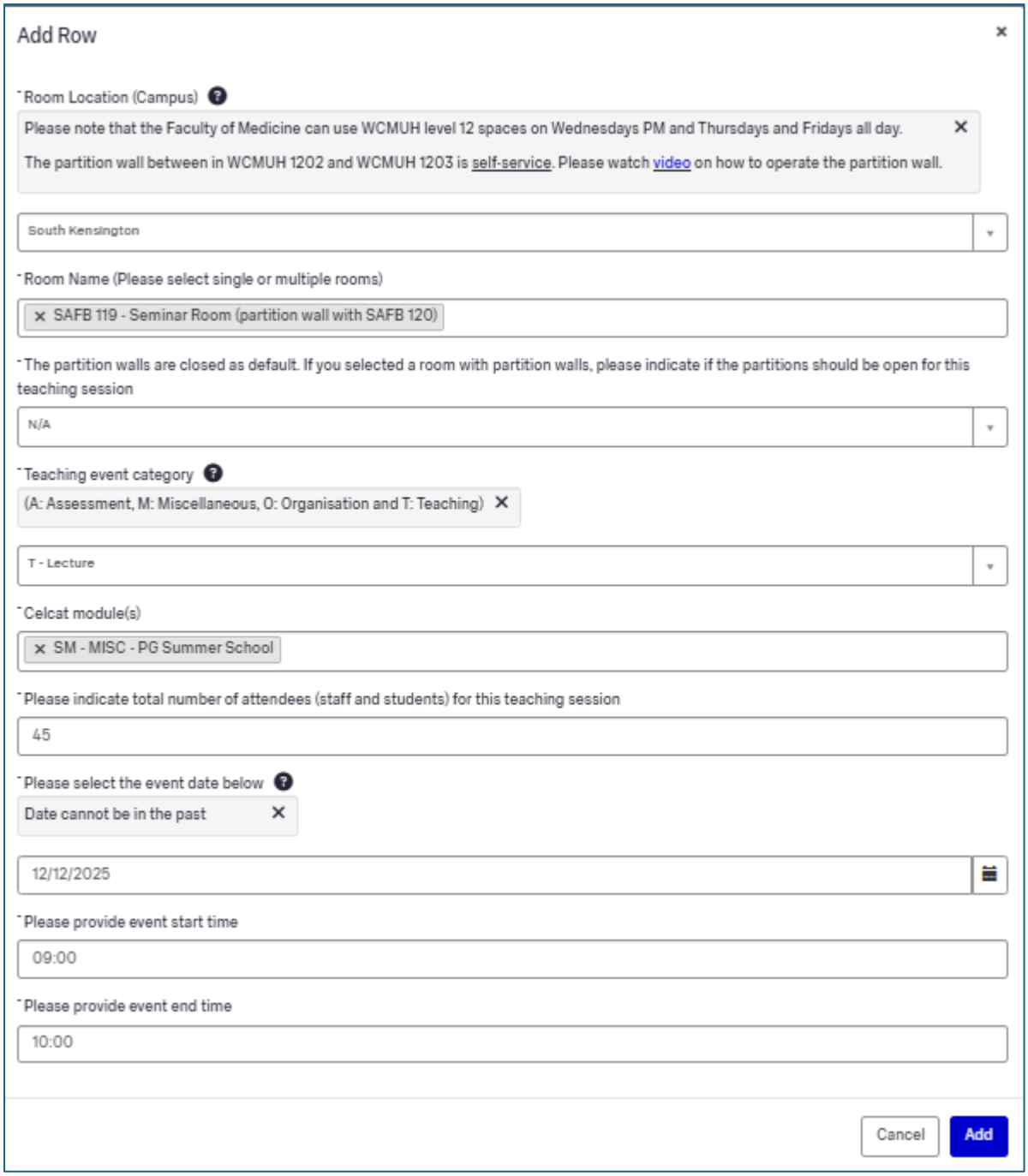


Figure 3 - Adding event details

Tip: You can add multiple requests. To add multiple requests, select the **Add** button and you will repeat the cycle above for each request.

Once all requests have been added you will be prompted to confirm that you have checked the room availability via CELCAT Calendar and the room capacity on the FEO timetabling website and the number of attendees to not exceed the capacity of the required rooms(s). You can also add any attachments at this point.

16. After completing this section choose the **Submit** button to submit your request.

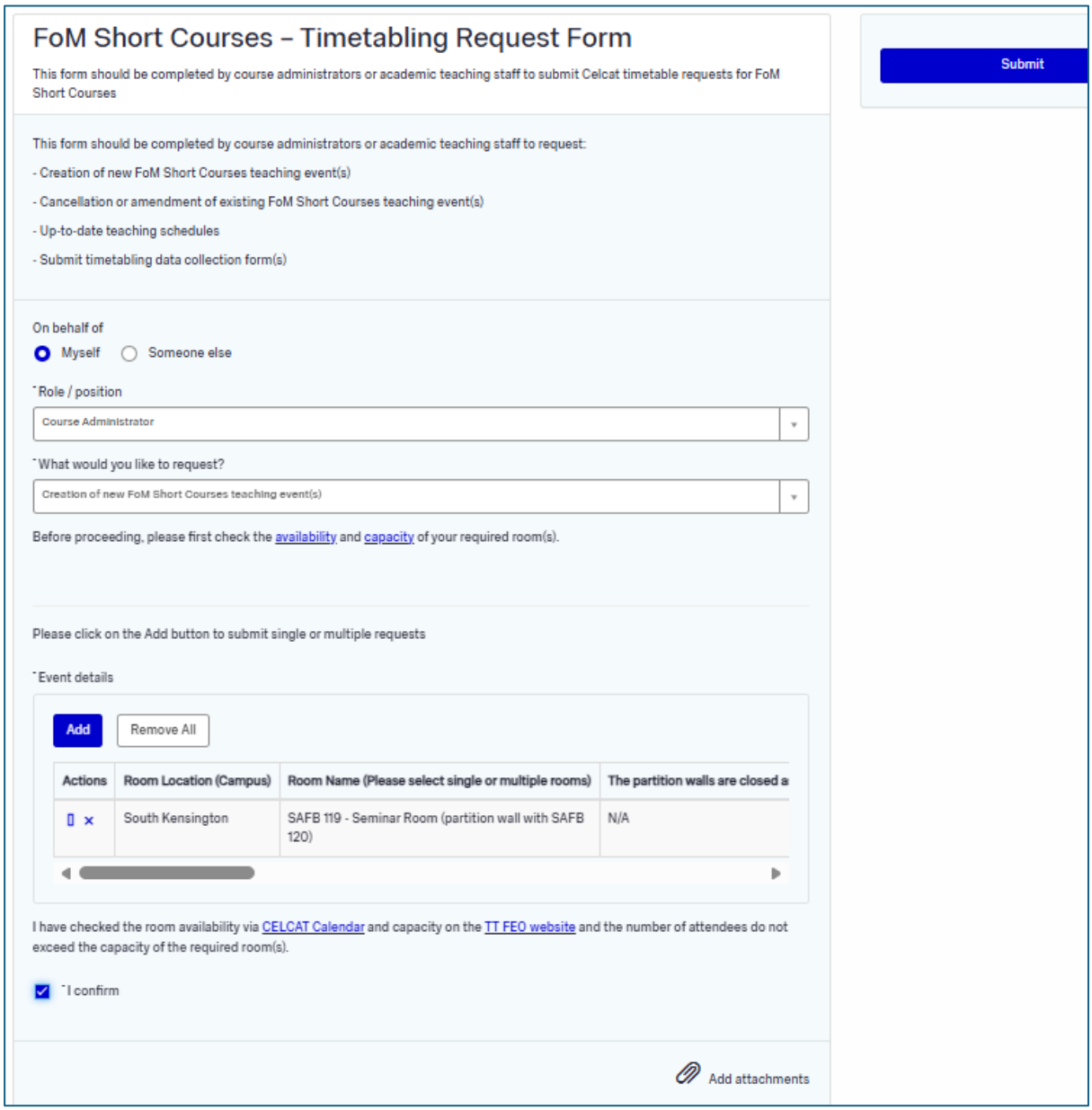


Figure 4 – Submit request

Once you have submitted your request you will be provided with a summary and your request will be allocated a 'CS' case ticket number (see top left and bottom left of the next screen, figure 5). At this point you can add any additional information about your request.

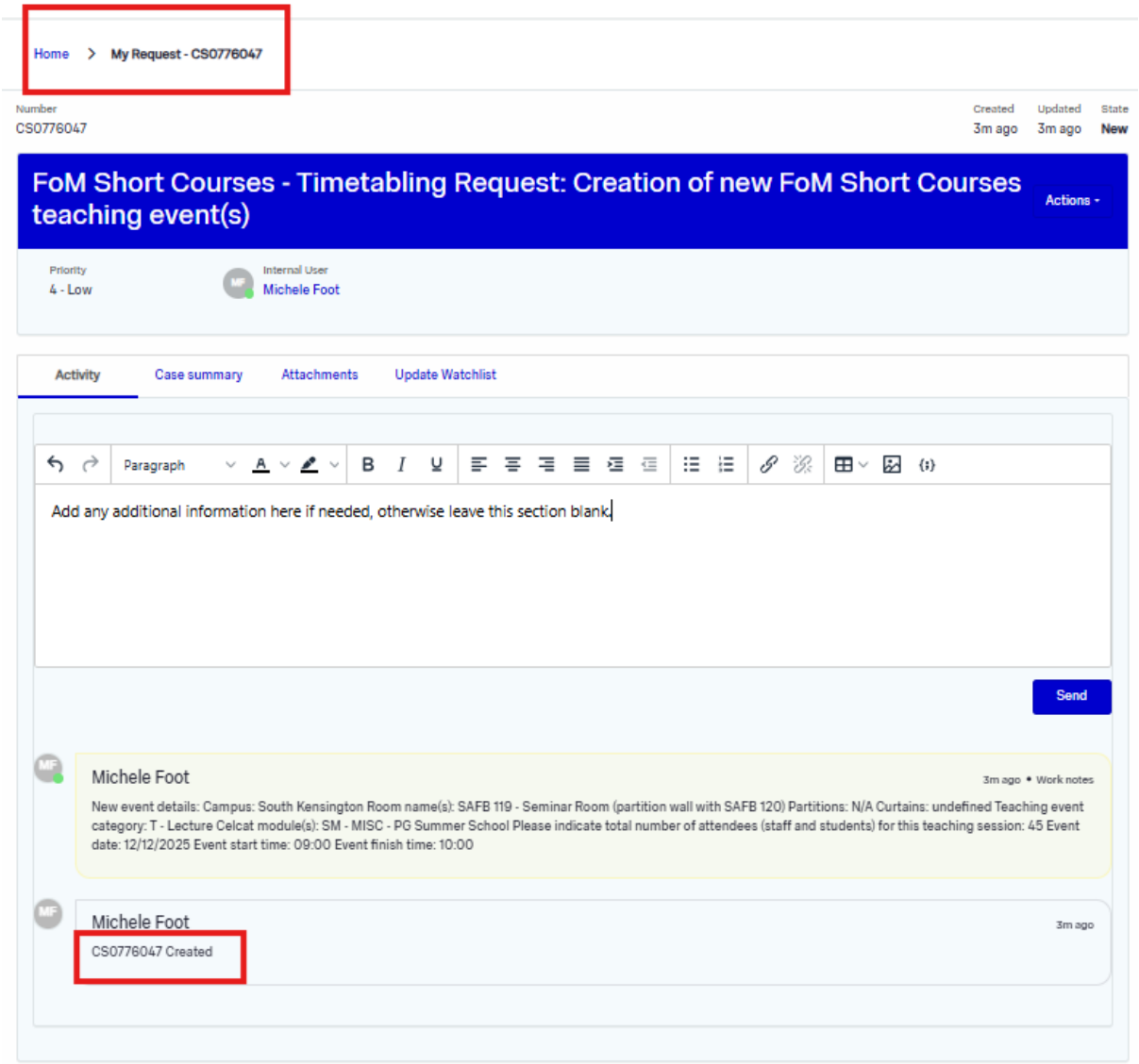


Figure 5 – Confirmation of request submitted

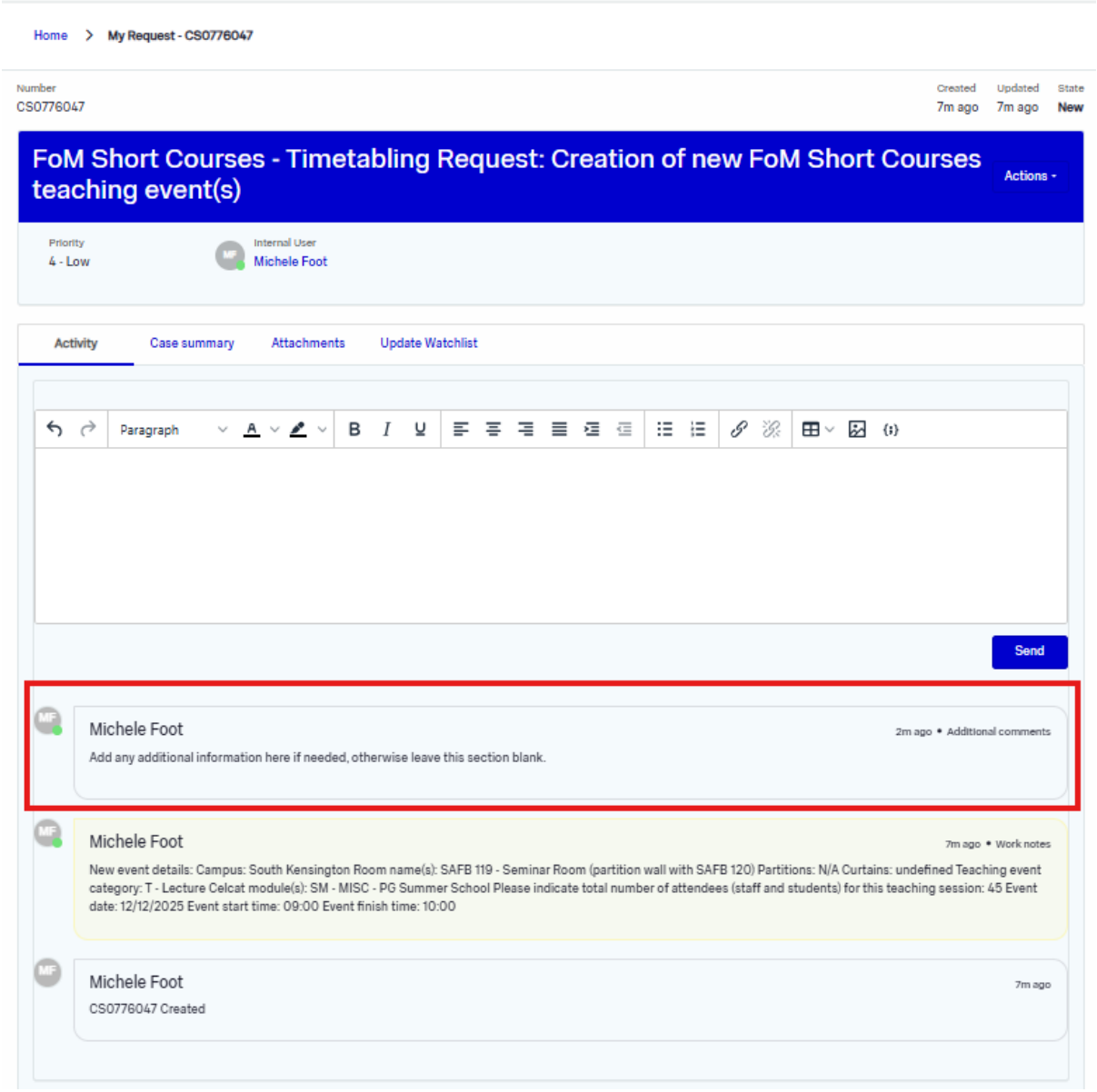


Figure 6 – Adding additional info (if needed)

17. The next step is to select the **Send** button. This updates your request with any additional information submitted (see “Additional comments”).

When you **submit** your request, you will receive an email and any further additional information added using the **send** button will trigger an update email, containing the ‘CS’ case ticket number of your request.

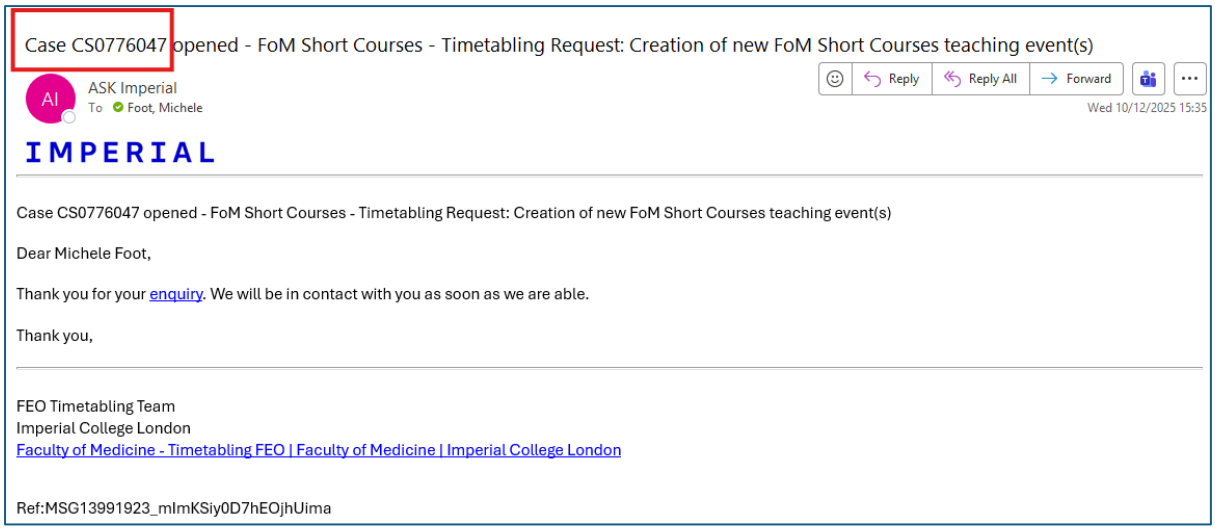


Figure 7 – Confirmation of request submitted with the 'CS' ticket case number

11.3 Cancellation or amendment of existing teaching event(s)

If selecting to cancel or amend an existing teaching event(s), before proceeding with your amendment request, you will be asked to check that is possible using CELCAT Calendar.

11.3.1 Cancelling an existing teaching event – figure 8

- State the CELCAT event id(s) of the event(s) you wish to delete and include other information [i.e. session title(s), date(s), time(s) (HH:MM)]. Use CELCAT Calendar to find the session event ID.
- You will be prompted to state the rationale for your request, **confirm** that you have carefully checked the details provided and add any attachments then select the **Submit** button.

Note: Delete means to remove the event(s) from CELCAT and De-room means to remove the room from the event(s) and keep the event(s) in CELCAT.

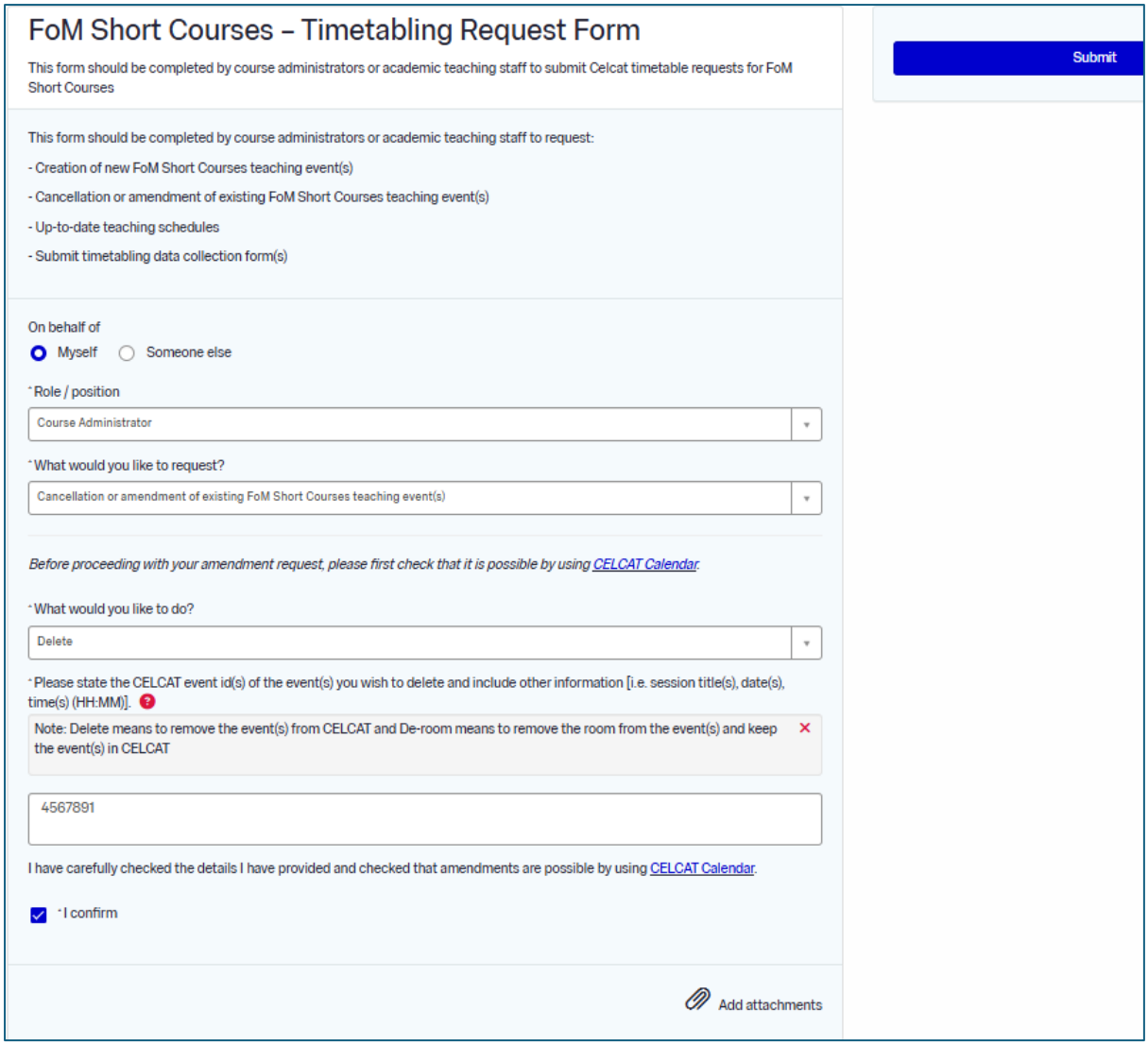


Figure 8 – Deleting an event

Once you have submitted your request you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of figure 5 above). At this point you can add any additional information about your request (see figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

11.3.2 Amend an existing teaching event – figure 9

- State the CELCAT event id(s) of the event(s) you wish to amend and include other information [i.e. session title(s), date(s), time(s) (HH:MM)]. Use CELCAT Calendar to find the session event ID.
- You will be prompted to state the rationale for your request, **confirm** that you have carefully checked the details provided and add any attachments then select the **Submit** button.

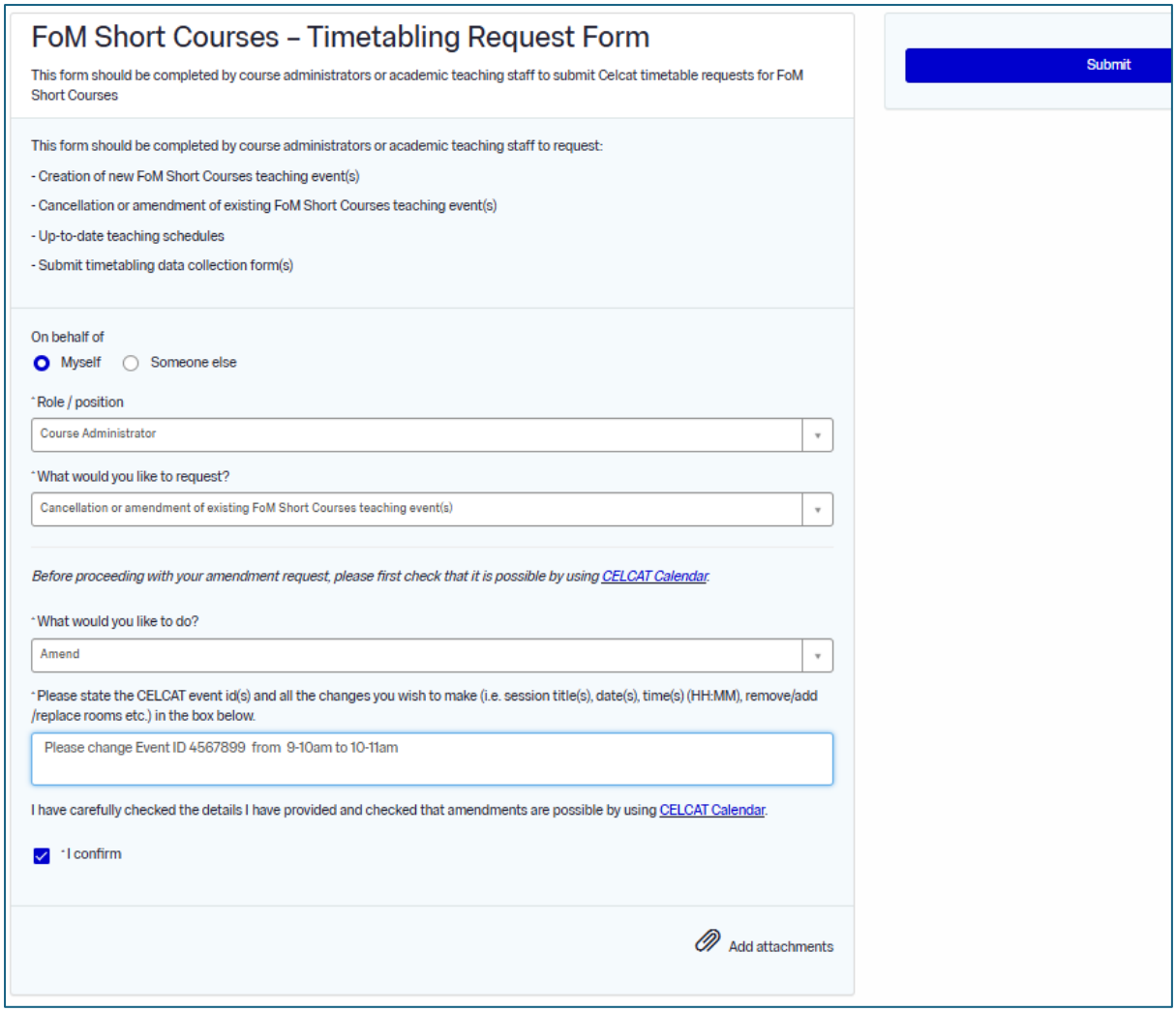


Figure 9 – Amending an event

Once you have submitted your request you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of figure 5 above). At this point you can add any additional information about your request (figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

11.4 Request up-to-date teaching schedule(s) – figure 10

- Complete this form for an up-to-date teaching schedule for a phase 1 module, by selecting a Banner code from the drop-down list.
- You will be prompted to **submit** your request.

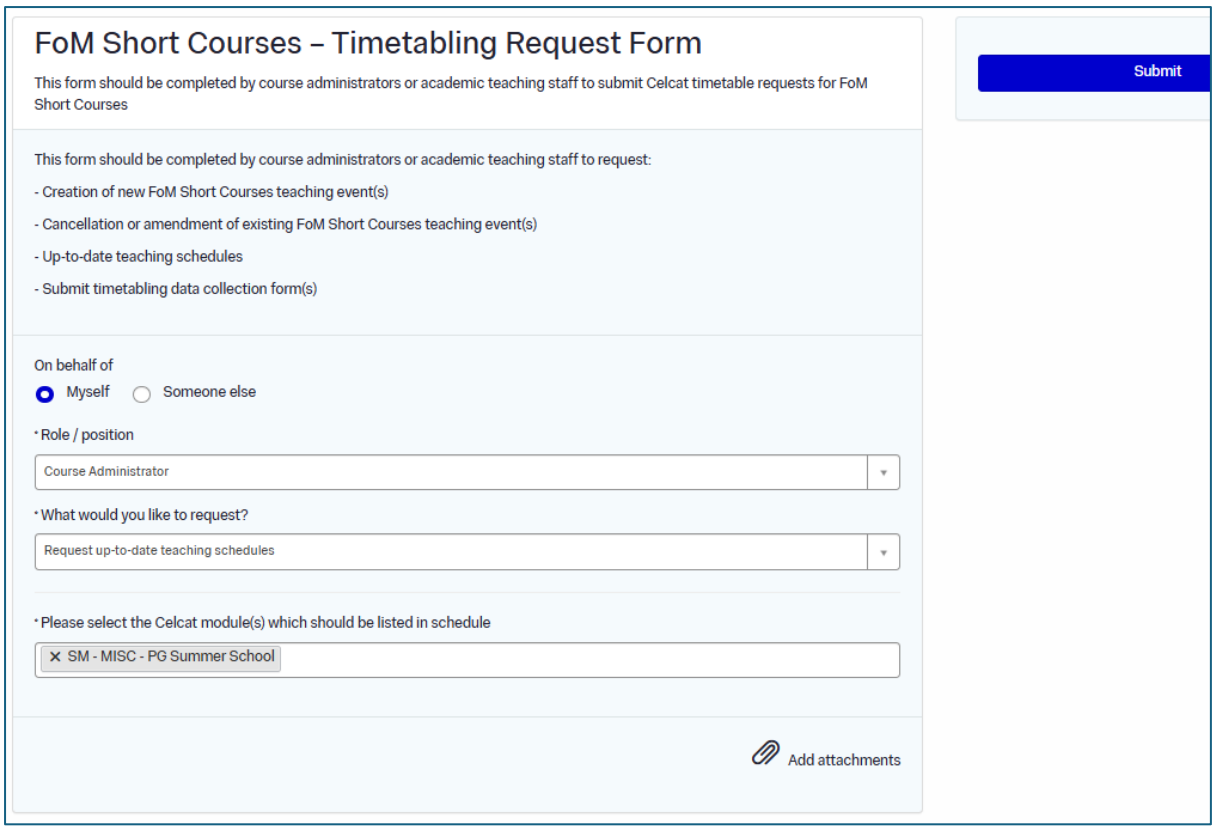


Figure 10 – Request up-to-date teaching schedule

Once you have submitted your request you will be provided with a summary, and your request will be allocated a 'CS' ticket case number (see top left and bottom left of figure 5 above). At this point you can add any additional information about your request (see figure 6), then after choosing the **Send** button you will be sent an email confirming your requests (and any further updates).

11.5 Submit timetabling data collection form(s) – termly process only – figure 11

Having selected to 'Submit timetabling data collection form(s)' in figure 11, you will be asked before you proceed, to follow use the free text box to provide any additional information about your timetabling data collection form(s). You will also be prompted to add the data collection forms following the '**add attachments'** button. Once you have selected to add an attachment(s), it will be displayed on the form the attachment(s)

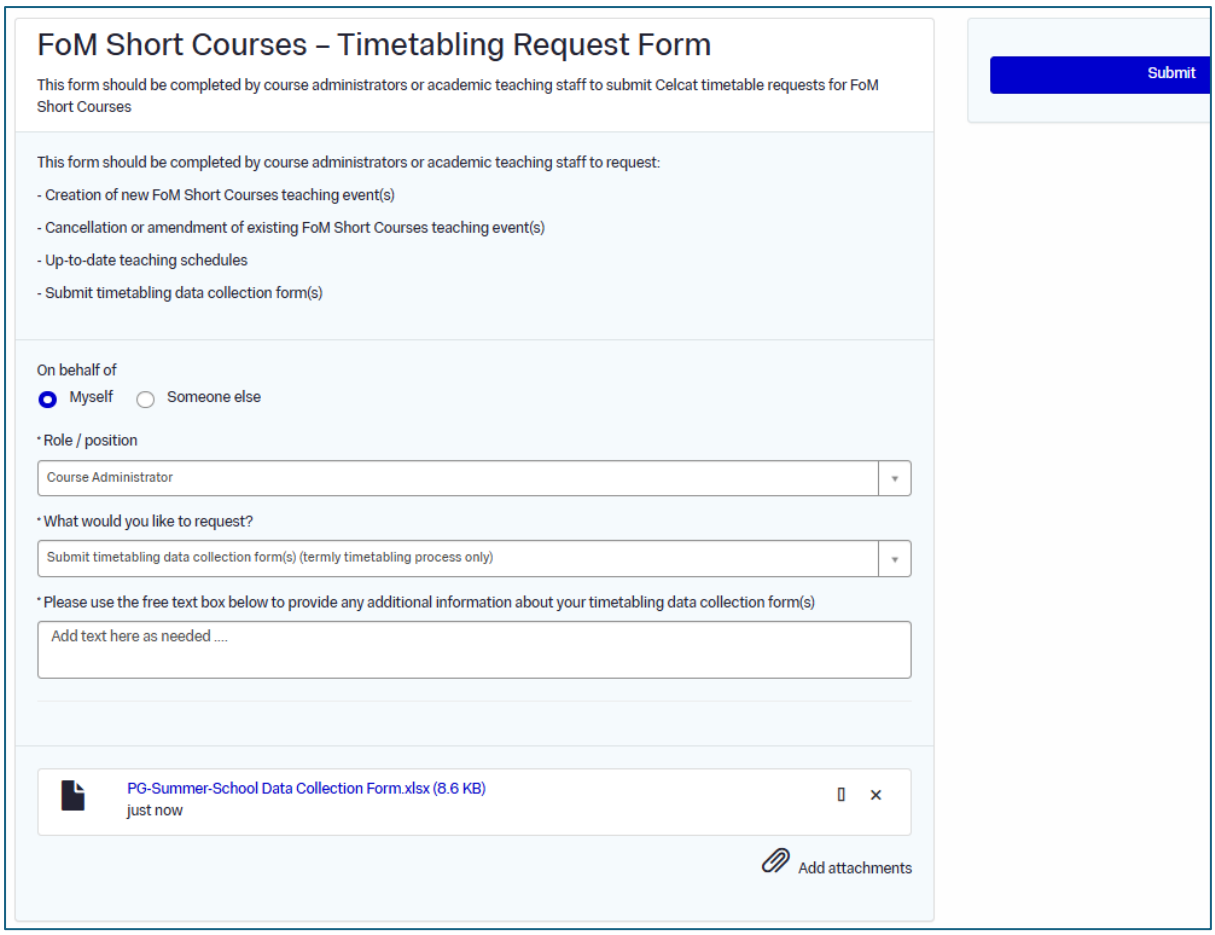


Figure 11 – Request up-to-date teaching schedule

Once you have submitted your request you will be provided with a summary and your request will be allocated a 'CS' case ticket number (see top left and bottom left of the next screen, figure 12). At this point you can add any additional information about your request.

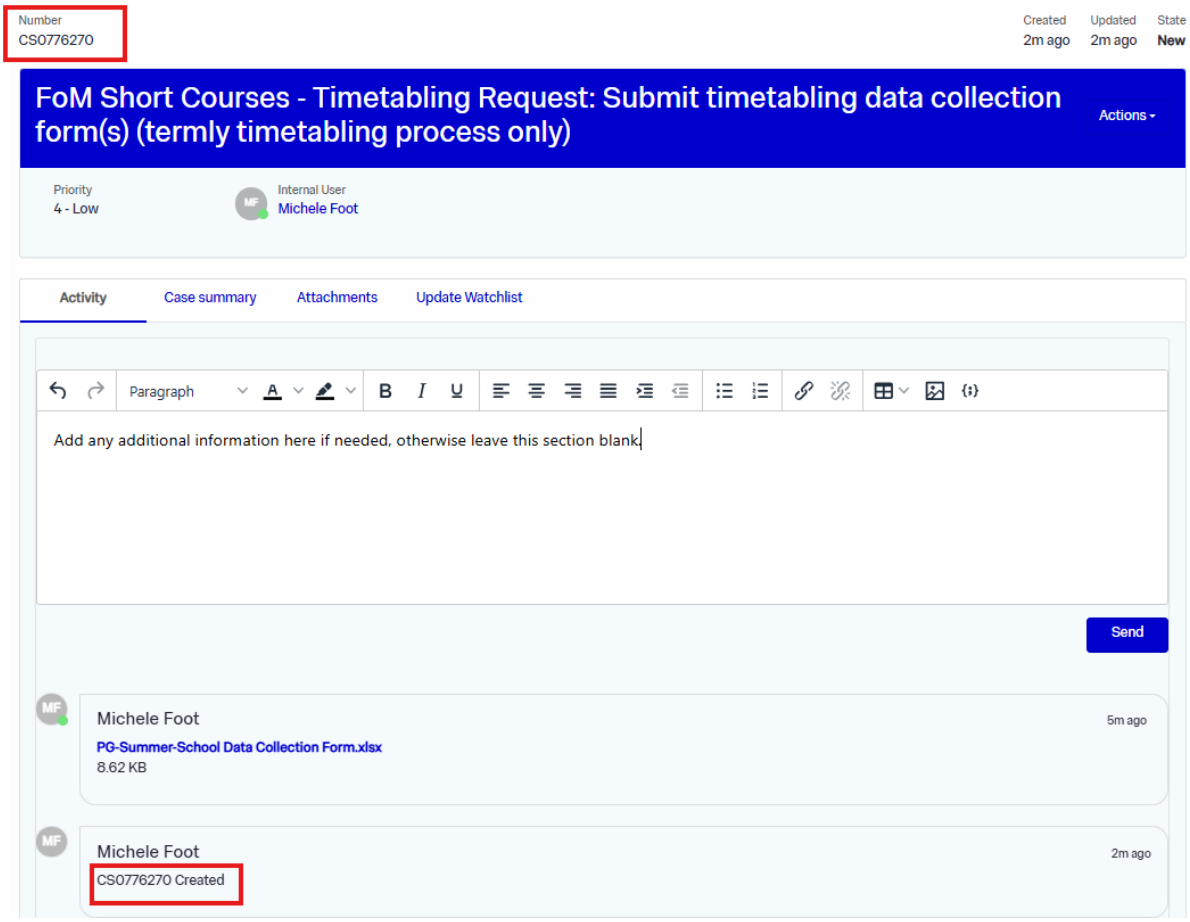


Figure 12 – Confirmation of request submitted

The next step is to select the **Send** button. This updates your request with any additional information submitted (see "Additional comments").

When you **submit** your request, you will receive an email and any further additional information added using the **send** button will trigger an update email, containing the 'CS' case ticket number of your request.

12. ASK Terminology

Case tickets ('CS' numbers) are used in customer service (ICT and non-ICT) to communicate with the customers and discuss their requirements (there may be a back-and-forth email exchange).

13. For queries and help

For any queries or help using this guide, please contact the Faculty of Medicine Timetabling Team.