

## **Scope of Service Agreement**

### **Faculty of Medicine Timetabling and Room Booking**

This document sets out the scope and level of service provided to staff and students by the Faculty of Medicine Timetabling team in relation to Medicine timetabling activities and the central room booking account.

#### **A. What you can expect from our team**

1. All requests will be dealt with / forwarded to the relevant team within 48 hours of receipt and within office hours (09.00 – 17.00, Monday to Friday) (please note that during busier times and for lengthier, non-urgent requests, this may increase to 72 hours)
2. Requests of a genuinely urgent nature (i.e. same-day) will be treated as high-priority (as per section 'B', we ask that these are minimised insofar as possible)
3. Requests sent to named room booking individuals outside of the annual timetabling window will be forwarded to Room book FEO ([roombook.feo@imperial.ac.uk](mailto:roombook.feo@imperial.ac.uk)) and dealt with / referred accordingly as per sections 'C' and 'D'

#### **B. What we ask of users**

1. Requests (see section 'C' for details of those that we process) are sent using the relevant form only (see section 'C' – 'room-specific details or exceptions' for any exceptions to this requirement). While we will advise availability to any individual that contacts us by phone / visits in person, we shall require the request to come in electronically via the relevant form before we are able to process it
2. Requests are planned in advance and submitted in a timely fashion
3. Same-day requests are avoided as we cannot guarantee the processing of these
4. In the event of a genuinely urgent request (i.e. same-day) individuals send a follow-up email to Room book FEO ([roombook.feo@imperial.ac.uk](mailto:roombook.feo@imperial.ac.uk)) stating "urgent" in the subject line after submitting a request via the form in order to ensure that the matter is brought to our attention. Users should not email directly in any other case. Please note that such requests for the next day should reach us no later than 16.00
5. Requests for a booking / related set of bookings are received via one individual (insofar as possible)
6. Room users adhere to the following rules when using shared college space as per space sharing policy:
  - a) Respect adjacent working areas and spaces when arriving and departing, especially with regard to noise levels
  - b) Return to default configuration as indicated in the local room instructions
  - c) Removal of papers, used flip chart pages, and other physical materials
  - d) Cleaning of whiteboards, chalkboards, and reset of AV equipment
  - e) Removal of any and all food and drink (and associated packaging) wherever food and drink is permitted as defined in local room instructions
  - f) Reporting of any operational issues with rooms (incl. spillages, equipment faults etc.) to the designated support team as identified in the local room instructions
  - g) Reporting of any long term impairment (incl. damage to room or equipment) to the Room Steward as defined in local room instructions

#### **C. Requests that we process**

1. Core, timetabled teaching (i.e. teaching that fulfils students' curriculum requirements for any MBBS, BMS or PG course)

2. Restricted student bookings to facilitate extra-curricular learning including OSCE revision (restrictions are detailed in the 'student room booking form')
3. All internal activities for FEO staff
4. Short courses run by Medicine
5. Maintenance bookings in all rooms managed by Medicine

Room-specific exceptions:

6. CXRB PBL rooms - advance-only bookings for teaching
7. SAFB 127 board room - high level meetings and FEO internal activities only (bookings only until the end of the current academic year)
8. SMPW Comm Skills - bookings for teaching in the next academic year only (for bookings in the current academic year, see section 'D')

**D. Requests that we refer**

- All meetings inclusive of (but not limited to) lab, research, journal, departmental / sectional, teaching and PhD related (to Med Rooms and Catering: [medroomsandcatering@imperial.ac.uk](mailto:medroomsandcatering@imperial.ac.uk))
- Student society bookings (to Student Activities: [activities@ic.ac.uk](mailto:activities@ic.ac.uk))
- Conferences and events and externally led activity requests (to Conference and Events: [conferenceandevents@imperial.ac.uk](mailto:conferenceandevents@imperial.ac.uk))
- CXRB PBL rooms for meetings and ALL same-day requests (to CX Library issue desk: [cxissuedesk@imperial.ac.uk](mailto:cxissuedesk@imperial.ac.uk))
- SMPW Comm Skills rooms (to Steve Marchington: [s.marchington@imperial.ac.uk](mailto:s.marchington@imperial.ac.uk))
- The HM CWB labs for any purpose (to Teaching Lab manager: [tlmanager@imperial.ac.uk](mailto:tlmanager@imperial.ac.uk))
- SAFB 112 and 113 for all meeting types (non-recurring) (to the following form: <https://imperialmed.wufoo.eu/forms/staff-room-booking-request-form-safb-112-and-113/>)

**E. Queries and Feedback**

Should you have any queries in relation to any points raised in this document, please email the Faculty of Medicine Timetabling team ([roombook.feo@imperial.ac.uk](mailto:roombook.feo@imperial.ac.uk)).

**Faculty of Medicine Timetabling team**

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