Scope of Service Agreement
Faculty of Medicine Timetabling Team

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 timetabling 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 a stream lead will be forwarded to the Timetabling Team (timetabling.feo@imperial.ac.uk) and dealt with/referred accordingly as per sections 'B' and 'C'.

B. Requests that we process

1. Core, timetabled teaching (i.e. teaching that fulfils students' curriculum requirements for any MBBS or PG course).
2. Maintenance bookings in all rooms centrally managed by the Timetabling FEO team.

C. Requests that we refer

1. Core, timetabled teaching (i.e. teaching that fulfils students' curriculum requirements for any BMB course (Years 1 and 2 to feo.bmb@imperial.ac.uk and Year 3 to feo.bmb@imperial.ac.uk)
2. All Imperial College staff's meetings inclusive of (but not limited to) lab, research, journal, departmental/sectional, non-core teaching and PhD related (to Rooms and Catering Administrator: roomsandcatering@imperial.ac.uk)
3. Student society bookings (to Student Activities: activities@ic.ac.uk)
4. Conferences and events and externally led activity requests (to Conference and Events: conferenceandevents@imperial.ac.uk)
5. CXRB PBL rooms for students to use and ALL students' same-day requests (to CX Library issue desk: cxissuedesk@imperial.ac.uk)
6. The HM CWB labs for any purpose (to Teaching Lab manager: tlmanager@imperial.ac.uk)
7. Internal activities for FEO staff (to Rooms and Catering Administrator: roomsandcatering@imperial.ac.uk

D. What we ask of users

1. Requests (see section 'B' for details of those that we process) are sent using the relevant form only.
2. Requests are planned in advance and submitted in a timely fashion.
3. Same-day requests should be 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 the Timetabling Team (timetabling.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 set of teaching events are received via one individual.
6. Room users adhere to the following rules when using shared college space as per College space sharing policy:
   a) Respect adjacent working areas and spaces when arriving and departing
   b) Return to default configuration as indicated in the local room instructions
   c) Leave rooms as you found them, in a tidy state.
   d) Reporting of any operational issues with rooms (incl. spillages, equipment faults etc.) to the designated support team as identified in the local room instructions
   e) Reporting of any long-term impairment (including damage to room or equipment) to the Room Steward as defined in local room instructions

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 (timetabling.feo@imperial.ac.uk).

Faculty of Medicine Timetabling team

July 2025 (this document is subject to regular review)