



University of Glasgow | College of Medical,
Veterinary & Life Sciences



Greater Glasgow
and Clyde



Teaching and Learning Centre
Booking Protocol

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1. Background

The Teaching and Learning Centre at the South Glasgow University Hospitals Campus is a joint initiative between NHS Greater Glasgow & Clyde (NHSGGC) and the University of Glasgow (UoG). The Centre represents a £25million investment to provide a training environment for the UoG's College of Medical, Veterinary & Life Sciences (MLVS) and all NHS staff. Within the Centre, floors 0-2 house a 500 seat lecture theatre, large training rooms, standard training rooms, small training rooms, a clinical skills suite comprising of a 12 bedded clinical skills area and 3 interview rooms, teaching laboratory, resuscitation rooms, IT cluster training rooms, library, eResource space, large wireless café area, conference room and video-conference facility. The top floor houses the Stratified Medicine Scotland Innovation Centre (SMS-IC) and a number of Incubator Units in an Industry Innovation space.

This Booking Protocol aims to meet the needs of both organisations and those of SMS-IC and any tenants based on the top floor, including University of Glasgow research and business partners thus ensuring the smooth operation of the Centre.

2. Protocol Objectives

The protocol for the management of teaching space is aligned to NHSGGC existing booking policies and UoG's Space Management Policy, with the objective of supporting optimum utilisation.

The objectives of the protocol are:

- To ensure that all stakeholders have fair access to facilities within the Centre during core operational hours
- To support teaching staff, students and external customers who require to book and deliver lectures and training within the Centre
- To contribute to the creation and production of the UoG's teaching timetables
- To provide up to date, accurate timetables and room booking information for staff and students
- To provide management information to inform space planning thus optimising appropriate utilisation of the Centre
- To provide a unified approach to scheduling and room booking using a single booking system
- To enhance the student / learner experience and to support the delivery of a high quality learning and teaching environment utilising available resources
- To ensure that staff and students are taught in the most appropriate teaching accommodation
- To create a learning and working environment which fosters good relations, promotes respect for all, and is free from discrimination and unfair treatment, in line with both organisations' commitment to promote equality in all its activities

NHSGGC:

www.equalitiesinhealth.org/public_html/equality_scheme.html

UoG:

www.gla.ac.uk/services/humanresources/equalitydiversity/policy/equalitypolicy/

The use of the Centre's facilities by external bodies will be supported, provided this is compatible with both organisations' strategies and will not take priority over core learning and teaching or research activities.



3. Guidance on the Use of the Teaching and Learning Centre Space

3.1 Definitions of the Teaching and Learning Centre Space:

All rooms will be bookable using the Centre's electronic booking system. Some rooms will have limited open booking due to planned teaching activity. The primary usage will be for teaching activities which includes undergraduate examinations. However, non-teaching activities, such as other professional examinations and commercial activities are also welcome. The following is a list of available rooms with capacity shown for ease of reference.

	No. of rooms	Capacity
Lecture Theatre	1	500
Extra Large Teaching / Training Room	1*	72
* A second Extra Large Teaching /Training Room can be created	1	70
Large Teaching /Training Room	7	40
Medium Teaching /Training Room	7	15
Small Teaching /Training Room	2	12
Teaching Laboratory	1	40
Resuscitation Rooms	3	15
IT Cluster Training Rooms	2	21

3.2 Hours of Operation

The core operating hours for the Centre are Monday to Friday 08:00 to 20:00 however the Centre will be accessible to site based staff out with these core hours for use of the Library and eResource Centre and other areas as determined by planned bookings both internally and externally.

Outside of normal working hours, access to the 3rd floor will be possible for SMS-IC and any tenant organisations based in the incubator space.

3.3 Centre Support for the Teaching and Learning Centre

The Centre's electronic booking system will be the only route for managing requests for rooms and the Centre Manager will oversee bookings.

Audio Visual-IT Services will manage the AV-IT equipment within the Teaching and Learning Centre.

The NHSGGC Facilities team will be responsible for managing domestic and catering services within the Teaching and Learning Centre.

The NHSGGC Facilities team will manage the building and maintain quality standards in line with current NHSGGC Estates standards.



4. Guidance on Internal Booking of the Teaching and Learning Centre Space

4.1 Principles and Priorities for Allocating Teaching Rooms in the Centre

The room utilisation of the Centre, for both organisations, will be reviewed on an annual basis. All teaching sessions including undergraduate examinations will take priority. Bookings for other professional examinations and staff inductions will also be prioritised ahead of non-teaching activities. In certain circumstances, the Centre Manager will reserve the right to re-allocate bookings to a more suitably sized room, to support the model for utilising space appropriately. During core working hours, users from both organisations will not incur charges for the managed space.

4.2 Priorities for Bookings

1. Teaching, training and development activity – defined as core timetabled teaching, clinical skills teaching and mandatory induction and training and examination requirements.
2. Research-related activity - defined as activity such as workshops, seminars and meetings required by staff from either organisation and related to the progression of their research aims and objectives. SMS-IC and tenants of the 3rd floor incubator space, will be able to book rooms through MVLS Corporate Business contracts, subject to approval where the activity is related to the progression of their research aims and objectives in collaboration with the University.
3. Organisation specific events – defined as conferences, exhibitions, presentations, staff sessions and student meetings which are required on a one-off or ad hoc basis.
4. External users – defined as any organisation other than UoG, NHS GG&C, SMS-IC or the tenants that are based in the incubator space.

4.3 How to Make a Booking

An electronic booking system is being developed for the Centre. Core timetabled teaching, clinical skills teaching, mandatory training and induction requests will be requested by nominated super users (Appendix 1). SMS-IC will book rooms through UoG staff. Details on all other booking requests will be published in spring 2015.

4.4 Cancellations of Bookings

In the event that the room booking requires to be cancelled, the user must initially notify the Centre staff by telephone, followed up by an email, as early as possible. Failure to notify the Centre of a room cancellation from an external user may incur charges.

4.5 Booking Anomalies

In some circumstances, teaching events may be scheduled in the Centre outside the UoG core teaching hours, provided advance agreement has been reached with the UoG.

4.6 Teaching and Learning Space – Library and eResource Centre

The bookable space in the Library and eResource Centre (LeRC) are the PC room and the 2 small training rooms. These rooms may only be booked when there is no other space available in the Centre and they have no planned teaching activities. Bookings must first be agreed with the Centre Manager and then booked via the electronic system. The bookable space within the LeRC can be used for any purpose that supports the progression of best practice in patient care. This includes learning and education activities, however excludes meetings at this time. The bookable space along with all the other spaces within the LeRC can be used on an ad hoc/ drop in basis, if rooms are not required for core teaching and training at that particular time.

The library's core staffed hours are 09:00 – 17:00, with access via swipe card out with these hours.



5. Guidance on External Booking of the Teaching and Learning Centre Space

5.1 External Bookings

- External bookings are defined as those made by organisations other than NHSGGC and UoG, SMS-IC or any tenants in the 3rd floor incubator space
- The use of the Centre rooms and facilities by external bodies must be compatible with both organisations' strategic aims, and their policies. Appendix 2 provides details of the external booking policy and the conditions of hire
- All bookings of the Centre requested by external organisations will be chargeable. Reduced fees or fee waivers may be considered at time of booking for non-profit organisations
- All external bookings must be made through the Centre Manager
- The Centre Manager is responsible for marketing and bookings from external organisations
- The use of external catering is not permitted within the Centre without prior agreement from the Centre Manager. All catering will be provided from the NHS Facilities Directorate Catering packages. Details of packages are available from the Centre team
- The Centre will only be available for external business at times when the internal timetable permits
- No changes will be made to the University or NHS teaching timetables to accommodate external use

6. Guidance on Responsibilities

6.1 Responsibilities of Centre Manager

- Maintain quality standards within the Teaching and Learning Centre
- Marketing and Liaison with external businesses including income generation
- Manage budgets and centre staff
- Provide clear advice on room usage and fabric maintenance, and appropriate systems to support all reported problems
- Commission a quarterly space audit and collate space utilisation statistics
- Utilise space audit and statistical data to promote space use efficiency
- Ensure rooms are set up in accordance with details listed and confirmed on completed booking form
- Mediate and resolve any booking disputes
- Resolve difficulties between occupants or users

6.2 Responsibilities of Super Users

- Ensure course dates are submitted prior to the annual booking deadline
- Create timetabled events, room types & requirements, size
- Complete and submit electronic booking form
- Await confirmation of room booking
- Advertise own events
- Ensure numbers do not exceed the published seating capacity of the room in line with Health and Safety regulations



6.3 Responsibilities of all Booking Teams

- Adhere to the annual timetabling process
- Book specialist rooms to maximum utilisation, ensuring that rooms are appropriate for use
- Numbers must not exceed the published seating capacity of room allocated in accordance with Health and Safety
- Roll forward previous timetable for new dates in Facility CMIS/ Course Change Process
- Complete and submit electronic booking form
- Create, edit and submit timetabled events; this includes room type, capacity, requirements, duration and frequency of event in booking system
- Gather and submit staff and student constraints in the format: location, capacity and duration of class requested
- Gather and submit information related to event specification, delivery patterns and room requests in the allotted timeframe
- Gather and submit any disclosed information relating to student and staff disability that may affect room allocation and scheduling
- Check that the correct resources have been allocated and report any inaccuracies to the Centre Manager.
- Await confirmation of room booking
- Check thoroughly the published timetable and report any inaccuracies to the Centre Manager
- Check for changes or additional courses and ensure events are amended/added to be scheduled / roomed
- Notify the students and staff in a timely manner of any changes to the published timetable

6.4 Responsibilities of Teaching and Learning Centre Users

- All teaching sessions should commence five minutes after the booking and finish at least five minutes before session ends, to ensure a smooth handover of activity in the booking schedule
- All users must leave the room tidy and ready for the next user
- Report any equipment failures to reception staff in the Teaching and Learning Centre
- No food or drink will be consumed in the teaching rooms

6.5 Responsibilities of Support Services AV, Clinical Skills and IT Services

- Provide and maintain all AV-IT and clinical skills equipment in the Centre; training and supporting staff in its use
- Ensure that this equipment is in full working order and run appropriate systems to support all reported problems



7. Guidance on Processes

7.1 Booking Process

- Super users from both organisations have been identified and will be given access to the Centre's electronic booking system. Scheduled teaching session bookings for the following academic year should be submitted to the department's designated super user according to the timetabling schedule. See Appendix 1
- Beyond the first year of operation applications for room bookings from both organisations may be submitted up to 16 months in advance
- To ensure equity of access between both organisations, room bookings will be based on the academic year running August – August
- In line with Health & Safety regulations, numbers must not exceed the published seating capacity
- Booking requests will be responded to by email from the Centre staff within 5 working days
- All bookings will be provisional until confirmation is received

7.2 Block Bookings

- Regular bookings at a set day/time can be accommodated if those bookings are out with peak times of activity

7.3 Non-Teaching

- Applications for room bookings out with term time may be submitted up to 6 months in advance
- Applicants must complete an electronic booking form and submit a request to the Centre
- Centre staff will respond to a booking request within 5 working days
- All bookings will be provisional until confirmation of booking is received
- Bookings on the day of request may be feasible if availability permits
- A range of meeting rooms are available across the South Glasgow University Hospitals site and NHS staff must consider these rooms in the first instance for any non teaching activities

7.4 Booking Staff

- All UoG teaching events must be entered into UoG CMIS. This is necessary to enable complete timetables to be provided to students and staff to ensure that clashes are minimised
- Every effort should be made to avoid potential clashes between single activities on compulsory courses; between compulsory and elective courses; and between elective courses within any programme of study
- The Centre Manager is responsible for ensuring that any such clashes are resolved by moving one or both activities. In cases where clashes cannot be resolved the clash will be deferred to identified senior stakeholders

8. Protocol Review

8.1 The Booking Protocol will be reviewed after six months of being in operational practice to ensure it remains fit for purpose for all stakeholders.

8.2 The review will be undertaken by the Centre Manager and any changes approved by the NHS/University of Glasgow Operational Group.



APPENDIX 1

Super Users Timetabling Booking Protocol for New Teaching and Learning Centre

The table below lists the Centre's designated booking applicants who have been trained to submit core timetabled teaching, clinical skills teaching, mandatory training and induction requests into the Centre's electronic booking system.

ORGANISATION	DEPARTMENT /SERVICE	JOB TITLE	EMAIL ADDRESS
NHSGGC	Learning & Education	Administrator	Agata.Choma@ggc.scot.nhs.uk
NHSGGC	Learning & Education	Administrator	Claire-Louise.Watt@ggc.scot.nhs.uk
NHSGGC	Learning & Education	Administrator	Annette.Scott@ggc.scot.nhs.uk
NHSGGC	Manual Handling	Administrator	Josephine.Gilchrist@ggc.scot.nhs.uk
NHSGGC	Health and Safety	Administrator	Andrew.Clark2@ggc.scot.nhs.uk
NHSGGC	Post Graduate	Post Graduate Centre Manager	Mary.Smith2@ggc.scot.nhs.uk
NHSGGC	Post Graduate	Medical Education Manager	Elizabeth.Johnstone@ggc.scot.nhs.uk
NHSGGC	Post Graduate	Administrative Assistant	Kirsty.Hamilton@ggc.scot.nhs.uk
NHSGGC	Practice Development	Administrator	Trudy.Clark@ggc.scot.nhs.uk
NHSGGC	Practice Development	Higher Administrative Assistant	Christine.Reavey@ggc.scot.nhs.uk
NHSGGC	Practice Development	Higher Administrative Assistant	Alison.Davidson@ggc.scot.nhs.uk
NHSGGC	Resuscitation	Administrator	Stephanie.McGeoch@ggc.scot.nhs.uk



ORGANISATION	DEPARTMENT /SERVICE	JOB TITLE	EMAIL ADDRESS
UoG	MVLS Undergraduate Administration	Secretary	Angela.Davie@glasgow.ac.uk
UoG	MVLS Undergraduate Administration	Administrative Secretary	Susan.Fyfe@glasgow.ac.uk
UoG	MVLS Undergraduate Administration	SSC Secretary	Catherine.Donegan@glasgow.ac.uk
UoG	MVLS Undergraduate Administration	Undergraduate Administrative Assistant	Susan.Steele@glasgow.ac.uk
UoG	MVLS Undergraduate & Postgraduate Administration	Unit Administrator	Karen.Cooper@glasgow.ac.uk
UoG	MVLS Undergraduate & Postgraduate Administration	Teaching Coordinator	Catherine.Milmore@glasgow.ac.uk
UoG	MVLS Undergraduate & Postgraduate Administration	Secretary	Christine.Kerr@glasgow.ac.uk
UoG	MVLS Postgraduate Administration	Taught Programme Administrator	Caitlin.Welsh@glasgow.ac.uk
UoG	MVLS Postgraduate Administration	Secretary	Fiona.Crichton@glasgow.ac.uk
UoG	MVLS Corporate Business (including business partners)	MVLS Administration PA to College Secretary	Sarah.Torbet@glasgow.ac.uk
UoG	MVLS Corporate Business (including business partners)	MVLS College Senior Management Administrator	Denise.Grant@glasgow.ac.uk

Core Timetabled Teaching Bookings

- All requests for room bookings for undergraduate, postgraduate, MBChB examinations, statutory / mandatory programmes and staff induction teaching sessions for the following academic year should be submitted to your department's designated super user no later than the designated date outlined in the timetabling schedule.
- The super user will collate and enter your department's requests into the electronic booking system (CMIS).
- Bookings will be provisional until the CMIS team confirms the booking no later than 1st July.



APPENDIX 2

External Booking Policy and Conditions of Hire New Teaching and Learning Centre

1. Making your booking

You will be informed at the time of making a provisional booking that an offer letter will be sent. The Hirer is required to lodge with the Teaching and Learning Centre either a deposit or full payment (depending on the Teaching and Learning Centre requirement for a deposit or full payment as specified in the offer letter) and this deposit or full payment as the case may be must be lodged by the Hirer together with the Hirer's acceptance of the offer letter, failing which the Hirer's acceptance of this Offer shall be invalid and shall have no effect.

2. Bookings with less than 21 calendar days to the date of the event

All details: room layout, numbers, equipment and catering requirements must be confirmed at the time of making the booking. An offer letter will be sent. The Hirer is required to lodge with the Teaching and Learning Centre either a deposit or full payment (depending on the Teaching and Learning Centre requirement for a deposit or full payment as specified in the offer letter)

3. For bookings with more than 21 calendar days to the date of the event

All details: room layout, numbers, equipment and catering requirements must be confirmed 21 calendar days before the date of the event.

4. Room hire

To include some options here such as delegate rates including hire of equipment and flexible rates for marketing when finalised. Furniture (tables/chairs excluding exam desks) within the room (to the capacities as indicated on the room hire list), the use of the fixed whiteboard and pens, a data projector and one flipchart. Any other equipment requested will be charged for. Room hire is exempt from VAT, however, VAT will be charged for additional equipment (which isn't included in the list above) catering, technician or any other services provided.

5. Prices & Conditions of hire

Price increases or change to services, and conditions of hire may occur during the period from when you make your booking to the date of the event(s). If this happens, those changes will apply to your booking and you will be notified in writing if they occur.

6. Payments

The invoice for full payment for room, equipment and catering charges will be raised as specified in the offer letter. Failure to comply will result in your event being cancelled. At the time of your booking you will be informed if you need to pay a deposit. If you do the deposit invoice must be paid within the 28 days term as on the invoice. Failure to pay this will result in your booking being cancelled and not being able to re-book.

7. Cancellations

Written confirmation of a cancellation must be received by the Centre Manager to cancel a booking; such cancellations will be effective only when received and acknowledged by the Centre Manager. If no letter is received the booking will remain confirmed and incur charges. The invoice for payment will be raised as specified in the attached offer letter, and once the invoice has been raised the full amount of the invoice is payable. If you are required to pay a deposit it is non refundable so any cancellation(s) will incur the deposit amount.



8. UoG / NHSGGC TLC reserves the right to cancel a booking at any time without recompense if the Hirer fails to fulfil any of their obligations under this contract.
9. In the event of UoG/NHSGGC TLC being unable to carry out its obligations under this contract, UoG/NHSGGC TLC's liability to the Hirer shall be no more than the amount already paid to UoG/NHSGGC TLC by the Hirer.
10. UoG / NHSGGC TLC reserves the right to substitute alternative accommodation of a similar standard at any time without prior notice. Events beyond the control of UoG/NHSGGC TLC may occur that render UoG/NHSGGC TLC unable to fulfil any or all of the requirements of a confirmed booking. Accordingly, UoG/NHSGGC TLC may, at its absolute discretion, vary or amend activities extended to an event, and the Hirer agrees that no liability shall be attached to UoG/NHSGGC TLC as a result.
11. UoG / NHSGGC will not accept liability for any inconvenience, loss damage caused by interruption in, or failure to provide services or facilities where such failure is due to circumstances beyond reasonable control, including but not limited to: war, strike, industrial dispute, flood, fire, external power failure, accident to premises or equipment, shortage of materials or labour.
12. **Strikes**
UoG/NHSGGC TLC cannot accept responsibility for being unable to fulfil a booking due to industrial action.
13. **Advertising**
Any advertising copy must be approved by the Teaching and Learning Centre team prior to being placed, and requires permission from the Centre Manager. Advertising or promotion is prohibited until your event is confirmed. This includes media promotions and distribution of posters or leaflets.
14. Sub letting of rooms or facilities is not permitted.
15. **Posters, Signs and Decorations**
No items can be affixed to the fabric of the building, on outside walls, trees, lampposts, street furniture or any other objects in the surrounding area. A charge will be made for any damage caused
16. Smoking is not permitted in any of the meeting rooms, corridors, lobby areas in the Teaching and Learning Centre and grounds of South Glasgow University Hospitals Campus.
17. Food and Drink must only be consumed in designated areas on the premises.
18. **Catering**
All refreshments at events must be purchased from NHSGGC. Catering packages are available from Teaching and Learning Centre team.
19. **Parking**
Parking is limited on the South Glasgow University Hospitals Campus and NHSGG&C operates a managed car parking service to maximise spaces available for patients and their visitors. Accordingly patrons using the Centre must adhere to the parking policy at all times.

http://www.nhsggc.org.uk/content/default.asp?page=home_parking



There are frequent public transport services to/from the campus linking with the main city centre railway stations, the Glasgow subway network and bus station interchanges across Glasgow and the surrounding area. Centre users are therefore encouraged to use public transport when visiting the Centre and more information can be found at:

http://www.nhsggc.org.uk/content/default.asp?page=s591_4

20. Technical Equipment may not be brought into UoG/NHSGGC TLC for use during an event unless as agreed prior to the event with the Teaching and Learning Centre team. If it is agreed that equipment may be brought in it is the responsibility of the client to ensure that everything is Portable Appliance Tested (PAT). The client must prove to the Teaching and Learning Centre team that the equipment is PAT tested and failure to do so will mean that the equipment cannot be used. If you bring equipment in and it hasn't been agreed with the Teaching and Learning Centre team you will not be permitted to use it and will have to pay to use UoG/NHSGGC TLC equipment.

21. Children

An adult must accompany children under the age of 14 at all times. Persons under the age of 18 must be under the responsibility of at least one adult who should be clearly identifiable and responsible for the actions of children under the age of 14.

22. Filming / Video Recording

The Photography & Video recordings of patients for clinical and service use must adhere to UoG/NHSGGC policies. Permission to film or video events must be obtained in advance from the Teaching and Learning Centre Manager.

http://www.staffnet.ggc.scot.nhs.uk/Acute/Diagnostics/Medical%20Illustration%20Services/Documents/GGC_Photo_Video_Policy_V3.pdf

23. Health and Safety

The hirer is responsible for maintaining proper order, and observing fire, safety and security regulations. Fire doors must be kept closed at all times, and not wedged open under any circumstances. Corridors, extinguishers and fire doors must be kept clear of obstructions at all times.

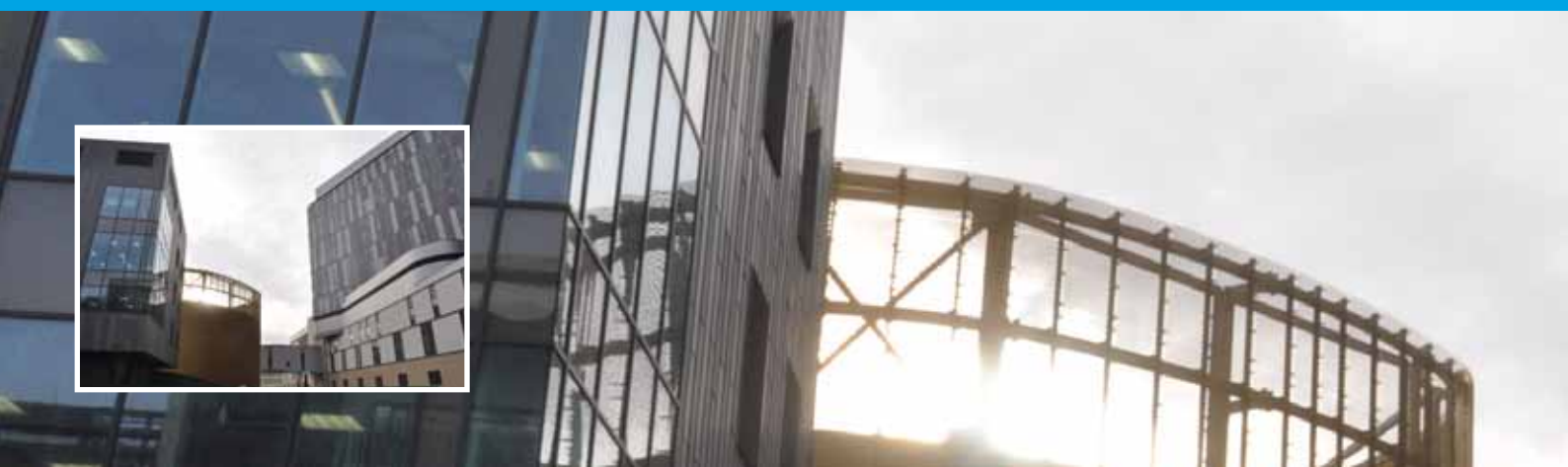
24. Injury, Loss or Damage

UoG/NHSGGC TLC will not accept responsibility for any injury, loss, or damage to persons or property occurring in connection with the hire of rooms at UoG/NHSGGC TLC except where any injury, loss, or damage is caused by the negligence of UoG/NHSGGC TLC, its suppliers, or personnel. Organisers should ensure that they are indemnified by a UK insurer in respect of their liabilities to UoG/NHSGGC TLC and their delegates.

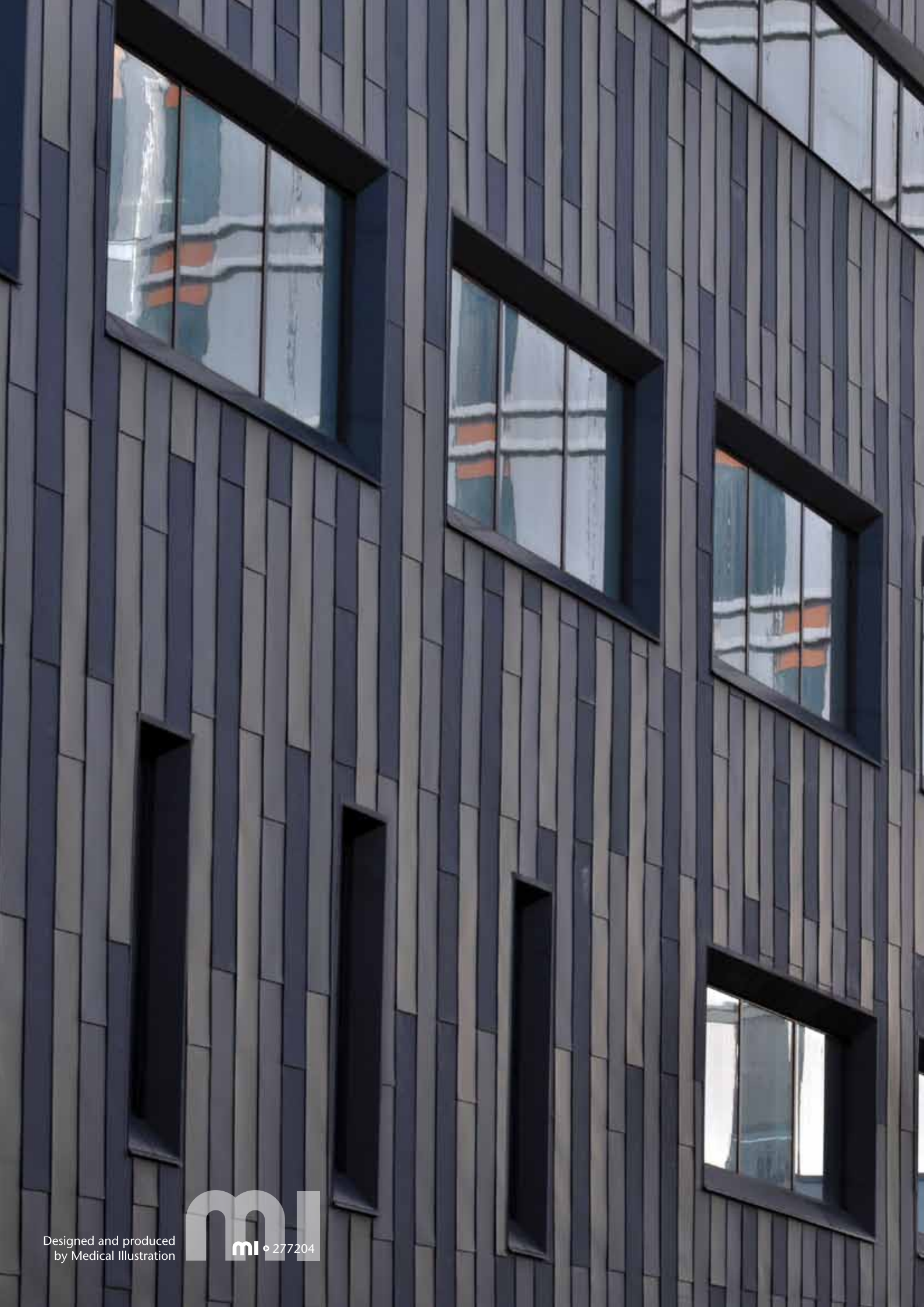
25. Complaints

Complaints of any services provided for a meeting or an event must be made in writing to the Centre Manager within 14 days from the event date, otherwise no compensation can be considered.

All complaints will be acknowledged within 3 working days of receipt of the complaint. A prompt investigation will proceed, with resolution of a complaint within 20 working days of receipt of the complaint.







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