

# UCL Ear Institute

## New Staff Handbook

### Introduction

[Emergency](#)

[Key People](#)

### Section 1: Getting Started/Induction

[General](#)

[Safety](#)

[Email and computer accounts](#)

[ID cards & keys](#)

[Photocopying and scanning](#)

[General induction checklist](#)

### Section 2: A-Z of Services

[Access to work](#)

[Accounts](#)

[Appraisals](#)

[Cleaning/domestic services](#)

[EI Conference and Training Courses Fund](#)

[Equal Opportunities](#)

[Leave](#)

[Maps](#)

[MyView](#)

[Post](#)

[Room bookings](#)

[Sickness policy](#)

[Stationery](#)

[Trade unions](#)

[Travel](#)

[Work-life balance](#)

[Accidents and safety](#)

[Annual leave](#)

[Building/maintenance problems](#)

[Desk Allocation](#)

[Emergency](#)

[Grant applications](#)

[Library](#)

[Maternity Leave](#)

[Paternity/Partners' leave](#)

[Probation](#)

[Rubbish collection](#)

[Sports facilities](#)

[Tea/coffee](#)

[Training](#)

[Wellbeing room](#)

### **Introduction**

Welcome to the [UCL Ear Institute](#). We hope you will find this handbook helpful and informative. The handbook is a dynamic document, in that it will change from time to time to reflect changes in policies, procedures and/or staff, so please always look for the most up-to-date version on the Ear Institute website.

The Ear Institute is a multi-disciplinary facility dedicated to understanding the mechanisms of hearing and the causes of deafness. Together with its partner, the Royal National Throat, Nose and Ear Hospital (RNTNEH), the Institute is a major national and international centre for specialist training and research. A recent RAND analysis of highly-cited publications (2004-2013) ranked UCL

No.1 in England for both 'Deafness and Hearing Problems' and for 'Audiology and Speech & Language Pathology'. The translational strength of the Ear Institute and UCL Hospitals has been further recognized by the 2016 award of a National Institute for Health Research (NIHR) Biomedical Research Centre (BRC) Theme in 'Deafness and Hearing Problems'.

Research at the Ear Institute is truly interdisciplinary, spanning molecular, cellular, systems, and cognitive levels of investigation and the full translational range from basic discovery science to clinical research. Studies aimed at understanding the genetic bases of human forms of deafness inform clinical investigations designed to provide early warning to individuals and families most susceptible to age-related or noise-induced hearing loss; investigations into the development of the inner ear, and its potential for repair and regeneration, cross the boundaries of individual research labs and ensure that progress in one discipline informs research in another; and fundamental research on the mechanisms of central auditory processing, auditory cognition and perception motivates development of novel technologies to improve hearing aids, cochlear implants, and treatments for tinnitus. Laboratories investigating different aspects of auditory and vestibular function share resources, facilities and personnel. This interdisciplinary approach enables individual laboratories to pool their expertise, tackling problems that may be too big for any one laboratory to solve. Clinical and translational research programmes are facilitated by close links with the Royal National Throat, Nose and Ear Hospital part of UCLH NHS Foundation Trust and UCL Partners.

A key element of the Institute's research strategy is also to engage with industrial and other partners to develop the translational research agenda. In addition, collaborations with partners in other UCL departments, centres and institutes, and across the world, ensure that research at the Ear Institute remains at the cutting edge.

The Institute's research endeavours can be grouped into three Research Units:

- 1) [Cell & Molecular Biology](#),
- 2) [Neurophysiology, Perception & Computation](#)
- 3) [Medicine and Clinical Trials](#)

Training the next generation of auditory scientists is a priority at the Ear Institute. The Institute hosts three- and four-year PhD programmes in a wide range of basic and clinical disciplines, including genetics, cell and molecular biology, auditory neuroscience and human auditory function. It also offers a range of Master's-level programmes in audiology, audiovestibular research, and sensory systems research, as well as short courses for students and health-care professionals. Audiology teaching is delivered in close collaboration with the Royal National Throat, Nose and Ear Hospital.

The Institute employs around 75 staff, and is based in the purpose-built Centre for Auditory Research, next door to Royal National Throat, Nose and Ear Hospital in King's Cross.

## Emergency

UCL's emergency number is **222**. It should be dialled for security, accident, fire, or any other emergencies. Deaf staff/students should dial **51111** from an internal minicom/textphone. If in doubt, ring anyway. If you suspect an intruder, fire, etc. please call.

## Key people

- Jonathan Gale, Interim Co-Director ([j.e.gale@ucl.ac.uk](mailto:j.e.gale@ucl.ac.uk))
- Jennifer Linden, Interim Co-Director ([j.linden@ucl.ac.uk](mailto:j.linden@ucl.ac.uk))

- Elena Bedisti, Institute Manager ([e.bedisti@ucl.ac.uk](mailto:e.bedisti@ucl.ac.uk))
- Ghada Al-Malky, Head of Education ([g.al-malky@ucl.ac.uk](mailto:g.al-malky@ucl.ac.uk))
- Sally Dawson, Graduate Tutor ([sally.dawson@ucl.ac.uk](mailto:sally.dawson@ucl.ac.uk))
- Elizabeth George, Research and Finance Administrator ([e.m.george@ucl.ac.uk](mailto:e.m.george@ucl.ac.uk))
- June Dugard, Finance Officer ([j.dugard@ucl.ac.uk](mailto:j.dugard@ucl.ac.uk))
- Khuram Ayaz, Buildings and Facilities Officer ([k.ayaz@ucl.ac.uk](mailto:k.ayaz@ucl.ac.uk))
- Veronia McConochie, HR Administrator ([v.mcconochie@ucl.ac.uk](mailto:v.mcconochie@ucl.ac.uk))
- Neil Roberts, Learning Technologist and Communications Officer ([neil.roberts@ucl.ac.uk](mailto:neil.roberts@ucl.ac.uk))
- Neil Docherty, IT Officer ([n.docherty@ucl.ac.uk](mailto:n.docherty@ucl.ac.uk))
- Ricky Kemp, Administrative Assistant ([r.kempt@ucl.ac.uk](mailto:r.kempt@ucl.ac.uk))
- Graham Nevill, Senior Technician and EI Health and Safety Officer ([g.nevill@ucl.ac.uk](mailto:g.nevill@ucl.ac.uk))
- Miriam Gomez, Cell & Molecular Biology Laboratory Technician ([miriam.gomez@ucl.ac.uk](mailto:miriam.gomez@ucl.ac.uk))

A current list of all staff with telephone numbers and e-mail can be found on the web at:  
<http://www.ucl.ac.uk/ear/people>

## Section 1: Getting Started/Induction

### General

On your first day at work make sure that the Institute Manager, your line manager and/or the EI HR administrator (Veronia McConochie) are informed of your arrival. You should have been contacted by Human Resources about an induction meeting with HR, which you need to keep so that your appointment can be confirmed, and you will be added to the Payroll. Human Resources have produced a useful set of [induction information](#) available on the HR website.

### ID Cards & Keys

All members of the Ear Institute need a valid ID card. This is necessary to gain entry to UCL buildings, join the library, join Senate House library, and generally ensure you won't be thrown out of UCL premises. [ID cards](#) can be obtained from the Security Systems in the Andrew Huxley building between 9am and 4.45pm Monday to Friday. Please take some form of a photo ID with you.

Once you have collected your ID card, please email the EI's Buildings and Facilities Officer (Khuram Ayaz, [k.ayaz@ucl.ac.uk](mailto:k.ayaz@ucl.ac.uk)) with your UPI, which will be on your ID card, so that access to the building can be arranged for you.

If you require keys, please contact Khuram, who will arrange for keys to be provided.

### Safety

All members of the Institute should meet the Institute's Health and Safety Officer (Graham Nevill, [g.nevill@ucl.ac.uk](mailto:g.nevill@ucl.ac.uk)) for a safety induction. This includes a "fire walk" to show you the fire exits and different escape routes from the building.

## Photocopying and Scanning

There are two photocopiers/scanners at the Institute. One is located in the CAR area, near the door to the kitchen. The other is located on the ground floor, in the 'old building' next to the Education/Admin office.

Our IT officer will set you up and give you access to the printers/scanners.

## E-Mail & Computer Accounts

The Institute's IT officer (Neil Docherty, [n.docherty@ucl.ac.uk](mailto:n.docherty@ucl.ac.uk)) ensures all members of staff are set up with access to the right systems and domains. Your UCL username and password will allow you to log on to your email, access shared drives (where relevant/appropriate), UCL wide resources, as well as the EI Intranet, via the [Ear Institute website](#).

The **EI Intranet** provides the following information:

- [Maintenance Issue Reporting](#)
- [How to report an IT problem](#)
- [How to send group emails](#)
- [Policies and minutes from Health and Safety meetings](#)
- [How to make room bookings](#)
- [Ear Institute professional services staff structure \(pdf\)](#)
  
- [UCL Expenses Policy \(via UCL site\)](#)
- [HTA Requirements \(via SLMS site\)](#)

Communications at the Institute occur mainly through two main mailing lists:

- [ei-internal@ucl.ac.uk](mailto:ei-internal@ucl.ac.uk) - everyone at the Ear Institute, staff, PhD students etc.
- [ei-events@ucl.ac.uk](mailto:ei-events@ucl.ac.uk) - as above but with some external members too, e.g. members of Physiology with an interest in EI

To subscribe to the lists, please go to the intranet and click on 'How to send group emails'.

## General Induction checklist

On the first day a new member of staff should be provided with information on the following (with the Institute Manager):

- Instructions regarding the emergency evacuation arrangements for the building(s) in which they will be based;
- Health and safety policy of the department, names and locations of first aiders and the procedure for reporting accidents and hazards;
- Details of working hours (including any flexibility and cover arrangements) and local arrangements regarding lunch and other breaks;
- Arrangements for obtaining security passes, identity and entry cards, library card, computer access codes etc;
- Process for reporting sickness absence

- Process for requesting annual leave
- Information on UCL's [probation](#) policy, and [appraisals process](#)
- Details of how and when salary/wages will be paid;
- Where to find facilities such as toilets, kitchen, refectory, etc.
- Information on [mandatory training during the probation period](#).

Within the first week (with the line manager):

- Details of key UCL wide policies including [Equal Opportunities](#), Race Equality and the Induction & Probation Policy;
- Be booked onto the corporate UCL Induction Course and Safety Induction Course;
- Explicit discussion with their line manager of performance standards and any objectives to be achieved within the probationary period. Staff in roles with management responsibilities should be given a copy of UCL's management competency expectations (<http://www.ucl.ac.uk/hr/competencies/>).
- Information on how performance will be monitored and when it will be reviewed informally and formally;
- An explanation of the UCL facilities available – catering outlets, sports facilities, UCL shop, libraries, etc.

Within the first month (with the line manager):

- discussion of training needs and identification/booking of relevant courses;
- review of initial induction period and early feedback on performance.

Within the first six weeks:

- have completed the online diversity training package at [http://www.ucl.ac.uk/hr/equalities/training/ucl\\_marshall\\_disclaimer.php](http://www.ucl.ac.uk/hr/equalities/training/ucl_marshall_disclaimer.php)

## **Section 2 - An A-Z of Services**

### **Access to Work**

[Access to Work](#) is a scheme administered by JobPlus and which provides support to disabled people to help them overcome work related obstacles resulting from their disability, if this is likely to last for 12 months or longer.

It is important that disabled staff who think they may qualify for the Access to Work Programme contact the Institute Manager or HR Administrator immediately on starting work for UCL, after discussion with their line manager. An application to the Access to Work Programme should be made within six weeks of starting work at UCL, in order for Access to Work to pay up to 100% of the costs. Access to Work applies to any paid job, part-time or full-time, permanent or temporary.

## Accidents and Safety

Everyone has a duty of care within the Institute. Please avoid activity likely to adversely affect others. Should you see anything potentially hazardous, please tell the Institute Health and Safety Officer or the Institute Manager who will fill out a report form to the College Safety Office.

Please be mindful of people 'tailgating' you while entering the building. If you see anyone entering, whom you do not recognise or who does not have a UCL ID, please make sure you challenge them. If you see anything suspicious, please contact Security (emergency number 222).

## Accounts

All Institute finance matters are managed by the Institute Manager. All members of staff automatically have access to i-expenses as well as i-procurement. The EI Finance Officer and/or the EI Research and Finance Administrator will be happy to help you with submitting i-expenses or using iProcurement (on MyFinance) to raise Purchase Orders. Please contact June Dugard ([j.dugard@ucl.ac.uk](mailto:j.dugard@ucl.ac.uk)) or Elizabeth George ([e.m.george@ucl.ac.uk](mailto:e.m.george@ucl.ac.uk)) with any queries regarding expenses and requisitions.

UCL's [expenses policy](#) is available on the UCL Finance Division website.

## Annual Leave

The annual leave year runs from 1st October until 30th September. Full time staff are entitled 27 day plus UCL closure days (e.g. Christmas break, Easter break, Bank Holidays). These entitlements are pro-rata for part-time staff.

To request annual leave, please log on to [myView](#). The member of the administrative team who approves your annual leave on the system, will then seek confirmation from your line manager that the annual leave has been approved by them.

To log on [myView](#) for the first time, you will need your National Insurance number.

Leave will be taken at such times as may be arranged in consultation with your line manager or where appropriate, the Head of Department or person deputised by her/him. No payment will be made in lieu of leave not taken, except in respect of the year of termination of employment.

Leave may not be carried forward to the next leave year without the prior agreement of your line manager and/or the Head of Department. If agreed, a maximum of five days can normally be carried forward.

Public and Statutory Holidays – 8 days (i.e. New Year's Day, Good Friday, Easter Monday, May Day, Spring Bank Holiday, Late Summer Bank Holiday, Christmas Day, Boxing Day)

UCL Closure Days – 6 days

## **Appraisals**

[Appraisals](#) apply to all staff once they have satisfactorily completed their probation period. For staff not subject to probation, objectives should be set within the first three months of appointment to commence the cycle. Staff get appraised on an annual cycle. Appraisers (usually the line manager or HoD) will organise a mutually convenient time with the Appraisee and ensure that relevant documents are completed in advance of the meeting.

The Appraisee must complete the Cover page and Form A (academics also need to provide the Appraiser with an up-to-date CV) and send them to the Appraiser at least five working days before the proposed meeting.

Appraisal forms can be downloaded [here](#)

After the meeting the Appraiser must complete Form B of the Staff Review Form and circulate it to the Appraisee to seek confirmation of the outcome of their discussion. Any training needs should be identified and noted on Form C.

After completion by the Appraiser, both the Appraiser and Appraisee should retain a copy of Part C and use it to identify appropriate training and development activities.

Once both parties are in agreement and the relevant documents are signed by both parties, the Appraiser returns all documents (including an updated CV for academics) to the Institute HR Administrator and the Institute Manager, for recording on MyView and filing on the HR folders on the Institute's shared drive.

## **Building/Maintenance Problems**

If you notice a problem e.g. door off its hinges, overflowing toilet or sink, etc. then you will need to email the Institute's Building's and Facilities Officer (Khuram Ayaz, [a.ayaz@ucl.ac.uk](mailto:a.ayaz@ucl.ac.uk)). In Khuram's absence, and for urgent issues, please use the self-service on-line maintenance from (<https://www.ucl.ac.uk/efd/maintenance/service-requests>) and send a copy of the request to Khuram Ayaz.

If you have any furniture or old equipment, including monitors, printers, computers etc. you should not put them in the corridor as this contravenes fire regulations. Neither must any rubbish be left in corridors in the assumption that the cleaners will remove it - they are not under contract to do this. For any removal of furniture or equipment, please contact Khuram.

## **Cleaning/Domestic Services**

Any problems with cleaning please tell Khuram Ayaz, who will pass on the complaint to the appropriate people within College.

## **Desk allocation**

Allocation of desk space is managed by Khuram Ayaz, the Institute's Buildings and Facilities Officer ([k.ayaz@ucl.ac.uk](mailto:k.ayaz@ucl.ac.uk)).

## El Conference and Training Fund

The EI has committed £3000 to this (internal) fund in the form of 10x £300 awards to support staff cover costs relating to conference and/or training course attendance. Applications are reviewed on a rolling basis by the EI Board, and priority is given to staff requesting assistance with caring expenses and/or staff without access to grant funding for conference attendance (e.g. teaching staff and professional services or support staff).

The EI Conference and Training fund is available on the Ear Institute website. A copy of the form can also be obtained from the Institute Manager.

The internal allocation of £3000 is reviewed on annual basis by the Ear Institute Board and it may change depending on funds availability at Institute level.

## Emergency

The College's emergency number is **222**. Deaf staff/students should dial 51111 from an internal minicom/textphone. These should be dialed for security, accident, fire, or any other emergencies. If in doubt, ring anyway. If you suspect an intruder, fire etc., call.

## Equal Opportunities

The UCL Ear Institute endeavours to be an equal opportunities environment in which each and every student and staff member should be able to study and work without discrimination. UCL's [equal opportunities policy](#) means that all students and staff have the right to work in an environment free from discrimination, prejudice, and all forms of harassment and bullying.

All UCL departments have DEOLOs (Departmental Equal Opportunities Liaison Officers) whose role is to ensure that UCL's Equal Opportunities policies and practice are implemented. The Ear Institute's DEOLO is Neil Roberts ([neil.roberts@ucl.ac.uk](mailto:neil.roberts@ucl.ac.uk)).

The Ear Institute website offers information on [Work and Life and UCL and the Ear Institute](#), including information on Equality and Diversity, Parents' and Carers' network, the Institute's Social Club as well as Career Development.

## First Aid

The Institute has a number of first aiders, here is a list of colleagues you can contact:

- Jose Garcia Lazaro (ext. 28898)
- Ricky Kemp (ext. 28964)
- Elena Bedisti (ext. 28910)
- Lucy Anderson (ext. 28978)
- Xiaoli He (ext. 28974)

## Grant Applications

Making grant applications can take some time. Prior to submission, all applications must be costed on Worktribe by the Institute's Research and Finance Administrator (Elizabeth George, [e.m.george@ucl.ac.uk](mailto:e.m.george@ucl.ac.uk)), and then approved by the Institute Manager and HoD. Please ensure you discuss potential grant applications with the Institute Manager and the HoD before requesting Worktribe costings.

Once you have contacted Elizabeth, she will provide you with a Worktribe costing request form, in which you will be able to provide the necessary information for the grant application. This costing must be requested at least two weeks before the grant application deadline, and typically it is safer to start the process at least 3-4 weeks before the deadline. Remember that holidays may delay the approvals process.

## Leave

All employees are required to ensure that they have appropriate authorisation for any absence from work, including (click to follow links):

[Annual leave](#)

[Sickness absence](#)

[Parental leave](#)

[Special leave](#) (including parental leave and adoption procedures) and

[Unpaid leave](#)

## Library

The main UCL Library is in the main building in Gower Street; the Ear Institute and Action on Hearing Loss libraries are located in the Royal National Throat Nose and Ear Hospital (RNTNEH), right next to the Ear Institute.

## Maps

Maps of College are available from the General Offices in the Division or on the UCL website [here](#). [UCL Routefinder](#) is also a useful tool.

## Maternity Leave

All employees are entitled to:

- [Occupational Maternity Pay \(OMP\)](#)

Occupational Maternity Pay is full pay for 18 weeks; this can be paid in either of the following ways:

- A) 18 weeks' full pay or
- B) 9 weeks' full pay followed by 18 weeks' half pay

- [Statutory Maternity Pay \(SMP\)](#)

In addition to Occupational Maternity Pay an employee will be eligible for [SMP](#) if they have had at least 26 weeks' service at the Notification Week (15th week before the expected week of childbirth)

provided that the average earnings are above the lower earnings limit for National Insurance contributions.

- Additional Unpaid Maternity Leave

## **MyView**

[http://www.ucl.ac.uk/hr/myview\\_secure\\_live/myview\\_log\\_in.php](http://www.ucl.ac.uk/hr/myview_secure_live/myview_log_in.php)

MyView Self Service is an online application which allows UCL employees to view their HR record. Employees must log in using their central UCL (IS) account.

MyView Self Service allows employees to:

- View their payslips and P60s online
- View their appraisal and probation history at UCL
- Edit their own personal details using online forms. This includes employees contact details, emergency contacts, next of kin or bank account details
- Allow an employee to submit an electronic request for leave directly to their manager for approval.

## **Paternity/Partner's Leave**

UCL offers staff paid [Paternity/Partner's leave](#) of up to 20 working days (4 working weeks). This can be taken any time from 3 months before the expected week of childbirth to 3 months after the actual date of birth (or the date of adoption in the case of adoptive parents). Paternity/partner's leave does not have to be taken at one time and can be spread over the 6 month period.

Partners can include same-sex partners, they do not necessarily have to have registered under the Civil Partnership Act 2005.

In addition to the provisions of this policy, those that take 3 months or more of Additional Paternity/Parental leave are entitled to one term of sabbatical leave without teaching commitments for research-active academics after returning.

## **Post**

Post can be collected from the pigeonhole in the CAR area. Internal and external post can be left in the post room on the ground floor of the 'old building'. If you have any queries, please ask Ricky Kemp ([ricky.kemp@ucl.ac.uk](mailto:ricky.kemp@ucl.ac.uk)) or Khuram Ayaz ([k.ayaz@ucl.ac.uk](mailto:k.ayaz@ucl.ac.uk)).

Envelopes are available in the Stationery cupboards outside the kitchen on the ground floor in the main CAR area.

## **Probation**

It is UCL policy that all new staff, including those on part-time and fixed term contracts, undergo a probationary period during which they will be introduced to the main duties and responsibilities of

their post, the performance standards expected of them, the colleagues with whom they will be working most closely and the context of their work, within the Institute, Faculty, or UCL as a whole.

The [Probation policy](#) is intended to provide:

- a structured induction to all new employees; to welcome them to UCL, provide initial training, explain required standards and set objectives for the probationary period
- a structured probationary period for all new employees to introduce them to the main duties and responsibilities of their post and to allow the opportunity for both the individual and the line manager to objectively assess whether or not the employee is suitable for the role
- in the case of staff undertaking teaching, supporting a structured training programme for the role within the probationary period
- a framework for addressing any concerns, offering support and training to address perceived unsatisfactory performance or conduct at an early stage
- a process to end employment fairly and consistently across all staffing groups during, or at the end of, the probationary period, at a point where it becomes clear that no further training or support would allow the employee to reach the required standards.

## Room Bookings

Information on how to make room bookings at the Ear Institute is available on the Ear Institute Intranet (via the Ear Institute website).

To make a room booking please email: [ear.rooms@ucl.ac.uk](mailto:ear.rooms@ucl.ac.uk)

Please provide as much information as possible in your room booking query, including the timing, size of your group and any special room/equipment requirement.

The Ear Institute also has a **Wellbeing room**. This is not bookable; to obtain the access code for the room, please contact Khuram Ayaz, the Institute's Building's and Facilities Officer ([k.ayaz@ucl.ac.uk](mailto:k.ayaz@ucl.ac.uk))

## Rubbish Collection

Rubbish is collected from the Institute every day. Please contact the Institute's Buildings and Facilities officer if you have any problems. Anything in a bin with a clear bag is recyclable. Information on green issues can be found on [Green UCL](#).

## Sickness Policy

The Ear Institute has to act in accordance with [UCL Sickness Absence Policy](#). For clarification

1. An employee who is unwell and cannot attend work must inform their line manager of this and provide additional information such as the anticipated length of absence and any important or urgent work that needs to be covered.

2. When an employee knows in advance they are likely to be absent, e.g. for a routine surgery and recovery, they should inform their manager and provide any additional useful information such as the anticipated length of their absence.
3. If taken ill at work you should report your illness and, where necessary seek medical attention.
4. If the absence exceeds 7 calendar working days the employee must obtain a medical certificate from a GP and forward it to the Institute Manager or the EI HR Administrator.
5. Repeated short-term absence: Six periods of absence in a rolling 12 month period or a total of twelve or more working days within the same period will normally trigger a formal Sickness Absence Review.
6. When staff return to work they should complete the Sickness Absence Record Form, which can be obtained from the Institute Manager or HR Administrator, or be downloaded from the HR website. This should be signed off by the line manager and then forwarded as soon as possible to the Institute Manager who will upload the sickness absence on MyView.

## **Sports Facilities**

The College offers all the sports facilities you would expect of a large University. There is a gym and fitness centre in the Bloomsbury complex on the Gordon Street side of the campus, a pool (at ULU) opposite Waterstones in Malet Street and a new gym in Somers Town.

## **Stationery**

There is a stationery cupboard outside the EI kitchen, which stocks notebooks, pens, pencils, folders etcetera. All members of the EI may take items from this cupboard for standard office use. If you need something that is not in the cupboard but is likely also to be needed by others, you may request it on the stationery request form that is posted on the cupboard.

## **Tea/Coffee**

Tea/Coffee is provided by the Institute for free. There is a coffee machine in the Atrium but also tea/coffee is available in the kitchen on the ground floor.

## **Telephones**

To make an outgoing call from any college phone you will need to dial 9 before the external number. All extensions are reachable directly from outside without going through the switchboard. See [UCL Directory](#) for further information.

## **Trade Unions**

UCL has 3 recognised Unions that staff can join. They are UCU which represents mostly academic staff, UNISON which represents administrative and support staff and UNITE which represents technical staff. To join the appropriate union, you will need to contact the college union offices.

## **Training**

Please visit the [Information Services Division \(ISD\) website](#) for information about the IT training drop-in service, face-to-face and online IT training courses, support services and administrative systems.

UCL Organisational Development provides a wide range of professional development training/courses for UCL staff for free. For more information, please visit the [UCL Organisational Development](#) website.

## **Travel**

The Ear Institute has arrangements with Ian Allen Travel, UCL's approved travel agency. They organise all your travel requirements, book flights, train tickets (UK & Eurostar), book hotels, arrange car-hire etc. for us i.e. all your travel requirements. To use them simply contact them via [UCL Procurement website](#)

## **Wellbeing Room**

The Ear Institute has a dedicated space for anyone in need of some private space; it is also used as a breastfeeding room or a prayer room. The Wellbeing room is on the first floor in the old building and is equipped with a sofa and a fridge. The room use is monitored with a logbook. Please contact Khuram Ayaz (k.ayaz@ucl.ac.uk) to obtain the entry code for the room.

## **Work-Life Balance**

At UCL everyone is encouraged to take annual leave regularly and maintain [a healthy work-life balance](#). For those who need them, there are provisions for flexible working, maternity/paternity/adoption leave, sabbatical leave, special leave and sick leave.

Elena Bedisti, July 2017