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UCL Medical School
MBBS Academic Manual
Medical Student Academic
and Support Services (MSASS)

UCL Medical School, in the Faculty of Medical Sciences SLMS Faculty of Medical Sciences, acts as the Lead Education Provider for the MBBS programme.

Within UCL Medical School, MBBS Management manages undergraduate medical education, student records and student support services, commissions teaching from the 4 SLMS faculties and associated NHS Provider Trusts , and supports the MBBS academic leads in all activities relating to the strategy, policy, development, co-ordination, review and quality assurance of MBBS teaching and assessments.

UCL Divisions and Associated NHS Trusts act as Local Education Providers.

Within UCL Divisions, Divisional Teaching Administrators/Module Managers support MBBS Module Leads in all activities relating to module co-ordination, module management groups, core teaching and teaching materials and local delivery of teaching in Years 1, 2, 4 and 5.

Within NHS Trusts in the Final Year, Undergraduate Administrators support Trust Undergraduate Tutors in all activities relating to local delivery of teaching and clinical placements in Year 6.

Clinical Placements Administrators at each teaching site support Site Education Leads, Site Specialty Leads and Firm Leads in all activities relating to clinical placements.

1)   MBBS Management

        MBBS Technology Unit
        Clinical and Professional Practice and Quality Assurance and Enhancement
        Years 1-3
        Years 4-6
        Medical Student Support and Records
        Clinical Placements and MSEC Advisor

2)   UCLMS Divisional support for MBBS Management: Estates, Staffing and Finance

3)   CTF and other Research Projects - Framework for interface with MBBS Management

4)   Guidance for MBBS Management staff and line managers

For organisational charts see: http://www.ucl.ac.uk/medicalschool/staff-students/committees

For contact lists see: http://www.ucl.ac.uk/medicalschool/staff-students/mbbs-contacts

Admission to the MBBS is managed through the Central UCL Admissions Office

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1)	Programme Management and Service Standards

Framework and Service Standards

To be included in probationary objectives and appraisals:

- MBBS Service Standards – to fulfil the MBBS service standards which apply across the programme
- MBBS Standard Operating Procedures – to be held on the S drive for each work stream, covering all contributing members of the team, in standard house style, with progress indicators, and presented at regular meetings with managers
- MBBS Management S drive – all key information and documents to be stored in shared folders
- MBBS Governance Structures and Management Guides - to be familiar with the MBBS organograms and MBBS management booklets and to know the sections relevant to their area
- MBBS Policies and Protocols - in Management Guides and A-Z of policies - to be familiar with, and know how to access, MBBS policies in the A-Z and management guides, and to quote directly from these sources wherever possible in replying to staff and student queries covered by a published policy
- MBBS Communications – to comply with the y with MBBS Communications Policy including: whole cohort student emails to be sent via moodle; individual student emails to be sent via generic in-boxes; key documents to be shared with MBBS academic leads via the MBBS S drive; information and documents to be shared with staff outside the MBBS management and leadership teams via sharepoint

2)	Head of MBBS Management

- Works in collaboration with the Director UCL Medical School, Head of MBBS Programme, Deputy Heads of MBBS Programme re strategic direction, MBBS programme management, policy and planning
- Manages the MBBS professional and student services underpinning the programme, including commissioning, assessments, committees, curriculum, exam boards, policies, prizes, progression, quality assurance and student feedback, regulations, student support and student records, curriculum administration, transcripts, costings
- Governance, academic framework, programme-specific regulations

3)	MBBS Digital Education

Head of MBBS Digital Education
- Manage 2 members of staff: Systems Managers and Learning Technologist
- Develop a strategy for educational innovation and technology enrichment for the MBBS
- Provide leadership, support, advocacy, services and software to enhance teaching and learning
- Develop systems to facilitate MBBS programme management, academic and pastoral data collection and medical student academic and support records
- Develop processes, guidelines and procedures for the systematic development and enhancement of e-learning materials and management of UCLMS' Virtual Learning Environment
- Develop an integrated user experience and mobile learning framework that supports medical student learning in university and clinical environments
- Develop and facilitating online assessment
- Develop bespoke timetabling solutions for clinical placements and a student hub
- Support academic projects with e-learning pedagogy and evidence based research
- Participate in internal and external networks with the aim of sharing and learning from best-practice and promoting UCLMS

MBBS Systems Manager (0.8 FTE)

- Manages Medical School IT and Communications
- Manages UCLMS website and development
- Manages MBBS Timetabling within UCL's timetabling software (CMIS) and UCL Online Timetable
- Manages MBBS Outlook calendars for clinical placements
- Manages MBBS Portico Set up Support, Development, Guidance
- Manages MBBS Clinical placements package in SITS
- Manages MBBS IT Support and Training.
- Manages MBBS Virtual Learning Environment
- Manages MBBS Lecturecast
- Manages UCLMS S: drive, mailboxes and security groups

MBBS Systems Project Manager and Learning Technologist

- Evaluate new software packages for MBBS curriculum management, assessment delivery, welfare records and student portfolio requirements
- Capture requirements and technical specifications
- Project manage the implementation of new software packages and provide ongoing user support
- Liaise with UCL Portico Services and Technical Services, UCL Digital Presence, UCL Digital Education Team, IT for SLMS (School of Life and Medical Sciences) and the Faculty of Medical Sciences Head of IT Services to ensure that MBBS programme management systems interface with UCL systems
- Develop and provide ongoing user support for MBBS programme management and student record systems
- Develop and provide ongoing user support for the MBBS ePortfolio, currently NES
- Liaise with software providers to ensure effective operation and functionality
- Provide training for academic and professional services staff
- Provide technical support and expertise for bespoke examination software; currently Speedwell E-System
- Provide technical support for the delivery of online examinations, currently including the national Prescribing Examination and Objective Structured Clinical Examinations
- Monitor and facilitate compliance with UCL's E-Learning Baseline policy
- Work collaboratively with MBBS Year and Module Managements to develop and enhance Moodle sites and house-style, including managing common content such as UCL Core Programme Information
- Work collaboratively with MBBS academic year and module leads to review and enhance content and develop teaching materials
- Support MBBS students who have queries or problems related to online course content or technology
- Deputise for the Head of the Technology Unit
- Assist the Systems Manager with CMIS timetabling and use of online timetables as and when required
- Support academic and professional services staff in the use of programme management systems and learning technologies
- Deliver training and mentoring
- Create training materials, user guides and standard operating procedures

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4)   Clinical and Professional Practice (CPP) and Quality Assurance and Enhancement (QAE)

Head of MBBS Management (Clinical and Professional Practice and Quality Assurance and Enhancement)

- Works in collaboration with the Academic Lead for CPP to develop strategy and policy
- Manages and coordinates CPP planning, processes and curriculum delivery including review, development, innovation and feasibility scoping
- Works in collaboration with the Academic Lead for QAE to develop strategy and policy
- Manages QAE activities designed to promote quality standards, disseminate good practice, monitor the quality and delivery of MBBS education at UCL and external NHS clinical providers, and fulfil the

requirements of UCL as the degree awarding institution and the General Medical Council as the regulatory body for undergraduate medicine

CPP:
- Manages service standards and standard operating procedures
- Manages the CPP budget
- Coordinates CPP module administration
- Line-manages the CPP Teaching Coordinator and CPP/QAE Administrator in responsibilities relating to:
  - tutor recruitment, payment and contracts
  - tutor sessions including timetabling, allocation to sessions, materials and resource packs
  - curriculum delivery and student communications
  - teaching administration for Professional Practice modules led by academic staff within the Division of UCLMS
- Works in collaboration with MBBS Management Teams to ensure appropriate exchange of information relating to student attendance, academic progress and supporting a high quality student experience

QAE:
- Manages service standards and standard operating procedures
- Line manages the QAE Manager in responsibilities relating to QAE activities including:
  - Student Evaluation Questionnaires, reports and actions
  - Annual Induction for Student Representatives
  - GMC and other external Quality Review
  - Excellence in Medical Education Awards (EMEA)
  - Medical Education Provider Annual Return (MEPAR)
  - National Student Survey
  - QAE visits to central and associated NHS Provider Trusts and Primary Care Trusts
  - QAE website and Moodle course
  - Raising Concerns
  - Top Teachers and Top Administrators Awards
  - Unitu (Student Voice Platform)
  - UCL Internal Quality Review
  - UCL Annual Student Experience Review (ASER)
  - You Said We Listened
- Provides oversight of UCL's Curriculum Data Management processes which include annual review of the MBBS programme summary, module catalogue, module proposal and amendment forms, core programme information and other programme-related documentation published in Portico and on the MBBS website
- Provides oversight of Curriculum Map processes and development and curriculum review projects

Committees:
- Member of MBBS Executive Committee
- Attends MBBS Teaching Committee
- Attends MBBS Clinical and Professional Practice Teaching Sub Committee
- Attends MBBS Quality Management and Enhancement Committee

4.1)   Clinical and Professional Practice (CPP)

Clinical and Professional Practice Teaching Coordinator

- Reports to and works in collaboration with the Head of MBBS Management (CPP/QAE)

- Manages and coordinates CPP timetabling for the 16 contributing modules including room bookings and guiding module managers
- Manages CPP tutor sessions, tutor materials and resource packs
- Coordinates resource materials for tutor training and assists at training sessions
- Coordinates curriculum delivery and student materials and communications
- Manages teaching administration for Professional Practice Modules led by academic staff within the Division of UCLMS
- Maintains CPP Website and Moodle course
- Manages CPP course work submissions, assessment and portfolio requirements and prizes
- Point of contact for queries and troubleshooting during CPP teaching sessions from 08:30am each Thursday and Friday during term time
- Works collaboratively with the QAE Manager to assist and provide cross cover for QAE administration to ensure continuity of high quality services

Committees:
- Services CPP Teaching Sub Committee

4.2)   Quality Assurance and Enhancement

Quality Assurance Manager

- Reports to and works in collaboration with the Head of MBBS Management (CPP/QAE)
- Works in collaboration with the Academic Lead for Quality Assurance to develop QAE strategy, policy, mechanisms and reporting systems
- Develops and implements QAE standard operating procedures and service standards
- Manages the coordination and delivery of QAE services and mechanisms including:
    - Student Evaluation Questionnaires, reports and actions
    - Annual Induction for Student Representatives
    - GMC and other external Quality Review
    - Excellence in Medical Education Awards (EMEA)
    - Medical Education Provider Annual Return (MEPAR)
    - National Student Survey
    - QAE visits to central and associated NHS Provider Trusts and Primary Care Trusts
    - QAE website and Moodle course
    - Raising Concerns
    - Top Teachers and Top Administrators Awards
    - Unitu (Student Voice Platform)
    - UCL Internal Quality Review
    - UCL Annual Student Experience Review (ASER)
    - You Said We Listened
- Coordinates UCL's Curriculum Data Management processes including annual review and updates to the MBBS programme summary, module catalogue, module proposal and amendment forms, core programme information and other programme-related documentation published in Portico and on the MBBS website
- Overview of MBBS committee cycle including review and updates to terms of reference, management guide, annual schedule, minutes on website, and monitoring that minutes are reported to Faculty to UCL's timelines
- Provides administrative support for review and updates to the Curriculum Map including managing Curriculum Review projects
- Works collaboratively with the CPP team to assist and provide cross cover for CPP administration to ensure a high quality experience for teachers and students

Committees:
- Services MBBS Quality Management and Enhancement Committee

- Attends MBBS Executive Committee
- Attends MBBS Teaching Committee and Sub Committees
- Attends Student Staff Consultative Committees
- Attends UCL QA committees

Clinical and Professional Practice and Quality Assurance Administrator

Clinical and Professional Practice

- Provides administrative support for the Head of MBBS Management (CPP/QAE)
- Manages CPP Tutor recruitment, renumeration, and contracts
- Manages the allocation of CPP Tutors to teaching sessions (co-ordinates rotas), including arranging cover for short notice absences)
- Supports academic line managers in organising annual appraisals and probationary procedures in accordance with UCL HR policies
- Maintains personnel files for CPP Tutors
- Manages CPP Tutor training sessions and materials
- Coordinates coursework and manages recruitment of markers
- Assists with teaching administration for CPP Modules, such as editing and uploading online resources, assisting with occasional live remote sessions etc.
- Serves as main point of contact for CPP Tutors regarding staffing and finance issues
- Along with others in the team, provides front of house contact for students and tutors
- Point of contact for queries and troubleshooting during CPP teaching sessions from 08:30am each Thursday and Friday during term time

Quality Assurance and Enhancement
- Provides administrative assistance for the Quality Assurance Manager
- Assists with medical student feedback mechanisms including running Student Evaluation Questionnaires and creating reports
- Manages 'posts' and 'comments' in Unitu, our 'student voice' platform
- Assists with Medical School recognition and reward schemes
- Assists with QA monitoring processes
- Updates the QAE website and Moodle course

Committees
- Assists with servicing the CPP Teaching Sub Committee
- Assists with servicing the Medical School Quality and Enhancement (QMEC) Committee

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5)   Years 1-3

Head of MBBS Management (Years 1-3)

- Works in collaboration with the Academic Leads for Years 1, 2 and 3 re strategic direction, management of Years 1-3, policy and planning, feasibility scoping, piloting new initiatives, curriculum delivery, development and innovation
- Manages Years 1-3 service standards and standard operating procedures
- Manages the Years 1-3 Team in the coordination and delivery of these years including:
    o Assessment
    o Curriculum planning & coordination
    o Introduction & Orientation Modules
    o Consolidation, Integration & Feedback weeks
    o Examination software, delivery systems and processing of results
    o Prizes

- o Publications and materials
  - o Quality assurance
  - o ASER returns
  - o Student Selected Components (SSC)
  - o Student records and transcripts
  - o Website
- Works in partnership with the Deputy Head of the MBBS Programme to support initiatives and innovation
- Reviews and updates the Committee Guide and associated documentation
- Oversees websites and VLE sites
- Works in collaboration with MBBS Management Teams to ensure appropriate exchange of information relating to student academic progress and support

Committees
- Services Year 1 and Year 2 Student Selected Components Committee
- Attends MBBS Teaching Committee
- Attends MBBS Year 1 and Year 2 Teaching Sub Committees
- Attends MBBS Year 1 and Year 2 Sub Boards of Examiners
- Attends Year 3 Review and Commissioning Committee
- Attends Year 1 & 2 Student and Staff consultative Committee
- Attends Year 3 Student and Staff Consultative Committee

Year 1 Manager

- Reports to and works in collaboration with the Head of MBBS Management (Years 1-3)
- Develops and manages service standards and standard operating procedures and ensures compliance with MBBS Service Standards
- Works with the Academic Leads and manages a shared student administrator in the coordination and delivery of:
  - o Assessments
  - o Attendance monitoring including Tier 4 students
  - o Curriculum and teaching activities including the Introductory and Orientation Module and core teaching weeks
  - o Portfolio and course work submissions
  - o Prizes
  - o Student academic reports and records
- Acts as the Year 1 Exam Liaison Officer including Portico mark entry, calculation and confirmation
- Manages assessment software including question banks, examination delivery systems and processing of results
- Maintains examiner databases and oversees examiner recruitment
- Works collaboratively with the Academic Year Leads and Deputy Year Leads to ensure the provision of high quality examination content
- Manages Student Selected Components in Year 1
- Maintains the year webpage and moodle site
- Deputises for the Head of MBBS Management (Years 1-3).
- Works collaboratively with the MBBS Student Support Team to ensure appropriate exchange of information to support student academic progress.
- Works collaboratively with the Years 1-3 team to ensure that curriculum and assessment activities and services are delivered to a high standard in these years of the programmes.
- Provides cross-cover for the wider team in the Student Office including assisting at examinations and events in all years of the programme.

- *Committees and Exam Boards*
- Services Year 1 Teaching Sub Committee

- Services Year 1 Sub Board of Examiners
- Services Year 1 Panel of Examiners
- Services Year 1 Sub Panel of Examiners (Practical)
- Services MBBS Teaching Committee

Year 2 Manager

- Reports to and works in collaboration with the Head of MBBS Management (Years 1-3)
- Develops and manages service standards and standard operating procedures and ensures compliance with MBBS Service Standards
- Works with the Academic Leads and supervises a shared student administrator in the coordination and delivery of:
  - Assessments
  - Attendance monitoring including Tier 4 students
  - Curriculum and teaching activities including the Introductory and Orientation Module and core teaching weeks
  - Portfolio and course work submissions
  - Prizes
  - Student academic reports and records
- Acts as the Year 2 Exam Liaison Officer including Portico mark entry, calculation and confirmation
- Manages assessment software including question banks, examination delivery systems and processing of results
- Maintains examiner databases and oversees examiner recruitment
- Works collaboratively with the Academic Year Leads and Deputy Year Leads to ensure the provision of high quality examination content
- Maintains the year webpage and moodle site
- Manages Student Selected Components in Year 2
- Manages the Year 3 Student Administrator in responsibilities relating to iBSc allocations.
- Cross-cover for Year 3 generic mailbox
- Deputises for the Head of MBBS Management (Years 1-3).
- Works collaboratively with the MBBS Student Support Team to ensure appropriate exchange of information to support student academic progress.
- Works collaboratively with the Years 1-3 team to ensure that curriculum and assessment activities and services are delivered to a high standard in these years of the programmes.
- Provides cross-cover for the wider team in the Student Office including assisting at examinations and events in all years of the programme.

  Committees and Exam Boards
- Services Year 2 Teaching Sub Committee
- Services Year 2 Sub Board of Examiners
- Services Year 2 Panel of Examiners
- Services Year 2 Sub Panel of Examiners (Practical)
- Services Year 1 and Year 2 Student Staff Consultative Committee

Student Administrator (Years 1-3)

Reports to the Year 1 Manager and provides administrative support for the Year 1 and Year 2 Manager and the Head of MBBS Management (Years 1-3)

Year 1 and Year 2 Curriculum

- Supports the Year 1 and Year 2 Managers in curriculum activities

- Manages
  - Year 1 and Year 2 core teaching weeks including the Introductory and Orientation Module and Consolidation, Integration and Feedback weeks
  - Student Engagement Monitoring
  -

Year 1 and Year 2 Assessments

- Reports to and provides administrative support for the Year 1 and Year 2 Manager in assessment coordination and delivery of
- Manages:
  - Year 1 and Year 2 formative written assessments [?]
- Assists with:
  - summative written assessments

Year 3

- Works in collaboration with the Academic Lead and to the direction of the Year 2 Manager
- Manages:
  - standard operating procedures and service standards
  - review and commissioning processes
  - allocation process
  - prizes
  - funding, scholarships and bursaries
  - annual progression out to IBSc programmes and return to MBBS

- First point of contact in medical student office and covers Y2 and Y3 generic mailbox
- Provides cross cover for Y1 curriculum work and generic mailbox

Committees and Exam Boards
- Services MBBS Year 3/IBSc Review and Commissioning Committee
- Services MBBS Year 3/IBSc Progression Board
- Services Year 3 Student Staff Consultative Committee

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6)　　Years 4-6

Head of MBBS Management (Years 4-6)

- Manages a team of 5 administrators based in the Medical Student Office at the Bloomsbury Campus in the coordination and delivery of assessments, careers and foundation school transition, curriculum coordination and timetabling, elective approval, elective bursary allocations, provisional GMC registration, graduation ceremonies, national assessments, placement allocations, prizes, publications and materials, quality assurance returns, student academic records, student feedback, webpages and VLE sites
- Oversees and manages examination software content and structure, including question banks, question classification and user permissions for years 4-6; exam delivery and processing systems for years 4-6; database of potential examiners for all years
- Provides leadership, support, guidance, direction and training for the wider network of contributing module managers and administrators in SLMS and NHS Provider Trusts
- Reviews, develops and enhances curriculum and assessment management structures, systems, and technology for the effective, standardised and student-centered management of curriculum and assessment processes and delivery including review and updating of assessment guides, associated documentation and website

- Calculates student number predictions and works in collaboration with the Tariff Officer and Trust Providers to commission clinical and SSC placements and determine funding levels
- Develops effective and comprehensive standard operating procedures and management guides
- Monitors and ensures compliance with MBBS service standards
- Works in partnership with the MBBS Programme Leads and Academic Leads for years 4,5,6 in managing and planning these years, developing policy, curriculum review and development, projects, feasibility scoping, piloting new initiatives,
- Works in partnership with the Academic Lead for Assessment to provide support in assessment development, innovation and operational consistency and compliance with UCL regulatory and reporting requirements across the programme
- Liaises with student representatives to ensure that systems and services match student expectation and enhance the student experience
- Deputises for the Head of MBBS Management
- Provides cross cover for year managers

Committees and Exam Boards
- Services MBBS Executive Committee
- Services MBBS Board of Examiners
- Attends Y4-6 Staff Student Consultative Committee

6.1)   Year 4

Year 4 Manager and Elective Approval Coordinator

- Reports to and works in collaboration with the Head of MBBS Management (Years 4-6)
- Line-manager for the Years 4-6 Student Administrator
- Manages service standards and standard operating procedures
- Works with the Academic Lead and manages the student administrator for Year 4 in the coordination and delivery of:
    o Assessments and prizes
    o Coordination of teaching and clinical placements
    o E-Portfolio and course work
    o Introductory and Orientation Module (IOM) and other core teaching
    o Student module reports and records
- Acts as the Year 4 Exam Liaison Officer including Portico mark entry, calculation and confirmation
- Maintains webpages and moodle
- Guides the 3 x Year 4 Module Managers and monitors compliance with MBBS policies, procedures, deadlines, communications policy and VLE housestyle
- Manages the elective approval process including maintaining the website and online application process, monitoring approval of stages 1 and 4 and approving stages 2 and 3 in liaison with the Academic Lead for Electives
- Works in collaboration with MBBS Management Teams to ensure appropriate exchange of information relating to student academic progress and support
- Provides cross cover for servicing the SSCC and ensures minutes are reported to Faculty Teaching Committee

Committees and Exam Boards
- Services Year 4 Teaching Sub Committee
- Services Year 4 Sub Board of Examiners
- Services Year 4 Panel of Examiners
- Services Year 4 Sub Panel of Examiners (Clinical)
- Attends the Years 4-6 Staff Student Consultative Committee

Year 5 Manager and NHS Bursaries Coordinator

- Reports to and works in collaboration with the Head of MBBS Management (Years 4-6)
- Line manager for the Year 5 Student Administrator
- Manages service standards and standard operating procedures
- Works with the Academic Lead and manages the student administrator for Year 5 in the coordination and delivery of:
    - Assessments and prizes
    - Coordination of teaching and clinical placements
    - E-Portfolio and course work
    - Introductory and Orientation Module (IOM) including careers events, Anchor weeks and Taught Revision weeks
    - Student module reports and records
- Acts as the Year 5 Exam Liaison Officer including Portico mark entry, calculation and confirmation
- Maintains webpages and moodle
- Guides the 3 x Year 5 Module Managers and monitors compliance with MBBS policies, procedures, deadlines, communications policy and VLE housestyle
- Manages the NHS bursary application process
- Works in collaboration with MBBS Management Teams to ensure appropriate exchange of information relating to student academic progress and support

    Committees and Exam Boards
- Services Year 5 Teaching Sub Committee
- Services Year 5 Sub Board of Examiners
- Services Year 5 Panel of Examiners
- Services Year 5 Sub Panel of Examiners (Clinical)

6.3)   Year 6

Year 6 Manager and Careers/Foundation School Transition Coordinator

- Reports to and works in collaboration with the Head of MBBS Management (Years 4-6)
- Secondary line manager for the Years 4-6 Student Administrator
- Manages service standards and standard operating procedures
- Works with the Academic Lead and manages the student administrator for Year 6 in the coordination and delivery of:
    - Assessments and prizes
    - Core teaching
    - Clinical placements
    - E-Portfolio and course work
    - Student module reports and records (including elective)
- Guides placement administrators at clinical providers and monitors compliance with MBBS policies, procedures, deadlines, communications policy and VLE housestyle
- Acts as the Year 6 Exam Liaison Officer including Portico mark entry, calculation and confirmation
- Processes Portico degree awards
- Liaises with UCL Graduation Ceremonies
- Liaises with other Medical Schools to award the University of London Gold Medal
- Maintains webpages and moodle
- Works in collaboration with MBBS Management Teams to ensure appropriate exchange of information relating to student academic progress and support

- Manages Careers and Foundation School Transition including:
  - Administrative support for the Academic Lead
  - Co-ordinating careers events across the programme and liaising with year teams to ensure that careers events are scheduled in each year of the programme
  - Maintaining the careers website and moodle page
  - Arranging Academic Foundation Training mock interviews
  - Arranging Foundation School sessions and workshops in Year 5 and Year 6
  - Managing EPM calculations and submission to UKFPO
  - Issuing Distinctions in Clinical Sciences (based on EPM calculations)
  - Managing the delivery of national assessments, currently the Situational Judgement Test and Prescribing Safely Assessment
  - GMC Provisional Registration and ID checks
  - Liaising with UKFPO

  Committees and Exam Boards
- Services Year 6 Teaching Sub Committee
- Services Year 6 Sub Board of Examiners
- Services Year 6 Panel of Examiners
- Services Year 6 Sub Panel of Examiners (Clinical)
- Services the Careers/Foundation School Transition Committee

Year 4&6 Student Administrator, Year 4-6 Team

- Reports to and provides administrative support for the Year 4 Manager in tasks relating to:
  - coordination and delivery of assessments
  - coordination of modules and placements
  - coordination of Introductory and Orientation Module and core teaching weeks
- Provides administrative support for the Year 6 Manager in tasks relating to:
  - coordination and delivery of assessments
  - coordination of modules and placements
  - coordination and delivery of SSCs
  - coordination of Introductory and Orientation Module and core teaching days
  - Foundation School transition
- Manages Y4 and Y6 e-portfolio and coursework submission
- Manages Y4 and Y6 Case of the Month
- Implements the national Situational Judgement Test
- Implements the national Prescribing Safety Assessment
- First point of contact in medical student office and covers Y4 and Y6 generic mailboxes
- Student engagement monitoring
- Supports the elective approval process including operational management of Stages 1 and 2**.**
- Works in collaboration with MBBS Management Teams to ensure appropriate exchange of information relating to student academic progress and support

  Committees
- Services the Staff Student Consultative Committee (Years 4-6)

Year 5 Student Administrator, Year 4-6 Team

- Reports to and provides administrative support for the Year 5 Manager in tasks relating to:
  - coordination and delivery of assessments
  - coordination of modules and placements
- Provides administrative support for the Head of MBBS Management (Years 4-6)
- Coordinates Y5 Introductory and Orientation Module, Anchor weeks and Taught Revision weeks

- Manages Y5 e-portfolio and coursework submission
- Manages Y5 Case of the Month
- Manages NHS Bursary applications and travel expense claims including elective expenses
- First point of contact for Y5 in medical student office and Y5 generic mailbox
- Student attendance and engagement monitoring
- Works in collaboration with MBBS Management Teams to ensure appropriate exchange of information relating to student academic progress and support

Committees

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7)	Student Support and Records, Personal Tutor Scheme and Visiting Elective Programme

Head of MBBS Student Support and Records

Strategic Management; Policy Management; Management of 'external' processes/interface between Divisional Tutor/Faculty Tutor/UCL Registry

- Works in collaboration with the MBBS Programme Lead and Divisional Tutor re strategic direction, policy and planning, design and management of student records systems and support services, feasibility scoping, piloting new initiatives, development and innovation
- Determines service standards and develops standard operating procedures and monitors team compliance
- Manages the Student Support Manager in responsibilities relating to Student Financial Assistance and UCL and Medical School regulatory requirements including:
    - Close Supervision
    - Disclosure and Barring Service checks
    - Extenuating Circumstances
    - Interruptions of Study/Withdrawals
    - Occupational Health clearance
    - Special Examination Arrangements
    - Statements of Reasonable Adjustments (SoRA)
    - Student Support Cards
    - Transfer Admissions to Year 4
- Manages the Student Support Administrators in responsibilities relating to:
    - Clinics, references
    - Personal Tutors
    - Transcripts including Verification of Qualification and Dean's letters
    - Visiting Electives Programme
- Monitors
    - Quality and accuracy of data entered into Portico academic records and medical student transcripts
- Coordinates:
    - Annual Progression Exercise including progressing and qualifying students in Portico
- Manages:
    - Fitness to Practise including servicing the Initial FtP Panel
    - Foundation School Supporting Trainees Entering Practice (STEP)
    - Student Support Web and Moodle sites including updates to Student Support-related policies in the A-Z

    Committees
- Services Initial Fitness to Practise Panels
- Attends Examination Pre-Boards and Boards

- Attends Student Support/Welfare Committee
- Attends Student Support Tutor meetings

Student Support Manager

Operational Management; Student-facing Staff Management; Management of 'internal' processes/monitoring/complex or non-standard issues; Escalation of items requiring DT/FT/UCL intervention or approval

- Reports to and works in collaboration with the Head of MBBS Management (Student Records and Support)
- Provides administrative support for the Divisional Tutor in operational aspects of Student Support
- Develops and works to Standard Operating Procedures and MBBS service standards
- Manages regulatory processes and records for:
    - Close Supervision
    - Disclosure and Barring Service checks
    - Extenuating Circumstances
    - Interruptions of Study/Withdrawals
    - Occupational Health clearance
    - Special Examination Arrangements
    - Statements of Reasonable Adjustments (SoRA)
    - Student Support Cards
- Manages **Medical Student Financial Assistance** including scholarships and bursaries funds and annual committee
- Maintains Student Support Web and Moodle Sites
- Works with the Head of Student Support and Records to manage Medical Student Clinics.

    Committees:
- Services the Student Support Committee
- Services the Scholarships Committee
- Services MBBS Divisional Extenuating Circumstances Panel (under working remotely temporary operating model)

Student Success Advisor (Year 1 students)

To know the students and using mentoring techniques to be a first point of contact for them, working alongside academics and other professional services staff. To provide an interface between the faculty/academic unit and central professional services providing both wellbeing services and opportunities for students to enable students to get the maximum benefit of the wealth of opportunities available.

- To be a first point of contact to support students for their department, particularly new undergraduate students in the first instance.
- To work proactively to help them access opportunities outside the taught curriculum.
- Connecting with new students before arrival and soon after arrival (discussion to cover expectations of UCL and the programme, aspirations for the future, any specific needs to be supported).
- Checking in with new UG students on a regular basis (eg every two to three weeks) to check on their progress, identify opportunities and encourage students to make the most of UCL's opportunities.
- Being a named point of contact for students' queries, whatever they may be, and from whatever medium, and signposting to departmental, faculty and central resources.
- To provide support to students and advice through key lifecycle processes as applicable to the faculty/department in which the SSA is based.
- Play a key role in the extenuating circumstances process, providing support and advice to students and supporting departmental extenuating circumstances panels.

- Being a named point of contact for central support and success services.
- To be responsible for working with colleagues in their department to put in place SORA (statements of reasonable adjustment) requirements for students.
- Contributing to the organisation and running of student induction.
- Supporting students' sense of belonging by organising events to bring students together, particularly with academic staff.
- Providing general assistance and support to the departmental tutor.
- Co-ordinating the personal tutoring system in conjunction with the departmental tutor for their department, and supporting tutors to use the relevant software. This may be done in conjunction with the department tutor.
- Dealing with wellbeing concerns referred by the department's personal tutors and liaising with the relevant central support services.
- To be a member of the departmental and faculty student success adviser teams and to collaborate with other Student Success Advisers through a community of practice
- To work with the SSW Business Partners in a hub and spoke model.

Student Support and Records Administrator and Visiting Electives
Delivery of standard/routine processes; routine reporting to Purvangi of issues which needing monitoring; Escalation of non-standard items potentially needing DT intervention

- Reports to and provides administrative support for the Head of Medical School Support and Records
- Manages the Visiting Electives Programme and provides administrative support for the Academic Lead (suspended until Easter 2021)
- Manages Student Support Clinics and follow up actions under the direction of the Student Support Manager
- Provides standard letters and Divisional Tutor and Support Tutor references
- Shares management of the student support generic inbox
- Issues medical student academic transcripts for current students needing a full certified transcript
- Issues academic transcripts for graduates including legacy system requiring manual transcripts:
  - UCLMS graduates from 2014 (Portico)
  - MBPhD students
  - Middlesex Hospital Medical School (up until around 1989)
  - Royal Free Hospital Medical School graduates (up to 2003)
  - University College Hospital Medical School (up to 1989)
  - University College and Middlesex School of Medicine (up to 2003)
  - Royal Free and University College Medical School (2014-2013 – MSSR pdfs)
- Issues Dean's Letters and Letters of Verification
- Provides cross cover for colleagues

Student Support Administrator and Personal Tutor Coordinator

Delivery of standard/routine processes; routine reporting to Purvangi of issues which needing monitoring; Escalation of non-standard items potentially needing DT intervention

- Reports to the Student Support Manager
- Assists with the Personal Tutor Scheme and provides support for the Academic Lead
- Manages Student Support Clinics and follow up actions under the direction of the Student Support Manager
- Provides standard letters and Divisional and Student Support Tutor references
- Shares management of the student support generic inbox
- Issues medical student academic transcripts for current students needing a full certified transcript
- Manages office supplies MBBS Management at Bloomsbury

- Provides cross cover for colleagues

Committees:
- Services Student Support Tutor meetings

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8)   Clinical Placements

Head of MBBS Placements Management and MSEC Advisor

- Supports MBBS Management in their contribution to consultancy and knowledge transfer activities with reference to the MBBS curriculum, assessments, student records, student support, placements and quality assurance
- Assists and deputises for the Head of MBBS Management in MSEC projects
- Ensures that MBBS-related education consultancy materials and presentations are of the highest standard.
- Participates in consultancy visits and client development activities
- Provides cover/back fill for staff seconded to MSEC projects

- Manages a team of 5 placement administrators in campus offices at the Royal Free and Whittington Hospitals
- Provides leadership, support, guidance, direction and training for the wider network of contributing module managers and administrators in SLMS and NHS Provider Trusts
- Evaluates management models at UCLMS and other medical schools to optimise placement management and to inform MSEC projects
- Reviews, develops and enhances UCLMS placement management structures, systems, and technology for the effective and standardised implementation of modules and placements
- Ensures effective and comprehensive standard operating procedures and management guides for placements
- Monitors and facilitates compliance with MBBS service standards
- Liaises with student representatives to ensure that systems and services match student expectation and enhance the student experience
- Works in partnership with the Associate and Deputy Heads of MBBS Programme to provide support in programme leadership and management responsibilities
- MBBS representative at Faculty Teaching Committee and Board of Examiners

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8.1)   Royal Free Placements

Royal Free Trust Liaison and Clinical Placements Manager

- Reports to and works in collaboration with the Head of MBBS Management (Placements)
- Trust Liaison project work including:
  - On-going work to ensure accountability of the Undergraduate Medicine Tariff, including tracking UMT monies and appropriate inclusion of MBBS education in Trust job planning
  - Managing reviews of targeted areas of teaching to ensure appropriate standards
  - Enhanced monitoring of compliance with the Trust Learning Development Agreement and Service Level Agreement with UCL
  - Administering an annual discretionary fund for investment in high quality and innovative practices within undergraduate medical education
- Administrative support for the Director of UG Medical Education relating to:
  - the provision of Trust facilities
  - compliance with the Learning Development Agreement
  - quality assurance and monitoring of local teaching and assessment delivery
  - implementation of curriculum changes and developments

- administration of Trust requirements to enable student access to undergraduate medical placements, currently Trust ID cards, Trust IT and PACS access
  - effective administration of clinical placements
  - organising meetings and diary management
  - servicing the Royal Free UG Teaching Committee
  - organising and chairing administrator meetings prior to each RF UG Teaching Committee
- Clinical Placements Manager including:
  - Working collaboratively with Trust and University administrators to ensure the continuity and consistent delivery of high quality clinical placements
  - Line-management of clinical placements administrator in targeted areas of clinical placements, currently Child Health and Neurology
- Duke Elder National Prize in Ophthalmology
- Cordwainers Prizes

Committees:
- Services the Royal Free Undergraduate Teaching Committee

Royal Free Placements Officer

- Reports to and works in collaboration with the MBBS Liaison and Project Officer
- Administrative assistance for the Director of UG Medical Education including diary management and meetings
- Administration of Trust placement requirements including: Trust ID cards, Trust IT and PACS access
- Liaison with Module Coordinators and Placements Administrators to ensure the delivery of Child Health and Neurology teaching and assessment activities within the overall module timetables
- Administration of Child Health, Neurology, Ear, Nose and Throat (ENT), Oncology and Dermatology Placements including:
  - student liaison and first point of contact
  - timetabling and organising integrated clinical placements
  - timetabling and organising Introduction and Orientation Modules
  - timetabling and organising firm specific teaching activities
  - quality assurance of clinical placements teaching and review of student feedback responses
  - organising formal teaching sessions/small group teaching/tutorials
  - providing local teaching materials
  - arranging firm inductions for students
  - allocating auditors/module tutors to each student
  - absence reporting
  - arranging end of module sign-off sessions as required
  - collating assessment materials and recruiting examiners as required
  - assisting the Site and Firm Leads and Module Administrators with any other tasks required for the effective running of high quality clinical placements
- Monitoring and reporting of student absences
- First point of contact for placement enquiries at the Royal Free Campus
- Assisting at MBBS written assessments
- Assisting at Y4, Y5 and Y6 clinical examinations at the Royal Free Campus
- Assisting with the recruitment of examiners for clinical examinations at the Royal Free Campus
- Assisting with the organisation of Introductory and Orientation Modules at the Royal Free including registration day

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8.2)   Whittington Undergraduate Centre and Placements Office

Whittington UG Centre and Placements Manager

- Reports to and works in collaboration with the Head of MBBS Management (Placements)
- Management of the Whittington UG Centre including general site facilities and budgets, in the daily operation of the centre, room bookings, Trust placement requirements
- Trust Liaison and administrative support for the Director of UG Medical Education
- Management of the Whittington Placements Administrators including supervising SOPs and the fulfilment of MBBS service standards
- Administration of local module teaching and assessment activities and clinical placements, currently for Obstetrics and Gynaecology
- Assistance at MBBS Assessments
- Working collaboratively with Trust and University administrators to ensure the continuity and consistent delivery of high quality clinical placements

Committees:
- Services the Whittington Undergraduate Teaching Committee

Placements Administrator and Deputy UG Centre Manager

- Reports to and works in collaboration with the Whittington UG Centre Manager
- Deputises for the Centre Manager in the daily operation of the centre, room bookings, Trust placement requirements and in the continuity and cross cover of placements at the Whittington site
- Administration of local module teaching and assessment activities and clinical placements, currently for Medicine, including:
    - student liaison and first point of contact
    - timetabling and organising integrated clinical placements
    - timetabling and organising Introduction and Orientation Modules
    - timetabling and organising firm specific teaching activities
    - quality assurance of clinical placements teaching and review of student feedback responses
    - organising formal teaching sessions/small group teaching/tutorials
    - providing local teaching materials
    - arranging firm inductions for students
    - allocating auditors/module tutors to each student
    - arranging end of module sign-off sessions as required
    - collating assessment materials and recruiting examiners as required
    - facilitating module/placement assessments including assisting at formative module assessments
    - assisting the Site and Firm Leads and Module Administrators with any other tasks required for the effective running of high quality clinical placements
    - monitoring and reporting of student absence
- Assistance at MBBS Assessments
- Cross cover for room bookings

Whittington UG Centre Placements Administrator and Room Bookings

- Reports to and works in collaboration with the Whittington UG Centre Manager
- Provides administrative support for the Director of UG Medical Education
- Administers Trust placement requirements including: student lockers, swipe cards, bleeps, Whittington Anglia-ICE registration
- Provides cross cover with the team in the daily operation of the centre and in the continuity and cross cover of placements at the Whittington site
- Whittington site room bookings for all MBBS teaching
- Administration of local module teaching and assessment activities and clinical placements, currently for Paediatrics and Care of the Older Person, including:
    - student liaison and first point of contact
    - timetabling and organising integrated clinical placements

- o timetabling and organising Introduction and Orientation Modules
- o timetabling and organising firm specific teaching activities
- o quality assurance of clinical placements teaching and review of student feedback responses
- o organising formal teaching sessions/small group teaching/tutorials
- o providing local teaching materials
- o arranging firm inductions for students
- o allocating auditors/module tutors to each student
- o absence reporting
- o arranging end of module sign-off sessions as required
- o collating assessment materials and recruiting examiners as required
- o facilitating module/placement assessments including assisting at formative module assessments
- o assisting the Site and Firm Leads and Module Managers with any other tasks required for the effective running of high quality clinical placements
- o monitoring and reporting of student absence
- Assistance at MBBS Assessments

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9)	UCLMS Divisional support for MBBS Management (Estates, Finance, Staffing)

UCLMS provides Estates, Staffing and Finance support as follows:

Room bookings – Huntley Street – PA to Director of UCLMS

- Room bookings for Meeting Rooms 1 and 2

Divisional Staffing and Estates Manager

- Staffing/HR guidance and support
- Staffing/HR admin systems (ROME, SiP, Recourse Link, MyView, Services System, Portico)
- Administration of recruitment campaigns (working with recruiting managers as required) including the drafting of job descriptions, person specifications, advertisements and application packs, dealing with recruitment queries, coordinating the shortlisting process, interview arrangements, immigration/right to work, requesting references, notifying recruitment outcomes, including awareness of equal opportunities and diversity issues
- Creating and approving SiP forms
- Creating divisional staffing file for new staff
- Review new staff induction programmes, IT registration process for new starters (and removing leavers), arranging tokens for passwords and ID requirement
- Liaising with UCL HR Consultancy/Operations/Payroll & Pensions with regards to contractual arrangements to newly appointed staff, and any issues relating to pay and terms and conditions of employment
- Arranging temporary staff and liaising with HR and agencies as required
- Advising on grievance and disciplinary, probation, capability and termination procedures and processes
- Data protection and Freedom of Information Co-ordinator
- Honorary titles for MBBS teachers
- Advising the MBBS CPP Team in managing staffing/HR operational issues

Divisional Finance Officer

- First point of reference for all finance related queries, ensuring advice and guidance provided complies with UCL Financial Regulations, relevant legislation (e.g. VAT), related UCL Policies and Procedures

(e.g. Expenses Policy, Travel and Subsistence Policy, UCL Insurance Policy, UCL Self Employment Guidelines, etc.).
- First point of reference for FIS related issues and administration
- Manage MBBS budgets and accounts, in liaison with the relevant MBBS MANAGEMENT administrator, including processing and authorising payments relating to:
  - Medical School Prizes
  - Medical School Endowment Funds Elective Bursaries
  - Student Hardship Funds
  - Written and Clinical Assessment budgets
  - NHS UG Tariff recharges for MBBS teaching and assessments
  - General Teaching budgets
  - Examiner payments
- Work collaboratively with the National UG Tariff Office and SLMS Finance Office to:
  - develop and negotiate NHS UG Tariff strategies and contracts
  - liaise with NHS Trusts regarding compliance with NHS UG Tariff contracts
  - calculate NHS UG Tariff allocations
  - calculating Student Load
  - ensure correct NHS Trust recharges
- Work collaboratively with the MBBS Clinical and Professional Practice Office to ensure the efficient administration of Clinical and Professional Practice Tutor payments and the resolution of problems and disputes relating to payments

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10) CTF and other Research Projects - Framework for interface with MBBS Management

The frameworks agreed by UCLMS Exec are:

CTF projects

- Project approval is via the Director of the Medical School
- Project approval includes funding and so costs are charged to this source (so for our purposes via Divisional Finance rather than through our MBBS site teaching budgets)
- CTFs are responsible for their own admin for their own projects
- MBBS Management has a collective role, as part of UCLMS, in facilitating and supporting divisional activities and educational research to benefit students
- The transition of successful projects to implementation will be discussed at MBBS Exec so that MBBS leads and administrators are aware, can consider the logistics of extending pilots to a full cohort of students, and contribute ideas
- MBBS Management professional services are considered and agreed at this transition stage

Other research projects

- These follow Divisional rules for funding and identifying administrative support, with expressions of interested invited and additional payment agreed.

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11) Guidance for MBBS Management staff and line managers

These policies supplement UCL HR policies with local guidance for UCLMS Divisional and MBBS Management service requirements.

Catering for meetings

- Costs to be kept to a minimum!
- Drinks and biscuits only for internal meetings, no lunches

- Sandwich lunches may be provided for meetings which include external visitors
- Catering to be ordered from supplier closest to the specific meeting room to avoid delivery charges:
  - 74 Huntley Street – Courtyard Café
  - UCL main quad – UCL Refectory
  - Whittington – XLMT, Whittington Hospital
  - Archway – Brontex Catering

Inductions should include:

- Outline of MBBS Management structures and responsibilities: role outlines, organograms and contacts on website in MBBS Governance
- Guidance re accessing contacts:
  - UCL directory
- UCL and Trusts - how to find contact details for UCL, UCLH, Royal Free, Whittington
- File storage protocols – **all** work to be stored on the MBBS S drive
- Introduction to Portico – book training where appropriate to role
- Explanation of MBBS Current Student Website and Moodle:
- Explanation of MBBS Management calendar: MSA Calendar instructions.doc
- Formal agreement of working hours – normal start and finish times (for student office roles, normal working hours must cover 9am-5pm) (need to notify Gaynor and Div Staffing for HR records)
- Explanation of procedures for booking leave, reporting absence/lateness: MSA Annual Leave request form.doc; MSA Sickness Absence Form.doc; MSA Time in Lieu Request.doc
- Explanation of Health and Safety arrangements, e.g. fire alarm points/exits, time of alarm tests, names of Departmental Safety Officer (Deanne Attreed for Huntley Street Building) First Aiders
- Explanation and completion of UCL induction and probationary procedures: http://www.ucl.ac.uk/hr/docs/new_induction_probation.php

Leave

- annual leave is requested via line managers with approval subject to service requirements and recorded in MyView
- dates must not disrupt student services and must avoid placing undue pressure on other members of staff, so annual leave may not be taken during assessment weeks or other peak periods such as start of session
- minimum staffing levels in student-facing offices is 2 to ensure that lunch breaks can be covered
- line managers and support staff should normally avoid taking leave at the same time
- line managers provide cover in the student offices when staffing levels are low
- annual leave may not exceed 2 weeks without prior permission from the Head of MBBS Management and UCLMS Exec
- UCL's policy regarding annual leave can be found at: http://www.ucl.ac.uk/hr/docs/annual_leave.php

- Leave for medical appointments: please liaise with your line manager regarding leave to attend medical appointments as appropriate. This should be entered on MyView once verbally approved by your line manager. Appointments should be arranged early in the morning or late in the afternoon wherever possible. If an entire day is required to attend a medical appointment, then this is classed as sick leave and will be reported on MyView by your line manager as necessary.

  UCL HR policies require staff to notify line managers of appointments and to provide supporting documents which should be kept on file by the line manager. Details of medical conditions may be blanked out if staff wish.

- UCL's policy regarding leave for medical appointments can be found in section 2 of the following URL: http://www.ucl.ac.uk/hr/docs/leave_domest_personal_reasons.php

- Leave taken to train/study: please liaise with your line managers to seek approval for training/study leave as appropriate. This should be entered on MyView once verbally approved by your line manager.

  - UCL's policy regarding taking leave to train/study can be found in section 12 of the following URL: http://www.ucl.ac.uk/hr/docs/leave_domest_personal_reasons.php

Line managers should:

- monitor annual leave records and timekeeping
- ensure that annual entitlements are not exceeded
- check with secondary line managers, where appropriate, before approving leave
- check, before approving leave, that sufficient cover is available to maintain services
  - for all staff, this means that leave should be taken at times which are not disruptive to student services and may not be taken during assessment weeks or other peak periods
  - for line-managers, this means that leave should not normally be taken at the same time as support staff
  - for student office staff, this means that a minimum of 2 members of staff should be in the office to ensure that lunch breaks can be covered. Line managers are responsible for ensuring sufficient cover if unplanned absence by their support staff reduces staffing levels below this minimum
- forward requests for periods of more than 2 weeks to the MBBS Manager for approval
- ensure that no more than 5 days leave are carried forward to the next leave year without prior approval and only in exceptional circumstances

  MyView: http://www.ucl.ac.uk/hr/myview_secure_live/myview_log_in.php
  Information about MyView Leave Request function: http://www.ucl.ac.uk/hr/docs/rl_docs.php.

Exit interviews and handovers

Exit interview are recommended as good practice. Handovers must include ensuring that all files are saved on the S drive, relevant emails stored in personal Outlook folders are transferred, and out-of-office messages are set up before the member of staff leaves

Major Incidents
- Line managers are responsible for informing their support staff of major incidents, building closures, exceptional office closures, bad weather affecting safety and travel, etc. using the mobile telephone cascade system on the S drive at s:\curriculum co-ordination\contact lists
- Where UCL buildings are closed, the MBBS Manager will liaise with the Director of UCLMS and the Divisional Manager to investigate possible alternative accommodation and computer access. Line managers should take direction from the MBBS Manager
- Where travel to work is affected, and unless superseded by instructions from central College or UCLMS, local MBBS Management policy is that staff should:

  - come to work if they can
  - may choose, with the agreement and close monitoring of their line manager(s), not to come in and to take annual leave
  - may choose, with the agreement and close monitoring of their line manager(s), to work from home providing they can demonstrate that there is work they can do
  - should, if unable to come to work and unable to work from home, and monitored by the line manager(s) make up time missed over the course of the next 4-6 weeks

New appointments - practicalities:

- Office keys – permanent members of staff, not usually temps unless booked for a longish period, should be given a key. Deanne orders replacement keys when needed.

- UPI issued on appointment – initiated by Divisional Staffing Officer via SiP appointment process

- UCL ID card and swipe card access to building – initiated by Divisional Staffing Officer via SiP appointment process
    - by email to security.systems@ucl.ac.uk giving name, dates, UPI and buildings access levels needed. Huntley St levels are:
        - Level 1 – all doors 24/7, including Clinical Skills Unit
        - Level 2 – all doors 24/7, excluding Clinical Skills Unit – normal level for MSA staff
        - Level 3 – all doors Mon-Fri 0800-1800, No Clinical Skills Unit
        - Level 4 – 74 Huntley St entrance only Mon-Fri 0900-1700, No Clinical Skills Unit
        - Level 5 – Clinical Skills Unit only
    - New member of staff needs to present ID (bank card) at the UCL Security Office, who will print the card
        - *Andrew Huxley Building, next to Printroom Cafe courtyard, main Wilkins Building.*

- UCL IT account – initiated by Divisional Staffing Officer via SiP appointment process
    - UCL IT posts the ID and password to the member of staff
    - new member of staff needs to activate the account and change the password

- MBBS Management IT access:
    - Shared drive – addition to security groups is via Gaynor or Alison
    - Speedwell – addition to security groups is via Gaynor or Alison, addition to security groups within Speedwell is via Gaynor or Alison
    - Moodle – addition to security groups is via Kate with authorisation from Gaynor or Alison

Probationary reviews: at 3 and 5 months for staff on grades 4-6 and at 3 and 8 months for staff on grade 7-10

- Details of the UCL Induction and Probation Procedure for Support Staff are available at: http://www.ucl.ac.uk/hr/docs/new_induction_probation.php

- The completed forms (available via the following URL: http://www.ucl.ac.uk/hr/docs/prob_procedure_links.php) should be signed by the probationer, then you as line managers and then by Gaynor (for MSA staff), then sent directly to HR Operations (see below for HR contacts), with a copy being retained in the staff member's personnel file. HR Operations report probation review meeting dates on the online system - line managers are not required to do this themselves on MyView. Please contact Gaynor prior to the probation review meeting being due if you feel it may be necessary to extend the probation period of a member of staff whom you line manage.

Recruitment and interviewing: note that completion of the UCL Recruitment & Selection HR Policy Briefing session (see: http://www.ucl.ac.uk/hr/osd/timetable/programme/sdrshrpb/index.php) is required before participation in an interview panel

Service Standards: UCL requires service standards to be published on websites. Line managers are asked to:

- Review of service standards in their individual areas of responsibility annually
- Ensure support staff are working to the MBBS service standards

Shared drive

Line-managers are responsible for ensuring that their staff work within the shared drive not on individual N drives, that the standard MBBS Management folder structure is retained, that documents are stored in the correct folders, and that file names follow MBBS Management conventions to enable the wider network to find information easily (ie indicating session and with standard files names repeated year-on-year).

The S drive is used for **all MBBS Management documents** 1) to ensure that all information relevant to MBBS curriculum, assessment, student support and QA is accessible to administrative and academic leads involved in MBBS administration and 2) to enable cover and continuity of MBBS Management services.

Permissions groups are managed by Gaynor and Alison following agreed protocols. Changes/additions need be authorisation from Gaynor or Alison and are then implemented by Kate.

Permissions groups enable:

- Modify access to the administrative and academic team with ownership of each folder
- Read access to the wider network of MBBS academic leadership and MBBS Management teams
- Restricted folders for sensitive information

Shared line management:

Where line management is shared, it is the role of the primary line manager to take overall responsibility for the employee's welfare, workload, training, appraisal and staff development. Day-to-day management of each part of the job is for each manager, but the primary line manager should take a protective attitude toward the secondary line manager's needs and ensure that time with each is properly protected, that leave is taken at times that affect both sides of the job equally, and that secondary managers' views on performance are taken fully into account.

Sickness absence: Full details of UCL's Sickness Absence Policy can be found at:
http://www.ucl.ac.uk/hr/docs/sickness_absence.php

- All staff should report absence to their line-manager and teams as early as possible on the morning of absence and outline work that needs to be covered and the anticipated period of absence.
- on return, staff should notify their line-manager and arrange a return to work interview
- sickness absence should be reported by the line managers via MyView as soon as the staff member returns to work and the 'return to work' meeting has been conducted
-
- long term sick leave should be reported on MyView on receipt of the fit note, which should give the expected length of sickness absence. A fit note is required for staff who are absent for more than 7 calendar days and must be sent to the Divisional Staffing Manager to forward to HR Operations (a copy is retained on the staff member's personnel file).
- Line-managers must monitor absence and follow UCL's sickness absence policy where absence exceeds 12 days or 6 separate occasions in a rolling 12 month period, liaising with Gaynor and the Divisional Staffing Manager
- sickness absence should be monitored and a sickness absence review held
- Patterns of absence (Monday/Friday, leaving early or arriving late so that sickness absence is not notifiable should be monitored and taken into account at sickness absence review meetings)
- Line managers enter sickness absence into MyView with the code for the revelant illness
- Fit for Work Medical Certificate should be forwarded to the Divisional Staffing Manager

Staff development

Staff development (not including UCL mandatory and UCLMS divisional training events) should be discussed at appraisal where proposed courses for the forthcoming review period should be agreed in principle. The timing of agreed courses and any requests made outside appraisal should be requested by email to line managers. Managers will consider the application for approval (seeking further approval from senior management where appropriate). Requests to participate in non-mandatory training should include the information below and set out how the following criteria will be met:

· Title of course
· Dates
· Relevance to role
· Arrangements made to ensure minimum impact on colleagues or service provision
· Capability of completion without detriment to own workload
· Outside peak periods of activity in areas which draw on a wider team
· With approval from line-managers and office managers where rotas depend on minimum staffing levels

All staff are encouraged to support colleagues when attending training by agreeing to cover each other's work where required/possible. This will enable all staff to take up training opportunities across the division.

Standard Operating Procedures: Line managers must fulfil the MBBS Service Standards including:

- Prepare and maintain standard operating procedures for each area of responsibility
- Ensure that support staff work to agreed standard operating procedures
- Ensure that SOPs comply with MBBS Management template which is an excel spreadsheet including:
  - timing/date
  - category with ability to filter *(eg examiners, written papers, OSCE etc)*
  - tasks *(ideally individual items written as prompts rather than full information)*
  - member of staff responsible for each task
  - notes *(either expanding the task or reminders/tips about vital details that might otherwise be forgotten!)*
  - hyperlinks to documentation on the S drive *(desirable if you've had time to do it since migrating)*
  - progress column *(C – complete, O – ongoing)*
  - completed tasks indicated by highlighting the row *(traditionally we used yellow highlighting, the colour doesn't matter, but the highlighting does to make it easier to see what's outstanding)*

Time off in Lieu (TOIL): Line managers should comply with Division requirements including:

- agree additional hours with staff in advance
- keep a record of additional hours that staff have worked
- keep a record of additional hours remaining to be taken
- note that for grades 4-6 TOIL should only be needed in exceptional circumstances at particularly busy times of year such as exam periods/start of session
- note that for grades 7+, working outside normal agreed working hours is a normal expectation of the role and staff are expected to be able to manage their remit and responsibilities within their overall contracted hours and by working flexibly to accommodate out-of-hours meetings and extra hours necessary at peak times. Additional hours needed at peak times and/or out-of-hours work should normally be managed over the course of the following month. Under UCLMS policy, no more than 5 hours TOIL can be accumulated and taken at one time, pro-rata for part-time staff.

- MBBS Management staff who are required to work longer hours during assessment periods may, exceptionally and with prior approval by line managers, be permitted to take a full day where management of working hours within ULCMS policy is not possible because of the nature of MBBS examination responsibilities.

Working Hours:

- Line managers are responsible for agreeing normal working hours with their support staff and for monitoring compliance. Staff in student-facing roles are required to work from 9-5 to ensure cover during student offices opening hours

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12) Working Together Protocols

1 Working Time

a) Opening Hours

- UCL's core hours for full-time members of staff are 10am to 4pm. However MBBS Management services student-facing offices which are open between 9am to 5pm and staff are therefore required to be on duty during office opening hours, with staff normally working 9am-5pm with a 40 minute lunch break *
- Variations to standard hours of work must be documented and approved by UCLMS Exec
- Absence from student-facing offices during opening hours should be kept to a minimum and colleagues notified of expected return times
- Line-managers are responsible for:
  - ensuring adequate staff coverage to provide student services during this period, including ensuring cross cover within teams during lunch breaks, which should be staggered between 12 noon to 2.00pm.
  - providing cover for their staff in the student offices when their team members are absent (including lunch breaks).
  - Line day-to-day monitoring and compliance with these protocols.
- Team Managers have overall responsibility for ensuring compliance by their team.

b) Lateness and sickness

- If a member of staff is running late or needs to take sickness absence, s/he should advise his/her line manager as soon as possible. Time missed through late arrival should be made up during the lunchbreak and/or at the end of the working day.
- Line-managers are responsible for day-to-day monitoring of time-keeping and taking appropriate action where necessary in accordance with UCL HR's policies.
- Team Managers have overall responsibility for compliance by their team.

3 Appearance
- Appearance must be appropriate for a professional environment which is open to staff and student visitors.

4 Personal Use of UCLMS Facilities.
- Staff may make reasonable personal use of UCLMS telephony, email, mail and photocopying facilities.
- Reasonable personal use, is defined as incidental and occasional use, which does not:

- disrupt or distract individual from the efficient conduct of their work (i.e. due to volume, frequency, time expended or time-of-day used);
- involve accessing, downloading, storing or sending offensive or inappropriate material or information, or is such as to amount to a criminal or civil offence;
- restrict use of those facilities by other legitimate uses;
- risk bringing UCL into disrepute shall place in the College in a position of liability; or,
- add significantly to running costs.

5 **Noise**
- Staff should avoid loud discussions or having meetings or congregating in open plan areas where disturbance or disruption could be caused to colleagues in the vicinity.
- Staff should respect the privacy of conversations between other teams/members of staff
- HR protocols for agile working spaces (such as the Royal Free Divisional Offices) allow staff to wear headphones to block noise providing they do not prevent the staff member from answering the telephone, or otherwise disturb other colleagues.
- Current UCLMS policy is that visible headphones should not be worn in workspaces which provide reception or other student services, but discreet in-ear phones may be worn providing they do not prevent the staff member from answering the telephone or responding to visitors or colleagues.
- Mobile phones may be used with discretion.

6 **Kitchens**
- Refrigerators are provided in kitchens for staff to keep food intended for consumption at work during the day. Staff should avoid using fridges for storing large quantities of food which is not intended to be consumed at work.
- Staff should label personal food items with their name and date, noting that perishable items seen to be passed their use date may be discarded at any time and also before any major holiday, i.e. Christmas and Easter.
- Staff are expected to wash and put items away and to keep the area generally clean and tidy.

7 **Eating**
- Kitchens are provided for food preparation.
- Staff should use their discretion concerning whether they eat at their workstation or elsewhere, but are asked to avoid strong food odours which may cause offence to colleagues or student visitors.

8 **Working at Home**
- Team-leads-managers are responsible for considering occasional requests from managers to work from home, but, since all roles support the student experience, all staff should be aware that this option is only considered in exceptional circumstances and cannot be extended to student administrators who are the first points of contact for students.
- The Head of MBBS Management and Divisional Manager are responsible for considering requests from non-student-facing staff for working patterns which include home working, but staff should be aware that this option is only considered where there are exceptional personal circumstances.

These protocols draw on Human Resources Division Working Together Protocols November 2011 with amendments appropriate to MBBS student offices and student service provision. They should be read in conjunction with relevant UCL policy which can be found on the UCL HR website.
*Normal working hours are 9am-5pm with a 40 minute lunch break, but staff may choose to work 9am to 5.20pm with a 1 hour lunch break if they prefer.

13)   Meeting Room 1 – bookings hierarchy

- Debbie to book out MR1 on *all* Wednesday afternoons in 2018/19 (and indeed all following sessions too) and keep these booked out throughout the year under the heading 'UCLMS'
  - MBBS meetings have priority on Wednesday afternoons
  - MBBS Management teams to populate their dates needed for each of their MBBS teaching committees with details of the individual meetings
  - UCLMS to populate the remaining Wednesdays with details of their meetings
  - Debbie to keep any unpopulated sessions booked out under 'UCLMS' so that Wednesday afternoons aren't available to external bookings
  - *(Not sure yet how best to manage MBBS MMGs within this, perhaps others might have ideas– they might have to go through Year Managers?)*
- Debbie to book out MR1 all day on all Thursdays and Friday during term time
  - MBBS CPP and SSC teaching have priority on these days
  - CPP and SSC managers to populate their dates with details of their sessions within this ring-fenced time
- Year Assessment Managers to book out MR1 on all dates needed for assessments and BoEs
  - MBBS exams have priority over absolutely everything, whatever day of the week!
- Debbie to liaise with Sue B and Jane I and enter the dates and details of their Faculty TC meetings and Faculty BoE meetings
  - These high level faculty meetings take priority over users outside the MBBS
- Debbie to liaise with UCLMS divisional staff to ensure that their regular bookings are entered
  - UCLMS use has priority over external use

- Debbie and Deanne to determine the date on which MR1 bookings are to be opened up to divisional staff outside the MBBS and external users on an open market basis
  - For this year I would suggest the end of September or the end of October as this is new
  - For the future, I'm not sure but perhaps experience this time will make it clearer