



The Graduate School Operational Manual

The Graduate School has been established as an intellectual hub to provide an enriched environment of learning, research and innovation in which postgraduate students can prosper and achieve their personal ambitions; and create a platform for bringing together postgraduate students from all subjects across the University.

As a member of staff working in the Graduate School you will be working with your colleagues to deliver a high quality service. We recognise that the student experience is multi-faceted and that the needs of students are diverse. The ethos underpinning the Graduate School is, therefore, to make Queen's the global choice for postgraduate education and research on global challenges.

The Graduate School reception area is staffed by Community Assistants. This reception is a starting point for visitors to the building and is the gateway to our services and facilities. The top floor has dedicated silent study, social area and teaching facilities for postgraduate students.

The Interim Head of the Postgraduate School Mark Kelly works in conjunction with the Dean of the Graduate School Margaret Topping and has the ultimate responsibility for the management of the School and his office is responsible for the operational management (x2583).

- | Introduction
- | Opening Hours
- | Services within the Graduate School
- | Information Area
- | Customer Care
- | Dress Code

Daily Operations

- | Communal Areas
- | Consumables
- | Estate Problems
- | Waste Management
- | Security
- | Lone Working Policy
- | Storage
- | Mail Delivery/Collection
- | Deliveries
- | Visitors to the School
- | Car Parking

Communication

- | Within the School
- | Website
- | Branded Materials

Information Technology

- | Computer Programs/Software specific to the School

Key Contacts

Policies & Procedures

- | Complaints Procedure
- | Feedback
- | Room Booking
- | Health and Safety
- | Fire Alarm Testing



Overview of the International and Postgraduate School

Introduction

The School provides dedicated support for postgraduate students and acts as a hub for many aspects of information, advice and guidance. Within the School postgraduate students have the opportunity to meet and socialise with their peers from the other Schools and disciplines in a welcoming and relaxed environment. It complements the facilities, support and services provided by Schools.

The Graduate School provides a student-focused service based on two floors, members of staff have a central role to play in ensuring the provision of that service is positive and effective.

Opening Hours

Monday – Sunday	7.00am – 11.00pm
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The Graduate School is not open on University recognised holidays and the 10 closure days (5 at Easter and 5 at Christmas).

Services within the School

Services available within the School comprise:

- PG Training
 - Postgraduate Research skills training
 - Postgraduate Researcher Development programme
 - Careers Consultancy
 - Personal Effectiveness Consultancy
- Postgraduate funding and awards administration
- Support and advice to postgraduate students

Information Reception Areas

Staffed by Community Assistants, the information reception area on the ground floor is the first point of contact for postgraduate students and visitors to the School.

Contact details are:

Phone: x2585: **Email:** graduateschool@qub.ac.uk

Mission Statement

As a postgraduate student-focused School, we are committed to excellent customer care for postgraduate students, staff and visitors. All staff within the School are responsible for high quality service delivery.

Dress Code

No specific formalities exist regarding female or male dress code at the University, other than in special circumstances such as the requirement to wear overalls and protective clothing. Whilst the University does not prescribe the kind of clothes to be worn, staff

should bear in mind that there is a need for respectability, cultural sensitivity and professionalism at all times.

Daily Operations

Communal Areas

NB: It is the responsibility of all Graduate School staff and external users to keep shared areas clean and tidy. School cleaners are only required to vacuum or wash floors.

Staff

A reprographic area for staff for both printing and photocopying is located on the ground floor towards the back of the administration office suite. New staff will be shown how to use the photocopier/printer as part of their tour and induction to the building.

Students

A reprographic room for postgraduate students for both printing and photocopying is located on the first floor within the Silent Study suite. The multifunction printers/photocopiers on the first floor are operated on a pre-paid "credit" system where students will be able to use their student smart cards. Information on how to operate student smart cards in relation to printing and photocopying services is provided for students within the reprographics room. Consumables (paper and toner cartridges) are centrally ordered by Information Services for the second floor reprographics room. Contact The Graduate School reception on x 2585

- **Social Areas and Seminar Rooms**

All social areas and seminar rooms are arranged in a set format. This format will be displayed in each of the seminar rooms/areas concerned. Should event organisers need to alter this format, they should leave time for set up and rearranging seminar rooms/areas as found.

- **Toilets**

There are male and female toilets, including accessible toilets, on both the ground and first floors.

Consumables

- **Water**

Filtered water machines are available on both ground and first floors. Please ask The Graduate School reception for additional plastic water cups if required.

- **Printer/Photocopier Cartridges**

Printer cartridges are managed by the Community Assistants and they should be informed when new toner cartridges are required. All staff should ensure that they are familiar with the printing guidelines.

- **Printing Guidelines**
Staff are requested to ensure that they use double sided or duplex printing where possible. Also, please ensure that your default print setting is at grayscale and not the colour setting to avoid wastage.
- **Paper**
All photocopier paper and stationery is ordered by the Community Assistants and they should be informed of all requirements.

| Building Problems

Any problems with building issues should be advised to the Building Liaison Officer (Scott Annette 2538). This also includes work required such as broken lights or doors, wall mounting, booking the removal of large items furniture etc. The Building Liaison Officer (BLO) will then report these issues on Planon.

| Waste Management

- **Kitchen waste recycling**
Recycling bins are available for recycling of paper, plastic bottles and general kitchen waste. These bins are emptied on a regular basis by cleaning staff.
- **Disposal of computer components**
Printer cartridges are collected for recycling by each of the units. Please inform The Graduate School reception when these are ready for collection x 2585.
- **Removal of cardboard waste**
Cardboard boxes and other such waste is removed weekly and should be left in the designated area on the ground floor.
- **Removal of Wilsons Recycling Bags**
Wilsons Recycling collects waste bags from the ground floor area early on Wednesday mornings. Bags **should not be left out** for collection until Wednesday mornings. Bags should be left on the ground floor in the recessed area to the right of the main front doors.

| Security

- **Access to the Building**
Each member of staff should avail of swipe card access to enter the building where possible. Swipe access will also be required to enter doors within the Graduate School. To exit press the green button.
- **Building Security**
Staff must ensure they do not allow unauthorised access (tailgating) to students or members of the public during entrance and exit to the building outside official opening hours. If you are unsure of the identity of any person within the building after hours, please check with the person.
- All staff should wear lanyards. Wearing the lanyards will give us assurances that staff in restricted areas should be there and gives us confidence to challenge

people not wearing them and who we are not familiar with. This is particularly true for those tailgating into the building outside of core hours. Exceptions to wearing lanyards will be for staff in one-to-one meetings with students where there is a potential health and safety risk. New staff should receive a lanyard in their welcome pack – additional lanyards may be obtained from Joanne Graham x2520.

- Staff must lock away their personal belongings.
- Queen's Central Security Number is x5099, which is 24 hour access. In the case of an emergency please contact x2222.
- You are responsible for closing windows in your own area and training and meeting rooms if you have been using them.

| Mail Delivery/Collection

Mail will be collected and delivered in the mornings by the porter's office.

| Deliveries

All stationary orders are placed through QFIS, these orders will be delivered to the porter's office who will then distribute them to the relevant departments.

Please note that storage in the School is limited and that any large deliveries should be requested to arrive just in time for events or delivered to the event site directly.

| Visitors to the School

All visitors to the School should report to the Reception Desk. Non-staff visitors should not be admitted into the building unaccompanied before 9.00am or after 5.00pm. If you are expecting a visitor please inform the Reception Desk so that the CA's can look out for them and welcome them professionally to the School.

| Car Parking

Parking spaces for vehicles within the University and its car parks are limited and unfortunately it is not possible for the University to meet all the parking needs of staff and visitors. The Estates Services Division is responsible for the allocation of parking permits and the enforcement of the car parking conditions of use.

Staff wishing to apply for a parking permit and pay by salary deductions can do so via the online parking permit system, available at Queen's Online. Staff wishing to pay by cheque or cash should apply to the Estates Department in writing with a car parking application form.

Any general queries regarding parking should be emailed to permits@qub.ac.uk. Staff may arrange parking spaces for visitors if booked online in advance and requests for these should be processed by clicking the following URL <https://www.qub.ac.uk/directorates/EstatesDirectorate/Services/CarParking/>

Communication

Within the School

Ways of improving communication between staff within the School is one of the roles of the Operational Committee. This Committee meets on a quarterly basis to discuss issues relating to the operation of the School and welcomes any concerns, suggestions or comments (graduateschool@qub.ac.uk).

Website

The Graduate School webpages can be found at:

<http://www.qub.ac.uk/sites/graduateschool/>

It is the responsibility of each unit to keep their web pages up to date and relevant.

Branded Materials

Branded materials covers all leaflets, brochures, and other literature which is recognised as pertaining to The Graduate School. Letterheads, business cards, branded envelopes and other personalised stationery are ordered direct from CDS, x3096.

Key I&PSC Contact Numbers

General enquiries for each of the departments can be made at the following numbers:

Unit	Tel. no.
The Graduate School	2585
- Postgraduate Training	2590
- Postgraduate Awards	2515
- School Development Officer	2520

Policies & Procedures

Complaints Procedure Concerning the Graduate School

Students or other visitors to the Graduate School should be advised to contact Joanne Graham (email j.graham@qub.ac.uk) or by telephone 028 9097 2520, or during the evening, they can email graduateschool@qub.ac.uk with any complaints related to the School and its associated facilities.

An acknowledgment of receipt of the complaint will be forwarded within 2 working days, and following an investigation, a reply forwarded within 10 working days. If the individual

is not satisfied with the response, they can contact the Head of The Graduate School directly (email m.kelly@qub.ac.uk) or by telephone 028 9097 2583.

Staff wishing to raise concerns about the School should speak to their line manager (or head of section if appropriate) in the first instance, who can determine whether the issue should be raised with the Head of Student Affairs or with the School's Operational Committee or with the head of section.

| Feedback

Comments from students and other visitors to the School are welcome to help us improve our service.

| Room Booking

Room bookings are carried out through the Queen's Online Room Booking System.

Rooms must be left tidy at all times and windows closed at the end of each meeting/session or the end of each day by the last staff member in the room. Problems with equipment should be reported to the CA's at the Reception Desk. Laptops and other portable equipment in the training rooms should be securely stored away after each training session or at the end of the day.

| Health and Safety

Scott Annette is based in the Graduate School and is one of the Health & Safety Co-ordinators for the Directorate. Please refer to the Health & Safety leaflet and familiarise yourself with its contents. Any questions relating to Health & Safety should be directed to Scott Annette (email s.annette@qub.ac.uk or x 2538).

- **First Aid boxes**
There are two first aid boxes – one at Reception and one in the ground floor kitchen.
- **Accident Book**
An accident book and the associated accident report forms are located at the ground floor reception area.
- **First Aiders**
School First Aiders are:

Mark Kelly (x 2583)
Irene Cavan (x 2556)
Lynne Spence (x 3078)

| Lone Working Policy

The Graduate School follows the University policy on Lone-Working outside normal hours of work whereby;

- (i) persons who choose or are required to work alone outside normal hours of work should inform their immediate line manager (or supervisor of studies) about:
 - the date and times when they must work alone;
 - the place or places where the work will be carried out;
 - any special arrangements needed and how these are to be provided.

| Fire Alarm Testing

Fire alarm testing is carried out weekly on a Monday between 9.00-10.00. The alarm sounds for about 5 seconds and staff are not required to evacuate the building.

- **Fire Wardens**
Fire Evacuation Controller:
Mark Kelly (2583)

The Graduate School Fire Wardens are:

Mark Kelly (x 2583)
Scott Annette (x2538)
Meghan McGrath (x3768)

- **Evacuation Procedures**
The fire alarm is a loud siren with a tone that rises and falls. In some areas there are also red flashing strobe lights to assist those with hearing impairments.

On hearing the fire alarm – immediately leave the building by the nearest available safe exit.

There are two fire exits and your nearest available means of escape are:

Ground Floor – at the rear of the building to the marked fire exit on the right hand side and from the front of the building via the main entrance.

First Floor – at the rear of the building to the marked fire exit staircase on the right hand side of the building and the marked fire exit through the silent study area.

If anyone requires assistance during an emergency, they should make their way to the signposted refuge areas at the front and rear of both floors and activate the call button.

On leaving the building go directly to the Assembly Area. Your Assembly Area is the Main Site Tower.

Do not return to the building until you are told to do so.