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## Service Level Description: IT Training

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### 1. Service Aims

- To provide facilities and services for the development of ICT skills by students and staff at the College.
- To provide induction courses and associated training documentation to students as part of an integrated enrolment programme.

### 2. Operational Framework

- The facilities in the Computer Teaching Rooms form part of the general provision of computer facilities in the RB, and the availability is covered by the SLD for those facilities.
- In addition, the Computer Teaching Rooms provide
  - data projection facilities.
  - a computer for the tutor, and facility for the connection of a laptop.
  - a guaranteed minimum number of working computers.
  - in some cases, a computer and monitor for partially sighted students.
- Computer Teaching Rooms are allocated to departments on a first-come-first served basis, with regard to the expected class size.
- Each Computer Teaching Room is designed for a particular maximum class-size, allowing some spare computers in case of equipment failure or other problems. Departments are free to use any room for larger classes, but at the risk that some participants may not have a computer to use.
- Places on an ITS course are normally allocated to applicants on a first-come-first served basis, but on certain courses preference may be given to staff or to new staff. An application for a place on an ITS course will be refused if the applicant has no username or does not have the specified pre-requisites for the course.
- Training within ITS is managed by one part-time member of staff (Training & Information Officer), who is present in College four days a week. Phone or email requests for training provision are responded to within three working days.
- Urgent problems are dealt with immediately by the Training Officer, if present in College. In the absence of the Training Officer, urgent problems addressed to the Help Desk are dealt with on a best-efforts basis and reported to the Training Officer.

### 3. Service Elements

#### 3.1 Teaching Rooms

- The provision of Teaching Rooms in the RB suitable for computer-based teaching.
- An online booking system for departments to book the Teaching Rooms for classes at any time when the RB is open.

- The booking of Computer Teaching Rooms is managed by the ITS Administrator and requests are normally processed within 24 hours. However, booking requests that fail to provide all the details required may take longer to process.
- Facility for academic departments to request the installation of additional software required for their teaching in the Computer Teaching Rooms.

### **3.2 Training**

- Hands-on training for staff and research students covering the main general-purpose software applications used in the College.
- Facility for departments to commission courses for their own students or staff groups, taught by ITS staff or hourly-paid tutors.
- Facility for departments to commission one-to-one training for individual members of staff with particular needs.
- A program of one-to-one or small-group training on email and calendaring for new staff, provided by the Applications Team within departments.
- Arrangements with commercial training providers for external training where needs cannot be met directly by ITS.
- Provision of training materials both for self-study and for use in computer-based teaching. Printed materials are available from the College Library or for purchase from the Help Desk.

### **3.3 Induction**

- Hands-on induction sessions for all new students, outlining the facilities offered by ITS
- Hands-on induction sessions for new staff within the scope of the Staff Development Unit's Staff Induction events.

### **3.4 Advice**

- Advice for academic staff and departments on planning and implementing ICT training for students.
- Advice for individual staff on IT training needs.

## **4. Exclusions**

- ITS does not provide hands-on training for undergraduates and other taught-course students except where commissioned by an academic department or as part of the ITS student induction programme.
- Training is restricted to those software applications supported at Levels 1, 2, and 3 (see SLD for Software Applications) though self-study material is available for a much wider range of applications.
- ITS does not normally schedule training in the most basic IT skills, though one-to-one training may be arranged for this purpose for individual staff.
- The Teaching Rooms may not be booked for classes where only the tutor requires the use of a computer.
- At times of year when the RB facilities are in heavy use, booking requests for a Computer Teaching Room may be refused if they are submitted less than 48 hours in advance of a planned class, since this does not allow for adequate notice of the room's unavailability to users
- No technical support is provided for tutors while they are teaching in a Teaching Room

— neither Help Desk staff nor technicians can respond to *ad hoc* requests for assistance in relation to these facilities. Tutors are expected to familiarise themselves with the facilities in advance of teaching, and room bookings always allow some level of equipment redundancy in case of the failure of individual computers.

- Departments are discouraged from booking a Computer Teaching Room for any period identified as Scheduled Downtime (as notified via GCInfo by the ITS Systems Team) or during the JANET “at risk period” (Tuesdays 7:00 am – 9:00 am). Departments who book a room during such a period do so at their own risk and must anticipate the possible unavailability of any or all computer facilities.

## **5. Service Targets**

- To respond to teaching room booking requests within 3 working days in term-time.
  - All requests are date- and time-stamped
- To provide training at the right level and length
  - Participants in ITS courses are invited to complete a feedback form, which is used as a basis for assessing the quality and appropriateness of provision.
- Statistics
  - Records of course booking and attendance, commissioned courses, and one-to-one training are maintained by the Training Officer and are monitored for changes in level of demand.

## **6. Charges**

- For commissioned courses and external training arranged by the Training Officer.

## **7. Contacts**

Training and Information Officer

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