

## Draft Service Level Agreements for Portering Service

Service	Area	Initial Contact	Responsibility for Areas	Frequency /Priority	Service Level	User Responsibility	Charge
<b>PORTERING</b>							
<b>Setting-up of Rooms for Events</b>	All		Head Porter, Deputy Ancillary Services Manager	On Request  Includes Open Days, Degree Days & Recruitment Events.	Rooms to be set-up as per layout/ set-up plans prior to the event. Limited capacity means first come first serve and booking system in operation.  Rooms to be re-instated following the event Tables, display boards and poles also limited and booked separately so suggest these are booked as far in advance as possible.	Minimum of 7 days' notice for events but suggest as much notice as possible to allow for discussion if set up is not one that has been tried before.  Plans of set-up & layouts at least 3 days' in advance of the event When booking space, customers must allow reasonable set up time and take down time within the booking for a room or venue - we can advise on this but as a guide leave the following: - In General Teaching Areas (GTA) allow at least 2 hours (during the working day 7.15am-5.45pm Mon-Fri) either side of the booking. - in non-teaching areas, allow at least 5 hours (during the working day 7.15am-5.45pm Mon-Fri) - where there are exhibition boards or where furniture is needed from outside the venue, the boards and/or furniture must be booked in advance to ensure its availability and set up/take down is likely to require a full weekday before and a weekday after (excluding bank/customary holidays) to allow transport and setup/take down.	No charge for University events within normal opening hours. If staff or resources (boards, rooms, furniture) already booked then suggested solutions may involve extra resources (agency staff, external companies, overtime) which would rely on the customer meeting additional costs.  External events & out-of hours events will be re-charged the cost of the porters
<b>Exam Support (calendar exam periods) for centrally managed</b>	Typically Sports Hall Great/ Small Halls, Chesham GTA and Horton		Porters	Scheduled as per the exam times marked on the University calendar (limited to three periods per year, lasting max 10 working days each)	Rooms to be set-up as per layout/ set-up plans prior to the exam period. Layout norms established with Exams Office (referred to as Strict Exam Conditions) which determine agreed capacities for all rooms normally used.  To ensure prompt response, staff will be deployed to a point near to rooms. Rooms used must form part of a	Access to exam areas for sufficient length of time to set them up, prior to the exam period commencing  List of areas in use for Exams and numbers attending each sitting Paperwork to be available at least 7 working days before the exam (except for individual worksheets which must be available at least 4 working days before). Seating plans and work	No charge: covered by the Estate's overhead Where rooms are not available for set up during normal work time then there may be a cost of contractors, overtime or similar

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<p><b>exams</b></p>	<p>GTA</p>				<p>cluster of locations in order for us to support them during the exams (max 4 locations can be staffed, each location including up to ten rooms provided these are co-located). Staff will have at least one mobile phone per location and numbers given to Exams office.</p> <p>Rooms to be re-instated following the event</p> <p>Exam support during exam days for setting up locations according to published Final Exam list, and worksheets for given exam giving details of layout needed, reference books and other paraphernalia.</p> <p>Ergonomic chairs moved at time slots booked (max five slots per fortnight) into the van's routine for the given fortnight, between disabilities office and exam locations</p>	<p>sheets to be available 1 working day before the exam.</p> <p>Sufficient copies to be supplied: one copy of each name list per room included in the list):</p> <p>Seating plans 1 complete working day before the exam, work sheets the same.</p> <p>Invigilators must help maintain security by ensuring rooms are empty and locking doors when finished, collecting and removing all answer books used and returning any unused answer books, and ensuring all reference books issued are collected and returned at the end of the exam.</p> <p>When moving ergonomic chairs, list of movements to be provided 5 clear working days before exams start; Exams office assumes responsibility for loss of any chairs. Invigilators or disability staff will be asked to sign for receipt of chairs at exam room /disability office.</p>	<p>to be recharged (depends on solution found)</p>
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