

# UCL Medical School MBBS Education Management



The MBBS Education Management Team manages undergraduate medical education, student records and student support services, coordinates teaching across UCL's Life and Medical Sciences and other faculties, commissions placements from Clinical Providers, and supports the MBBS academic leads in activities relating to the strategy, policy, development, co-ordination, review and quality assurance of the MBBS curriculum, teaching and assessment, overall timetabling and allocation of students to placements.

At Clinical Providers, local MBBS Placement staff and teams support Directors of UG Medical Education, UG Tutors and clinical and specialty leads in activities relating to placements, local timetabling, workplace-based assessments and formative and summative clinical assessments.

Admission to the MBBS programme is managed by UCL's Central Admissions Office. Admissions interviews for entry to Year 1 and the Visiting Electives Programme are managed by the Medical School's Admissions and Visiting Electives Coordinator.

## [Contact List](#)

Organograms:

- [Digital Education, Medical Student Support, Assessments, Clinical and Professional Practice](#)
- [Curriculum and Placements](#)

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Roles and Responsibilities:

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1) Director of MBBS Education Management

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- 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

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2) FMS AND MBBS Digital Education

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1) **Head of Digital Education - Taylor Bennie**

- Lead the development and delivery of the Faculty's Digital Education strategy.
- Direct and support Digital Education activities across the Faculty.
- Coordinate resources across the Faculty.
- Manage MBBS Digital Education and Assessment platforms, resources, policies and procedures.

2) **Digital Education Manager - Giselle Tesoro (12 Aug 24)**

- Manages the MBBS Digital Education Team.
- Supports the development and management of the MBBS Academic Student Record, Curriculum Map, Clinical Placement timetabling systems, e-Portfolio, online Assessment platforms, Portico Placements Package.
- Develops guidelines and procedures for the systematic development and enhancement of e-learning materials and management of UCLMS' Virtual Learning Environment.
- Monitors and evaluates the quality, consistency and effectiveness of systems and materials.

3) **MBBS e-Learning Technologist - Tom Olney**

- Develop, support and embed bespoke MBBS curriculum, assessment and student record management systems
- Develop and support e-Portfolio and Moodle, including content creation
- Develop and oversee use of the MBBS Examiner Database
- Support the successful delivery of online assessments
- Create training materials, user guides and standard operating procedures

4) **MBBS Information, Timetabling and Web Coordinator - Kate Howe**

- Manage UCLMS and MBBS Current Student websites.
- Manage UCLMS and MBBS shared drives and security groups, including visitor access for NHS employees.
- Provide advice and support for users of the MBBS Curriculum Map, Placement Timetabling, Medical Student Academic Record, e-Speedwell, e-Portfolio, VLE, Cognito forms.
- Manage Portico Interface and Curriculum Data Maintenance, including managing registration of modules and diets, setting up placements tables, and ensuring that accurate full transcripts of medical studies can be produced.
- Support Moodle.

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3) Student Experience and Programme Governance

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1) **FMS Student Experience and Programme Governance Manager - Alison Crook**

- Implements and contributes to the overall strategy for FMS and MBBS Student Experience and Programme Governance.
- Provides strategic support for the Divisional and Deputy Divisional Tutors.
- Co-ordinates operations and procedures, including planning and support of projects and managing resources to improve student satisfaction.
- Management of MBBS governance and policies including:
  - annual statistical returns
  - current student website
  - governance and policies
- Management of MBBS student records systems and transcripts.
- Management of MBBS Office of the Divisional Tutor incorporating:
  - admissions, course interventions, financial assistance, bursaries and donor liaison, initial Fitness to Practise, General Medical Council (GMC) Early Application Scheme, and UK Foundation Programme Office Supporting Trainees Entering Practice, progression, regulatory and placement requirements and clearances, visiting electives.
- Management of Medical Student Support Services including personal tutoring.

2) **MBBS Admissions, Visiting Electives and IBSc Coordinator - Deborah Caleb**

- develops and delivers MBBS selection processes, including interview circuits, offer holder events and Open Days for new entrants to Year 1
- develops and oversees the allocation process for matching UCL medical students to IBSc programmes
- develops and oversees the admission process for international students to IBSc programmes and allocation to IBSc programmes
- manages the admission of MBPhD student transfers to Year 4
- develops and manages the Visiting Electives Programme

3) **MBBS Admissions, Visiting Electives and IBSc Administrator - Carla Sanches**

- supports the interview and selection process for entry to MBBS Year 1
- manages applications and allocation of UCL medical students to IBSc programmes
- manages the admission process and allocation of international students to IBSc programmes
- manages the Visiting Electives Programme

4) **MBBS Student Support and Records Coordinator - Ellie Weale**

- maintains Medical Student Records and Medical Student Support information
- works collaboratively with the Divisional Tutor and MBBS Tutors to enable and monitor student compliance with UCL requirements for degree awards and Medical School regulatory requirements and policies for clinical placements and GMC registration and practice
- works collaboratively with the Academic Lead for Fitness to Practice to enable students of concern to fulfil GMC professionalism requirements
- works collaboratively with the Deputy Divisional Tutor to manage and coordinate Personal Tutoring
- manages the annual progression exercise, including exit to IBSc programmes and return to the MBBS

5) **MBBS Student Support and Bursaries Coordinator - Torey White**

- works collaboratively with the Divisional Tutor, Deputy Divisional Tutor and MBBS Tutors to develop and support activities relating to student success, progression, professionalism and fulfilment of university and regulator requirements for qualification
- manages daily and post examination student clinics and follow up action
- manages financial assistance including Medical School and NHS Bursaries

6) **MBBS Student Support and Bursaries Administrator - Sam Wootten**

- supports the Divisional and MBBS Tutors in their student academic and regulatory activities
- first point of contact for daily medical student support clinics and post examination appointments
- first point of contact for students seeking advice about Medical School and NHS Bursaries.
- assists with Medical School and NHS Bursary administration.

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

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1) **CPP and QAE Manager - Izzie Jay**

**CPP**

- Provides strategic support for the Academic Lead for CPP and CPP Module Leads
- Oversees Clinical and Professional Practice (CPP)
  - Curriculum
  - Timetabling
  - Staffing
- Manages CPP SOP and Budget
- Manages the CPP team
- Oversees the MBBS Curriculum Map
- Participates in Curriculum Review

**QAE**

- Provides strategic support for the Academic Lead for Quality and MBBS Senior Leadership Team in Quality matters.
- Oversees MBBS Quality Assurance processes to fulfil UCL, GMC and NHS England requirements
- Manages the MBBS Quality Assurance Coordinator
- Oversees Freedom of Information requests

2) **CPP Module Coordinator - Amelia Carroll**

- Coordinates overall CPP timetable and room bookings
- Supports CPP Academic Lead and CPP Module Leads and CPP Tutors
- Manages Clinical and Professional Practice (CPP) modules:
  - Clinical Communication
  - Ethics and Law
  - Mental Health
  - Patient Safety and Patient Experience
  - Professionalism
  - Patient Pathway in Cancer Medicine (Year 4)
- Manages CPP coursework submissions, assessment and portfolio requirements and CPP prizes
- Cross cover support for other CPP Modules
- Liaises with horizontal Education Coordinators
- Manages Moodle and teaching materials
- On-the-day assistance at AKT and CPSA assessments
- Manages the MBBS CPP Module Administrator

3) **CPP Module Administrator - TBA**

- Assists with CPP timetable and room bookings
- Assists with Clinical and Professional Practice (CPP) modules:
  - Clinical Communication
  - Ethics and Law
  - Mental Health

- Patient Safety and Patient Experience
- Professionalism
- Patient Pathway in Cancer Medicine (Year 4)
- Assists with CPP coursework submissions, assessment and portfolio requirements and CPP prizes
- Cross cover support for other CPP Modules
- First point of contact for students
- Assists with Moodle and teaching materials
- On-the-day assistance at AKT and CPSA assessments

**4) CPP Staffing and Module Coordinator - Maylani Appasamy**

- Manages CPP Tutor recruitment, allocation, payment, training
- Supports CPP Academic Lead and CPP Module Leads and CPP Tutors
- Coordinates selected Clinical and Professional Practice (CPP) modules:
  - Anatomy and Imaging
  - Clinical Skills
  - Doctor as Data Scientist
  - Pathological Sciences
  - Portfolio
  - Social Determinants of Health
  - Use of Medicines
- Manages CPP coursework submissions, assessment and portfolio requirements and CPP prizes
- Cross cover support for other CPP Modules
- Manages Moodle and teaching materials
- On-the-day assistance at AKT and CPSA assessments
- Manages the MBBS CPP Staffing and Module Administrator

**5) CPP Staffing and Module Administrator - Federica Cinardo**

- Assists with CPP Tutor recruitment, allocation, payment, training
- Assists with Clinical and Professional Practice (CPP) modules:
  - Anatomy and Imaging
  - Clinical Skills
  - Doctor as Data Scientist
  - Pathological Sciences
  - Portfolio
  - Social Determinants of Health
  - Use of Medicines
- Assists with CPP coursework submissions, assessment and portfolio requirements and CPP prizes
- Cross cover support for other CPP Modules
- First point of contact for students
- Assists with Moodle and teaching materials
- On-the-day assistance at AKT and CPSA assessments

**6) MBBS Quality Assurance and Enhancement Coordinator - Michelle Galloway**

- Coordinates MBBS Quality Assurance and Enhancement activities and initiatives including student feedback and internal and external reporting requirements (including GMC, NHSE, central UCL and NSS)
- Coordinates the Medical School's Raising Concerns process
- Coordinates MBBS teaching awards
- Coordinates and services MBBS Quality Site Visits
- Oversees MBBS committees and governance including ToRs, membership and template agendas/minutes/actions

- Services MBBS Education Committee and MBBS Quality Management and Assurance Committee (mQMEC)
- Assists with quality assurance work packages for the Centre for International Medical Education Collaborations (CIMEC)
- Assists with Freedom of Information requests
- On-the-day assistance at AKTs and CPSAs

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## 5) Assessments

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### 1) Assessment Manager - Emma Horan

- provides strategic support for the Academic and Deputy Academic Leads for Assessment
- leads the team responsible for managing formative and summative assessments and feedback across the MBBS programme, including mapping assessments to the MBBS Curriculum Map Intended Learning Outcomes aligned with the General Medical Council's Outcomes for Graduates
- responsible the development and quality assurance of assessment processes and delivery
- manages bespoke assessment software and databases including exam processing and delivery software, question banks, question classification and user permissions; database of examiners and training records
- oversight of UCL Assessments and Portico processes including registration of assessment modules, external examiners etc.
- liaises with UCL's Graduation Ceremonies Team.
- organises the University of London Gold Medal vivas.

### 2) Assessment Coordinators

**Years 1 and 5**                      **Andy Houghton**

**Years 2 and 4**                      **Clare Elliott**

**Year 6, Portfolio, Database and Exam Software**                      **Piers Pereira**

- acts as the MBBS Examination Liaison Officer for the relevant years of study to ensure that examinations and results are managed and reported in accordance with UCL's regulations, processes and deadlines
- manages AKT and CPSA formative and summative assessment coordination and delivery in line with Medical School policies and procedures
- manages AKT revision sessions
- facilitates question and station writing sessions
- maintains question banks
- facilitates standard setting
- liaises with sites to monitor local examiner recruitment and manages training records
- processes marks, results and prize awards, including Essay, SSC, Citizenship and Duke Elder
- coordinates eportfolio
- coordinates the award of examination and specialty prizes

### 3) Assessment Administrators

**Years 1, 5**                              **Eric Alfonso**

**Years 2, 4, 6**                              **N Miah**

- assists the Assessment Coordinator for the relevant years of study to ensure that examinations and results are managed and reported in accordance with UCL's regulations, processes and deadlines
- assists with AKT and CPSA assessment coordination and delivery in line with Medical School policies and procedures

- assists with question and station writing sessions
- assists with maintenance of question banks
- assists with standard setting
- liaises with sites to monitor local examiner recruitment and manages training records
- assists with processing marks and results
- assists with eportfolio
- first point of contact for students taking assessments

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6) Curriculum

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**1) Curriculum and CIMEC Liaison Manager - Paula Raftery**

- provides strategic support for the MBBS Senior Leadership Team and Year Leads
- manages MBBS education and core module teaching in each year of the programme
- manages overall clinical placement timetabling and allocations
- liaises with clinical placement administrators at each provider to facilitate local placements meeting MBBS curriculum requirements
- manages 5 year teams each with a Year Coordinator and a Year Administrator
- student number predictions in collaboration with MBBS Tariff Officer
- oversees the MBBS Curriculum Data Maintenance cycle including:
  - Programme Summary
  - Module Catalogue
  - Module Amendment Proposals
  - Core Programme Information and overall programme-related documentation
- Services MBBS Executive Committee
- MBBS CIMEC Liaison

**2) Curriculum Coordinators**

|  |                        |
|--|------------------------|
| <b>Year 1</b>                                  | <b>Polly Thompson</b>  |
| <b>Year 2</b>                                  | <b>Jenny Rattray</b>   |
| <b>Year 4</b>                                  | <b>Tad Mutongwiza</b>  |
| <b>Year 5</b>                                  | <b>Helen Groves</b>    |
| <b>Year 6 (&amp; Y5 Psychiatry Placements)</b> | <b>Kamillah Junaid</b> |

- manage the MBBS programme of study in each of the 5 years including:
  - IoMs and Core Teaching Weeks
  - Horizontal Modules
  - Integrated CPP delivered during horizontal module time
  - UCLMS Toolkit (Year 1)
  - Patient Pathways (Years 2 and 5)
  - Personal Emergency Evacuation Plans (Year 1)
  - Prizes (Essay, SSC and Citizenship) (Year 6)
  - Revision sessions for assessments
  - Student Selected Components (Years 1,2,6)
  - Skills training circuits (Year 5)
  - Specialty Placements (Year 5)
  - Careers and Foundation School Transition (Year 6)
  - Elective approval (Year 6)
  - DGH Site Visits (Year 6)
  - GMC Identity Checks and liaison with UKFPO
  - Service the Staff Student Consultative Committee (Years 1-2 – Year 1 Curriculum Coordinator, Years 4-6 – Year 6 Curriculum Coordinator)

- support the Year and Module Leads
- service Year Education Committees and Module Management Groups
- overall MBBS and clinical placement timetabling and allocations to groups and specialties
- liaise with CPP to deliver modules and teaching integrated into horizontal modules
- liaise with Placements Teams to guide local placement timetabling and content
- records of portfolio and coursework completion and module sign-off, and entry into Portico and ASR
- manage Moodle and core teaching materials
- on-the-day assistance at AKT and CPSA assessments

### 3) Curriculum Administrators

|                                      |                       |
|--------------------------------------|-----------------------|
| <b>Year 1</b>                        | <b>Sandra Asante</b>  |
| <b>Year 2</b>                        | <b>Wendy Pereira</b>  |
| <b>Year 4</b>                        | <b>Amira Ali</b>      |
| <b>Year 5</b>                        | <b>Daniel Mhedhbi</b> |
| <b>Year 6 &amp; Y5 Mental Health</b> | <b>Baljit Lall</b>    |

- first point of contact for students
- assisting with the management of MBBS programme of study in each of the 5 years including:
  - IoMs and Core Teaching Weeks
  - Horizontal Modules
  - Integrated CPP delivered during horizontal module time
  - UCLMS Toolkit (Year 1)
  - Patient Pathways (Years 2 and 5)
  - Student Selected Components (Years 1,2,6)
  - Specialty Placements (Year 5)
  - Careers and Foundation School Transition (Year 6)
  - Elective approval (Year 6)
  - DGH Site Visits (Year 6)
  - GMC Identity Checks and liaison with UKFPO
- Assisting with overall MBBS and clinical placement timetabling and allocations to groups and specialties
- liaising with CPP to deliver modules and teaching integrated into horizontal modules
- liaising with Placements Teams to guide local placement timetabling and content
- assisting with records of portfolio and coursework completion and module sign-off, and entry into Portico and ASR
- on-the-day assistance at AKT and CPSA assessments

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### 7) Placements – Royal Free and Barnet

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#### 1) Placements and Trust Liaison Manager - Latefah Scott

- **Placements:**
  - manages the Placement Team at The Royal Free NHS Foundation Trust
  - liaises with, directs and guides the Placements Team at Barnet Hospital
  - provides direction and guidance for local site and specialty leads
  - directs the management and coordination of placement timetabling, placement related teaching materials and room bookings
  - ensures the delivery of Trust Inductions and student access to ID cards, IT systems and other Trust requirements for student to take up placements
  - oversees student attendance and engagement monitoring and pastoral care
  - ensures student allocation to patients for Patient Pathways
  - manages site delivery of Clinical and Professional Practice Assessments including recruitment of examiners
  - coordinates visiting elective student hosts locally



- manages and monitors Placement Office systems and rotas, ensuring cover during office hours
- manages Preparation for Practice weeks in collaboration with Clinical Teaching Fellows
- ensures delivery of end-of-module sign offs

- **Trust Liaison:**

- contribute to review and monitoring of the Tripartite Agreement for UG Medicine and annual review and development of the Placement Provider Agreement
- provide advice to the Medical School and Placement Providers about contractual obligations under the NHS Education Contract
- provide specialist knowledge in MBBS education, placement timetabling, content and configuration including use of the Medical School's Academic Student Record (ASR)
- support the activities of the Director of UG Medical Education

## 2) **Trust Liaison and Year 5 Placement Coordinator and Y5A Administration - Faye Taylor**

- **Trust Liaison:**

- Trust liaison supporting the Director of UG Medical Education
- provide advice and facilitating compliance with contractual obligations under the NHS Education Contract
- develop and manage projects designed to enhance MBBS education at the Royal Free Campus

- **Year 5 Placements Coordinator:**

- overall management of Year 5 placements
- line-management of Year 5 team
- coordinate Y5 Trust inductions, ID cards, access to IT systems, lockers etc
- act as placements liaison for one module and assist with core teaching weeks and skills training circuits, managing the complexity of aligning delivery across multiple parallel sites, and organising local clinician end of module sign off
- support CPSA assessments locally including recruitment of examiners and on-the-day help
- support pastoral care and personal tutoring locally
- contribute to visiting elective placements locally

- **Y5A Administration:**

- manage Y5A placements
- work with site and specialty leads and clinical teachers to timetable and coordinate teaching events and local teaching materials
- liaise with the MBBS Education Team responsible for overall timetabling and allocation of students to groups and clinical teams
- assist at core teaching weeks and other activities delivered locally
- facilitate workplace-based assessments and coordinate module sign-off
- support clinical leads in local management of Patient Pathways
- contribute to the coordination of CPSA assessments locally including recruitment of examiners and on-the-day help

## 3) **Year 4 Placement Coordinator and Y4A administration - Shafia Shohid**

- **Year 4 Placements Coordinator:**

- overall management of Year 4 placements
- line-management of Year 4 team
- coordinate Y4 Trust inductions, ID cards, access to IT systems, lockers etc
- support CPSA assessments locally including recruitment of examiners and on-the-day help
- support pastoral care and personal tutoring locally
- contribute to visiting elective placements locally

- **Y4A Administration:**
  - manage Y4A placements
  - work with site and specialty leads and clinical teachers to timetable and coordinate teaching events and local teaching materials
  - liaise with the MBBS Education Team responsible for overall timetabling and allocation of students to groups and clinical teams
  - assist at core teaching weeks and other activities delivered locally
  - facilitate workplace-based assessments and coordinate module sign-off
  - support clinical leads in local management of Patient Pathways
  - contribute to the coordination of CPSA assessments locally including recruitment of examiners and on-the-day help

#### 4) Placement Administrators

**Module 4B – Marcella Simon**

**Module 4C – Usha Rai**

**Module 5B and 5C – Viktoria Konovalova**

- manage placements within the module
- work with site and specialty leads and clinical teachers to timetable and coordinate teaching events and local teaching materials
- liaise with the MBBS Education Team responsible for overall timetabling and allocation of students to groups and clinical teams
- assist at core teaching weeks and other activities delivered locally
- facilitate workplace-based assessments and coordinate module sign-off
- support clinical leads in local management of Patient Pathways
- contribute to the coordination of CPSA assessments locally including recruitment of examiners and on-the-day help

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8) Placements – UCLH, Whittington and Primary Care & Placement Provider Liaison

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#### 1) Placement Provider Liaison & Placements Manager (UCLH, Whittington & Primary Care) - Aian Guled

**Placement Provider Liaison:**

- liaison between the Medical School and NHS Placement Providers, ensuring consistent communication of Medical School requirements across Trust providers
- contribute to annual review of Placement Provider Agreements and provide advice to the Medical School and Placement Provider about contractual obligations under the NHS Education Funding Agreement and local Placements Agreements

**Placement Manager (UCLH, Whittington and Primary Care):**

- manages the Placements Teams at UCLH, Whittington and Primary Care

#### 2) Year 5 Placement Coordinator and Y5A administration - Jenny Meredith

**Year 5 Placements Coordinator:**

- overall management of Year 5 placements
- line-management of Year 5 team
- liaises with UCLH Education Department staff re Y5 Trust inductions, ID cards, access to IT systems, lockers etc



- assist at core teaching weeks and other activities delivered locally
- facilitate workplace-based assessments and coordinate module sign-off
- support clinical leads in local management of Patient Pathways
- contribute to the coordination of CPSA assessments locally including recruitment of examiners and on-the-day help

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9) Placements – Whittington

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1) **Trust Liaison and Placement Coordinator and Y5A Administration - Billie Josef**

- **Trust Liaison:**
  - Trust liaison supporting the Director of UG Medical Education
  - provide advice and facilitating compliance with contractual obligations under the NHS Education Contract
  - develop and manage projects designed to enhance MBBS education at the Royal Free Campus
- **Year 4 and 5 Placements Coordinator:**
  - overall management of Year 4 and 5 placements
  - line-management of Placements team
  - coordinate Y5 Trust inductions, ID cards, access to IT systems, lockers etc
  - act as placements liaison for one Y5 module and assist with core teaching weeks and skills training circuits, managing the complexity of aligning delivery across multiple parallel sites, and organising local clinician end of module sign off
  - support CPSA assessments locally including recruitment of examiners and on-the-day help
  - support pastoral care and personal tutoring locally
  - contribute to visiting elective placements locally
- **Y5B Administration:**
  - manage Y5A placements
  - work with site and specialty leads and clinical teachers to timetable and coordinate teaching events and local teaching materials
  - liaise with the MBBS Education Team responsible for overall timetabling and allocation of students to groups and clinical teams
  - assist at core teaching weeks and other activities delivered locally
  - facilitate workplace-based assessments and coordinate module sign-off
  - support clinical leads in local management of Patient Pathways

2) **Placement Administrators**

**Y4A and Y4C – Susan Bariotakis**

**Y4B – Kate Williams (0.6)**

**Y5A and Y5C – Wanda D’Arcangelo / Karen Brown (From 5 Aug 24)**

- manage placements within the module
- work with site and specialty leads and clinical teachers to timetable and coordinate teaching events and local teaching materials
- liaise with the MBBS Education Team responsible for overall timetabling and allocation of students to groups and clinical teams
- assist at core teaching weeks and other activities delivered locally
- facilitate workplace-based assessments and coordinate module sign-off
- support clinical leads in local management of Patient Pathways
- contribute to the coordination of CPSA assessments locally including recruitment of examiners and on-the-day help

**1) Placements Coordinator - Angelika Zikiy**

- GP & community placements coordinator
- GP tutor recruitment and retention
- Line-management and delegating specific tasks to G6s
- Servicing the PCEC termly meetings including minutes
- Personal Tutoring administration
- CPSA exams support in recruiting GPs
- CPP support in recruiting GPs
- Oversee GP payments and support activities related to NHSE income & expenditure
- GP Web page content update and comms
- GP QA and feedback
- Annual Primary Care Medical Education conference lead
- On-the-day assistance CPSA assessments

**2) Placements Administrators**

**Diana Kwan**

- Years 1 and 2 PPICC Community-based placements and workshops
- Years 1 and 6 Student Selected Components
- Patient and Public Involvement (Experts by Experience)
- On-the-day assistance CPSA assessments

**Wahida Mizan**

- Years 1 and 2 Student Selected Components
- Year 5 Specialty placements & workshops:
  - Mental Health (MH) in Primary Care
  - Dermatology (Derm) in Primary Care
- Year 5 Child Health in Primary Care workshops
- Year 6 GP Assistantship placements
- Module Management Group (MMG) meetings: Y5B, Y5C and Y6
- On-the-day assistance CPSA assessments

**Jingyu Pan**

- Years 1 and 2 PPICC GP placements & workshops
- Year 2 Student Selected Components
- Year 5 Core GP placements and seminars, including Core teaching weeks and revision days, GP elements.
- Year 5 Women's Health in Primary Care workshops
- Module Management Group (MMG) meetings: Y5A, Y5B
- On-the-day assistance CPSA assessments

**Hema Patel**

- Year 4 Medicine in the Community (MIC) placements and workshops
- Year 4 Preparation for Practice (PFP), GP elements
- Year 5 Care of the Older Person (COOP GP) placements
- Module Management Group (MMG) meetings Year 4 and Year 5 C

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## 11) UCLMS Divisional Finance and National UG Medicine Tariff Management

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### **Divisional Finance Officer**

- First point of reference for 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 MyFinance related issues and administration
- Manage MBBS budgets and accounts, in liaison with the relevant MBBS 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

### **Tariff and Student Load Officer**

- In liaison with Divisional Manager, NHS England and Pro Provost (Health):
  - manage National UG Medicine tariff and contractual compliance
  - liaise with NHS Trusts
  - calculate NHS UG Tariff allocations
  - calculate Student Load
  - oversee NHS Trust recharges
- In liaison with MBBS Clinical and Professional Practice Team, oversee the administration and reporting of Clinical and Professional Practice payments.
- In liaison with the MBBS Primary Care and Community Team, oversee the administration and reporting of Primary Care funding.

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## 12) UCLMS Divisional Staffing Management

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### **Divisional Staffing Officer**

- Manages new appointment process
- Authorises issue of UCL ID card for which individuals need to present ID (e.g. bank card, passport) at UCL Security Office, Andrew Huxley Building, next to Printroom Cafe courtyard, main Wilkins Building
- Initiates swipe card access to buildings
- Initiates UCL IT account for individuals to activate
- Issues office keys
- Manages recruitment processes, including creating job advert templates, coordinating shortlisting, interviews, offer and rejection letters, drawing on job descriptions prepared by MBBS Team Leads in collaboration with Director of MBBS Education Management

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## 13) CTF Research Projects

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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 Education 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 Education Management resources 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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### 14) Guidance for MBBS line managers

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#### Inductions should include signposting to and explanation of:

- MBBS **Current Student** website: <https://www.ucl.ac.uk/medical-school/information-current-mbbs-students-and-staff>
- MBBS **Key Contacts** at: <https://www.ucl.ac.uk/medical-school/current-mbbs-students/key-contacts-and-dates/mbbs-management-contacts> and access to local NHS directories etc
- MBBS **Leadership and Management** structures and responsibilities: role outlines, organograms in MBBS Governance at: <https://www.ucl.ac.uk/medical-school/current-mbbs-students/mbbs-leadership-and-management>
- MBBS **Committees and Board of Examiners** structure and requirement to publish minutes at: <https://www.ucl.ac.uk/medical-school/current-mbbs-students/mbbs-leadership-and-management>
- MBBS **file storage** protocols – all documents to be stored in team folder on the MBBS S drive
- MBBS **A-Z of policies** (including, for example, attendance and engagement, dress code etc)
- MBBS **Absence Reporting** at: <https://www.ucl.ac.uk/medical-school/current-mbbs-students/z-policies-and-faqs#absence-reporting-by-staff>
- MBBS **Communications** Policy at: <https://www.ucl.ac.uk/medical-school/current-mbbs-students/z-policies-and-faqs#communications>
- MBBS **Service Standards and Timelines** <https://www.ucl.ac.uk/medical-school/current-mbbs-students/z-policies-and-faqs#communications>
- MBBS **Core Programme Information** at: <https://www.ucl.ac.uk/medical-school/current-mbbs-students/core-programme-and-year-information>
- MBBS **Curriculum Map and Academic Support Record** at: <https://www.ucl.ac.uk/medical-school/current-mbbs-students/curriculum-map>

#### Leave

- annual leave is requested via line managers with approval subject to service requirements and recorded in MyView
- dates must not disrupt service provision 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 from 9am to 5pm in student-facing offices is 2 to ensure lunch breaks and unexpected absence 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 MBBS Senior Leadership Team

#### Exit interviews and handovers

Exit interview are considered good practice. Handovers must include ensuring that all files are saved on the S drive, relevant emails stored in personal Outlook folders are transferred to generic email accounts, 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

### Shared drive

Line-managers are responsible for ensuring that their staff work within the shared drive not on individual OneDrive, that the standard MBBS Management folder structure is retained, that documents are stored in the correct folders, and that file names follow MBBS Education 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 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

**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 UCLMS 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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## 15) Working Together Protocols

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### 1 Office hours and rota cover

#### a) Opening Hours

- UCL's core hours for full-time members of staff are 10am to 4pm, however MBBS student-facing offices are open between 9am to 5pm and staff are therefore required to be present – either on-site or remotely - during office opening hours.
- Normal working hours are 9am-5pm with a 40 minute lunch break.
- Variations to standard hours of work must be documented and approved by the MBBS Senior Management Team.
- UCL requires staff to spend a minimum of 40% of their working hours on site and recommends a weekly team day. Teams should agree rotas to ensure offices are open to students Monday to Friday.
- 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