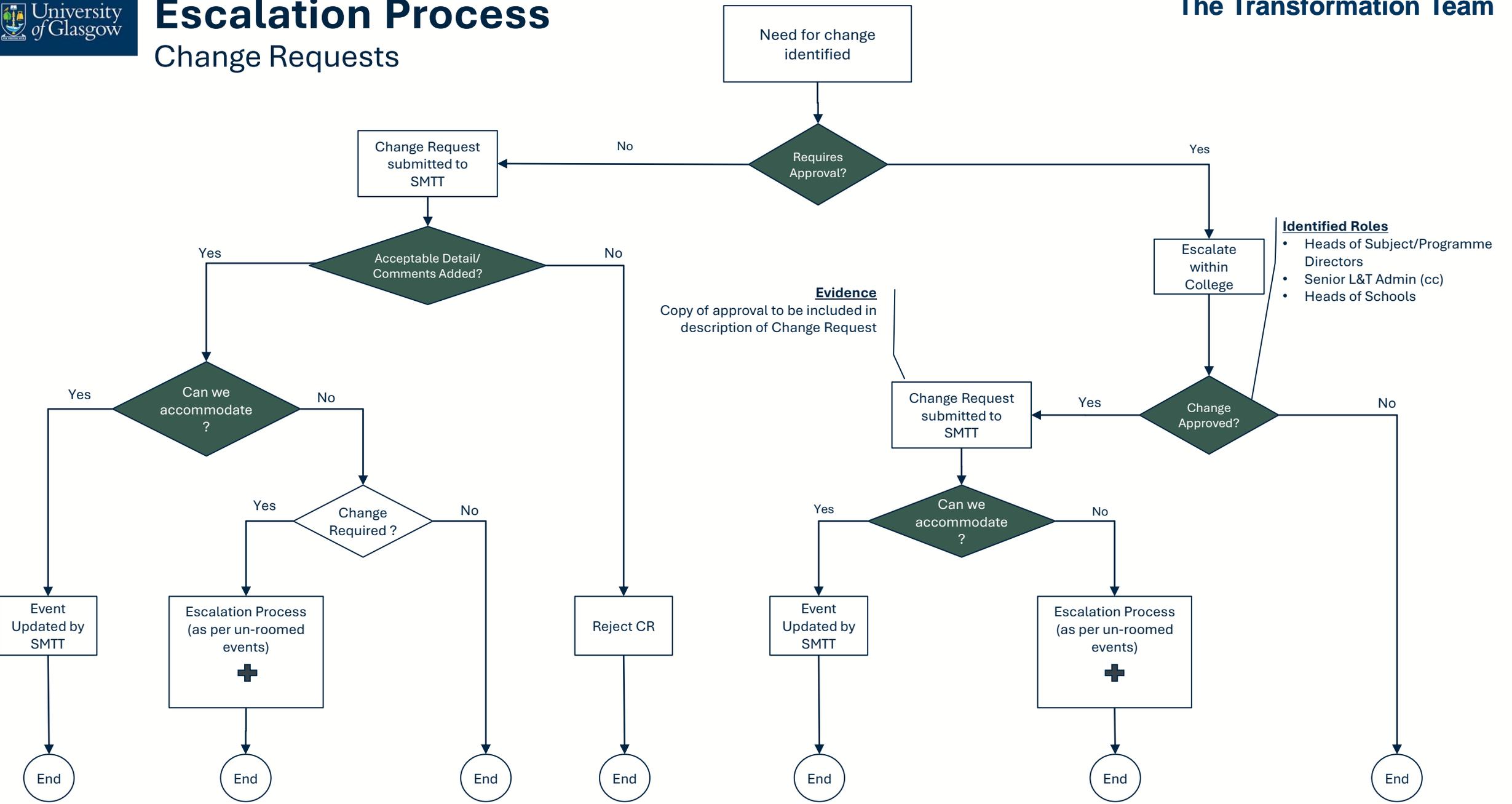


# Escalation Process

## Change Requests



# Change Escalation Process

## Who is involved and how

### Essential Change

An essential change is defined as a timetable or rooming amendment, where all other alternatives have been considered, which in failing to act on will have a significantly negative impact on the optimal teaching and learning experience for a group or individual student.

### Change Request Process

1. Academic to email change request to Line Manager (Head of Subject/Assistant Head of School) for approval. Where an essential change is required for a course and this will impact a number of events (e.g. an accessibility requirement impacting both lecture and seminar groups) a single approval from the designated person will be sufficient evidence to support the request.
2. If change is approved, Line Manager (Head of Subject/Depute Head of School) emails Senior L&T Administrator.
3. Senior L&T Admin to coordinate with School Timetabling Team to create change request and send to SMTT. Individual change requests will still need to be submitted for each event with a copy or details of this evidence supplied in each case.

## The Transformation Team

### Critical Studies: Change Escalation Process

Name	Role	Courses
Helen Mclaughlin	Senior Learning & Teaching Administrator	All
Multiple (L&T Admin to identify)	Head of Subject	All
Simon Kovesi	Head of School	All

### Culture & Creative Arts: Change Escalation Process

Name	Role	Courses
Michael Bristow	Senior Learning & Teaching Administrator	All
Multiple (L&T Admin to identify)	Head of Subject	All
Karen Lury	Head of School	All

### Humanities: Change Escalation Process

Name	Role	Courses
Leigh-Ann Dragsnes	Senior Learning & Teaching Administrator	All
Multiple (L&T Admin to identify)	Head of Subject	All
Michael Brady	Head of School	All

### Modern Languages & Cultures: Change Escalation Process

Name	Role	Courses
Cara Graham	Senior Learning & Teaching Administrator	All
Multiple (L&T Admin to Identify)	Assistant Heads of School	All
Stephen Forcer	Head of School	All