

ACCESS CONTROL GUIDELINES – QUESTIONS AND ANSWERS



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Institute of Education
University of London

The Institute of Education has introduced an access control system whereby access into some buildings and areas will be via use of a personalised access control / ID card. Guidance notes outlining broadly how the access control system operates have been produced for Staff (Guidance Note One), non-research students (Guidance Note Two), Research Students (Guidance Note Three), Library Visitors (Guidance Note Four) and General Visitors (Guidance Note Five).

To accompany each of the guidance notes, this set of generic questions and answers have been produced to provide more details about why access control has been introduced; how the system works; what data is held; why a personalised access / ID card is required; and what to do if access permissions need amending and or a replacement access / ID card is required.

Whilst we have endeavoured to provide a comprehensive set of questions and answers, if you do have any further queries and or concerns, about the access control system and or the use of your personalised access / ID card, please contact us by forwarding an e-mail to accesscontrol@ioe.ac.uk. E-mails received to this account will be responded to within one to two working days of their receipt with the exception of the months of September and October during which responses may take up to four working days. The extended response time in the months of September and October is because these are the main registration months for students.

1. Why has access controlled been introduced?

Following a review of the Institute's security arrangements in 2006, a strategy was devised that focused on improving, over a period of time, the physical security of the Institute's buildings and defined areas within these. The implementation of access control was one of the main elements identified as needing to be introduced. In proceeding to implement access control the Institute has considered carefully the need to enhance levels of security but also, where practical, to maintain an openly accessible and welcoming academic environment.

2. Will I feel more secure?

The introduction of access control will mean some buildings and or areas have an enhanced level of security compared to those buildings or areas that remain openly accessible. However, whilst access control will limit the movement of persons not holding a personalised access / ID card, we have not created a totally secure environment.

3. Will I need to lock my office door or take other security precautions?

Yes, staff are actively encouraged when not in their office to keep their office door closed and locked when not occupied. In addition staff are actively encouraged to display their personalised access / ID card by using belt clips or lanyards provided.

4. Do I have to display the card on my person?

Whilst it is not mandatory to display the card on your person, all staff are encouraged to wear the card. Belt clips and/or lanyards are provided with cards issued to staff to facilitate this.

5. Do I have to have an access card and if so how do I get issued with one?

Yes, it is a requirement for members of staff and registered students to carry with you a personalised access / ID card. The personalised access / ID card serves not only as identification that you are an Institute member of staff or Institute registered student but also functions as your access card providing access into controlled buildings or areas, it is your library borrowing card allowing library books and other reference materials to be borrowed from the library and for staff it also functions as your photocopying card.

6. Do I have to pay for my card?

There is no initial cost incurred by staff or students receiving an access / ID card for the first time. The cost of providing personalised access / ID cards is met centrally by Estates and Facilities. The exception is where cards are lost and a replacement is required. A charge for replacement cards will be levied.

7. If I see someone not wearing their personalised access / ID card can I challenge them?

Whilst we encourage staff to display their personalised access / ID card, this is not mandatory. Thus, encountering a person not displaying their access / ID card will not necessarily mean they are not a member of staff or a student. If it is uncertain whether someone not displaying an access / ID card has a legitimate right to be in the building, it is acceptable to ask the person if they need help and, if considered appropriate, to ask for confirmation of their Institute ID. A genuine member of staff, student or visitor should be in a position to provide one. However, staff should not feel under any obligation to challenge individuals not displaying an access / ID card and should in no circumstances take action which they feel would place them in danger. In such circumstances, staff should alert the Institute's security personnel so that they can take appropriate action.

8. Will access cards be affected by other cards I carry i.e. bank cards and or oyster card?

The design of the access card contains your unique ID number which is encoded and encrypted within the micro-chip contained within the card similar to how personal bank cards and oyster cards work. So far as it is known our access / ID cards are not affected if kept next to bank cards. However, should you have an oyster card it is recommended that you keep it separate from your access / ID card i.e. the two should not be kept adjacent to each other as they are known to cause interference with each other and it is possible that one or both of the cards could fail to function correctly.

9. Why are certain buildings access controlled and not others?

With the exception of our 20 Bedford Way premises, all our properties have access control fitted at the main point of entrance into the building. Due to the physical layout of our 20 Bedford Way premises, encompassing split entrance levels and with a large number of students and visitors accessing the building on any given day, a different approach to providing security to this building has been adopted. Consequently, we have maintained a degree of openness to facilitate ease of access to our teaching and library facilities whilst improving the level of security provided to staff and students working and studying in those parts of the building outside the areas between Core A and Core B.

10. Are there restrictions on who has access where and if so why?

Whilst access rights are being kept as broad as possible, some restrictions have been put into place that restrict all staff and or students from having 24/7 access to all areas (Disaster Management Team excepted). This is necessary as some areas which have access control installed comprise areas which either contain confidential data or rooms that contain specialist equipment used to facilitate specialist teaching and or research. Access to these areas has therefore been assigned to named individuals only.

11. Why does the Disaster Management Team have unrestricted access to all areas?

The Institute has in place a Disaster Management Team chaired by the Director of Administration. In the event of a serious emergency occurring within one or more of the Institute's premises, the Disaster Management Team requires immediate access to affected areas to deal with the situation promptly as well as access to designated premises from which the emergency will be co-ordinated.

12. What access permissions am I entitled to?

Depending on your status you will fall into one of five broad categories defined as Staff, Students, Research Students, Library Visitors and General Visitors. The category to which you are assigned will determine which access permissions you are granted, further details on the access permissions granted to each of these groups can be found within the relevant guidance notes.

13. Can I request different access permissions?

In setting up your access permissions we would hope that we have assigned the correct access rights for you. However, in the event that this is not the case and/or you need extended access rights to a building or area please forward an e-mail to: accesscontrol@ioe.ac.uk.

So that we can deal with your request promptly, please provide your name and card number as shown on the front of your card. These will enable us to identify your details within the access database and to make amendments as necessary.

14. If I move office, department or faculty what do I need to do to have my access permissions updated?

Nothing, as part of the move management process we will seek to ensure that your access rights are updated accordingly. In some circumstances access rights may not be updated if local moves are arranged which are not known to the Facilities Manager. In these situations staff finding they do not have the right access rights assigned should e-mail accesscontrol@ioe.ac.uk. There is no requirement for you to be issued with a new card as a result of moving between buildings or areas.

15. Is my access card valid indefinitely or does it have an expiry date?

All cards issued have an expiry date attached to them. The expiry data applicable to your personalised card is printed on the front of the card. For permanent staff, expiry dates are five years from the date of issue. For other categories of staff i.e. fixed term or fee paid staff, expiry dates will reflect your contract end date with an additional two months added. For all students expiry dates are 31 October following the year of registration.

16. My temporary and/or fee paid contract is ending - will this affect my card?

Yes, the expiry data printed on your card will reflect your original contract end date as agreed with Human Resources with an additional two months added. The card is automatically blocked from being able to be used beyond the printed expiry data when originally issued.

The purposes of the additional two month period is because we expect that for

some staff it may not always been known prior to a contract end date that you will be continuing to work for the Institute for a further defined period of time. Where this situation occurs we have assumed negotiations will have been completed within a two month period of the original contract end date. Where a personalised access / ID card has expired but you are continuing to work at the Institute, you will need to be issued with a new card which you will need to collect in person from the Student Support Centre reception Level 4 20 Bedford Way. There will be no requirement to have a further photograph taken. The previous digital photograph taken will be reused unless you specifically request otherwise. Cards for fixed term and or fee paid staff will only be re-issued following approval from Human Resources and once a further contract period has been agreed formally with you.

17. Why is my student card only valid for one year when my course of study / research will take more than one year?

As continuing students are required to re-register for each year of their course of study or research, cards are re-issued at the point of registration for the continuing year. For continuing students there will be no requirement to have a further photograph taken. The previous digital photograph taken will be reused unless you specifically request otherwise.

18. What happens if I forget to bring my access / ID card to the Institute when in attendance?

If you do not bring your access / ID card with you, this may result in you being unable to gain access to controlled buildings or areas. Should this be the case, please report to the Level 4 main reception desk 20 Bedford Way. Advise security staff on duty that you do not have your card with you. A one-day visitor card will be issued to you, which you will be required to sign for and return to the main reception prior to leaving the premises. The visitor card issued will not provide you with access to the Library or any other special access rights you may normally have assigned to you and will be valid until 18:00 hours on the day of issue only. Any visitor card issued to you and not returned will incur a charge to you or your department of £50.00. This charge is in line with the charge levied for the non-return of keys issued.

19. What happens if I lose or my access card or it is stolen?

You must report the loss and/or theft of your access card immediately either in person via the Level 4 main reception desk, (20 Bedford Way) or via e-mail to accesscontrol@ioe.ac.uk. Upon receipt of notification of a lost or stolen card, the original card issued to you will be blocked with immediate effect and a new card will be printed for you. Re-issued cards will not be forwarded to you via internal or external post but must be collected in person between the hours of 09:00 and 16:30 Monday to Friday. Staff and students can collect their cards from the Student Support Centre reception.

20. Why is a charge levied for replacing a lost access card?

The charge made covers the cost of the card and the administrative time taken to cancel the existing card issued and to issue its replacement.

21. My card was stolen, am I still required to pay for a replacement?

No, if your card has been stolen as a result of a theft and you are able to confirm that the theft has been reported to the Police by providing a CAD and or Crime Reference Number, no charge will be levied for the replacement of the card.

22. What are the charges for replacing a lost access card?

Where a member of staff and or student has mislaid and/or lost their card, a charge of £10.00 will be levied. Payment of this charge is direct to the Payments Office and should be accompanied by an access / ID card replacement request form.

Where a library visitor, issued with a permanent and or temporary access card for library access, loses their card and or fails to return a temporary card issued by the library membership desk a charge of £10.00 will be charged to their library account. Payment of this charge is direct to the library.

Where a visitor card is signed for and issued and not returned to the main reception desk a charge of £50.00 will be levied. This charge is in line with that levied for non-return of keys.

23. How do I make payment for a replacement card?

Payment is either by cash or cheque made payable to the "Institute of Education". Please complete an access / ID card replacement request form which is available from the main reception desk Level 4 20 Bedford Way. Take the completed form with your payment to the Payments Office Level 4 20 Bedford Way. Payments staff will confirm receipt of payment on the form which you then need to take to the adjacent Student Support Centre reception and a new card will be issued to you.

24. My card is not working when I present it to a reader, what do I do?

In the first instance refer to Level 4 main reception desk and or Student Support Centre reception. Reception staff will check the access system to verify if your card is active and/or you have rights to access the building and or area you were attempting to gain access to. It is possible your card is valid but there is a fault with the reader you attempted to use. In the event that a malfunctioning reader within the system has already been detected, checks on the reader will be carried out. Depending on the location of the reader it may be necessary to isolate power to the door, to enable uncontrolled access.

25. If a malfunction with equipment or software is detected and reported how long will it take to fix?

Depending on the nature of the defect the aim would be to resolve minor problems within four hours of the defect being detected and reported to our approved maintenance contractor.

26. What type of data is held in the access database about me?

Your access record held in the access database is initially created from data imported from other sources such as the Institute's staff and student database systems. These data imports provide the access system with details of your name, department, contract duration, type of contract you have and the course of study on which you are enrolled. Additional details are added which include a digital photograph of you taken at the point your card is issued as well as access permissions you have been assigned. Whilst the system records each time you use your card and thus, confirms which access controlled buildings or areas you have entered, the system does not record the time you have left these areas because exit from areas or buildings is via the use of normal door handles or in the case of doors which are magnetically controlled pressing an exit button adjacent to the doors. The one area of exception is the library, where entry and exit via the turnstiles does require you to present your card to the turnstiles.

27. Will data held on the access database be used to monitor time and attendance?

Data held within the access control database will not be used to monitor staff time and attendance.

The one exception to this will be in respect to the library where data will be gathered about the number of persons entering and using the library facilities including the length of their stay. The collection of this data is used solely by designated library staff on an anonymised basis solely for the purpose of monitoring usage of the library facilities and for statistical reporting required by funding bodies supporting higher educational libraries.

28. Who has access to the data on the access database?

Access to data held will be restricted to those staff needing to have access in accordance with the purposes of managing the system.

Disclosure of data will only be made to third parties in strict accordance with the purpose of the system and is strictly limited to the following authorities:

- Law enforcement agencies where data recorded would assist in a criminal enquiry.

- Relevant legal representatives.

29. How long is data retained for?

Transactional data stored on the system will be retained for 90 days prior to being deleted. This will be reviewed following one complete year's usage of the system. Pictures and data pertaining to the card holder record must be retained for as long as the member of staff and or student requires an ID / access card.

29. Who owns the access control system?

The access control system is owned by the Institute of Education – University of London – 20 Bedford Way – London – WC1H 0AL and data held within the system is covered by the Data Protection Act 1988 under the Institute's Data Protection registration reference number Z6020689.

30. Who has responsibility for management of the access control system?

The Institute's Deputy Secretary (Estates and Facilities) and the Institute's Facilities Manager (who may be contacted as detailed below) are jointly responsible for the operation and management of the access control system and for ensuring compliance with these guidelines and the guidance notes which accompany it.

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| Deputy Secretary (Estates and Facilities) | Cathy Bird Tel: 020 7612 6017 E-mail: c.bird@ioe.ac.uk |
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| Facilities Manager | Anthony Tyrrell Tel: 020 7612 6110 Mobile: 077 6817 5890 E-mail: a.tyrrell@ioe.ac.uk |
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Day-to-day responsibility for the system is delegated to the Institute's Facilities Manager.

31. What if I have concerns or a complaint about how the system is operated?

31.1 It is recognized that Institute employees, students and visitors may have concerns or complaints about the operation of the access control system. Any concerns or complaints should be addressed in the first instance to the Institute's Facilities Manager. An acknowledgement e-mail will be sent to confirm receipt. Concerns and or complaints will be investigated and formally responded to within twenty-one working days. Should the concern or complaint take longer than this time period to investigate or address, periodic updates will be forwarded.

- 31.2 Concerns and or queries relating to the provision of the Data Protection Act 1998 may be addressed to the Institute's Data Protection Officer Matthew Grigson e-mail: m.grigson@ioe.ac.uk
- 31.3 These rights do not alter the rights of staff and or students under any relevant grievance or disciplinary procedures.

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