

VIDEOLINQ INTERNAL BOOKING PROCEDURE

This document details the terms, conditions and procedures associated with all **Internal** Videolinq videoconferencing bookings.

A. TERMS AND CONDITIONS

1. Booking Responsibility

1.1 The responsibility and obligation concerning the terms and details of each Videolinq videoconferencing booking rest with the client (the person and / or work unit*) placing the booking.

* The operational unit that supplies the details of each booking to the relevant Site Co-ordinator.

1.2 The Site Co-ordinator's role is to transact the administrative arrangements of the booking with Telstra iVision, and to liaise these with the client.

1.3 It is the client's responsibility to ensure the accuracy of the booking and all details relating to the booking, e.g. date/s, time/s, participating sites, attending personnel, etc.

2. Booking Process

2.1 The initial booking is to be placed and processed at the local level by the Site Co-ordinator or authorised Booking Officer, with the booking becoming visible on the network booking system, TBA Online.

2.1.1 It is the responsibility of the booking Site Co-ordinator or authorised Booking Officer to complete any required changes to the initial booking.

2.1.2 Site Co-ordinators who place new bookings or amendments within two hours of the booking start time, or after 3:00 PM for a booking starting at 9:00 AM or earlier the following day, are required to contact the Telstra iVision Service Desk to ensure that it has been actioned.

2.2 In the interest of network efficiency and resource economy, clients are asked to investigate and confirm the details of each booking with their conference participants prior to booking placement with the Site Co-ordinator. These preliminary efforts may well avoid the unnecessary need to amend and / or cancel the original booking.

B. GENERAL INFORMATION

Please refer to the current Calendar of Booking Dates for more information.

1. Booking Cycles

Videolinq has two booking cycles per year that relate to the two TAFE Queensland instructional semesters. Each of these booking cycles is made up of three periods:

1.1 The Teacher Grace Period* begins the cycle.

* Refer to tables 3.1 and 3.2.

1.2 The Acceptance of Internal Administration Period* commences one month after the above Teacher Grace Period.

* Refer to tables 3.1 and 3.2.

1.3 The Acceptance of Administration Period* commences one month after the above Internal Administration Period.

* Refer to tables 3.1 and 3.2.

2. Booking Placement

2.1 The booking placement process occurs twice yearly and aligns with the two separate Booking Cycles.

2.2 All 'Teaching' and 'Administration' bookings are only relevant for their respective Booking Cycle and cannot be placed across the Booking Cycles, except where otherwise specified.

2.3 There are two exceptions to the rule. The first is the placement of Commercial bookings that may be placed at anytime of the year. The second is 'Admin Free Fridays', where any administration booking for any site can be placed on any Friday for the upcoming semester from the start of the Teacher Grace Period.

3. Effective Dates (refer to the current Calendar of Booking Dates for exact dates)

3.1 Booking Cycle 1: beginning of October to approximately start of July.

Teacher Grace Period 1	Acceptance of Internal Regional Bookings 1	Acceptance of All Other Administration 1
Start October – Mid July	Start November – Mid July	Start December – Mid July

3.2 Booking Cycle 2: beginning of April to approximately middle of January.

Teacher Grace Period 2	Acceptance of Internal Regional Bookings 2	Acceptance of All Other Administration 2
Start April – Mid January	Start May – Mid January	Start June – Mid January

4. Booking Process

4.1 Teaching Bookings

4.1.2 Teaching bookings can be placed and confirmed from the middle of the preceding instructional semester. For example, bookings can be placed in Semester 1 for Semester 2 delivery or in Semester 2 for Semester 1 delivery of the following year.

4.2 Administration Bookings

4.2.1 Administration bookings cannot be placed or confirmed before the first day of each relevant Acceptance of Administration Period.

4.2.2 Receipt of bookings does not guarantee booking confirmation.

4.2.3 Teacher Grace Period enables prioritisation of bookings by allowing TAFE teachers the necessary time to plan for and fill classes for delivery via videoconferencing prior to the confirmation of administration bookings.

5. Booking System

5.1 All videoconferencing bookings are to be placed by the nominated Site Co-ordinator / Booking Officer or, in their absence, the Back Up Site Co-ordinator. Regional Site Co-ordinators and Regional Education Co-ordinators are also able to place bookings.

5.2 All bookings are to be placed using the TBA Online software package accessible via the Videolinq website at <http://videolinq.tafe.net>.

5.2.1 A hard copy of the existing reservation form should be retained by all sites for use during Internet downtime (to be e-mailed to Telstra iVision).

5.3 All booking confirmations can be viewed through TBA Online.

5.3.1 In the event of Internet access being restricted, Telstra iVision will send out the notification by arrangement or on request only.

5.3.2 Site Co-ordinators will receive an e-mail with a link to their placed booking.

5.3.3 All TBA bookings will be uploaded and confirmed on TBA Online by a Telstra iVision Customer Service Representative within a 1 hour period of the initial booking placement.

6. After Hours Bookings

6.1 Conferences that commence from 4:00 PM or finish after 5:00 PM on 'standard business days' (8:00 AM – 4:00 PM, Monday – Friday, excluding public holidays), or occur on weekends or public holidays are classified as 'after hours' bookings.

In order to support service delivery, particularly at regional, rural and remote sites, all 'after hours' bookings, amendments or cancellations must be finalised at least 24 hours prior to the close of the last 'standard business day' before the proposed / amended conference start time.

If a booking or amendment for an 'after hours' conference is received outside the minimum 24 hour booking cycle then the booking Site Co-ordinator is required to complete the following procedure:

1. Telephone the Site Co-ordinators at **all new or affected sites** to confirm their agreement with the proposed booking or change request, or, in the case of cancellations, make them aware that the booking won't be going ahead.
2. Complete the required TBA Online steps, ensuring that the following text '*confirmation of contact with all new or affected sites*' is placed in the Comments section.*



* *Please note:* The service provider has been asked to **reject** any booking or amendment for 'after hours' conferences that is placed outside the minimum notification cycle that does not have the necessary confirmation of agreement / notification details within the Comments section of TBA Online.

ⁱ FOR EXAMPLE: If a conference is scheduled for a Saturday or Sunday, the booking / change request must be submitted by close of business on Thursday. This is 24 hours before the end of standard business hours on the Friday afternoon. This notification ensures that there is sufficient time to contact the relevant Site Co-ordinator on the last standard business day before the proposed after hours, weekend or public holiday event.