



The National Biophotonics and Imaging Platform Ireland Quality Charter

Introduction

This Charter constitutes a reference document for quality of services provided within the NBIP Ireland by the institutional partners. Its scope covers the use of equipment, facilities and training/education provided by the platform. It offers guidance designed to respond to participant's expectations and the legitimate requirements of both participants and institutional providers. The Charter thus provides a better framework for these services so as to consolidate the creation of a true national access platform.

The Charter is addressed to member institutions responsible for the provision of access to equipment/facilities and the education of PhD students. This is in order to enhance the personal and professional development of researchers in the field by involving the stakeholders more. It also aims to improve the quality and efficiency of providing these services.

This document consists of 11 principles implemented on a voluntary and flexible basis, being adaptable to the nature and peculiarities of each institution/equipment item etc. and in addition incorporates the NBIP Ireland Access Policy (appendix I). Further information on access charges and training can be found in the Access Policy.

Implementation of the charter includes the open and transparent access to facilities and the provision of training. Where possible, it also includes measures to promote the services of the platform by providing easily accessible information.

Quality principles:

Availability of research infrastructure

Where practicable, all Research Infrastructure should be made available for use by other researchers. This should include access by international researchers and external users, particularly from industry. Any reasons for refusing access will be suitably justified and based on objective grounds.





Access charges, where applicable, will be harmonized throughout the platform.

Access will be on an auditable access cost basis and the charges will take into consideration variations in equipment and training offered. Each institution is responsible for ensuring that access charges are transparent and are traceable to the work done on the item of infrastructure. Proper record keeping should be implemented, including records of access requests including where relevant, decisions and reasons in the event of a refusal, usage data etc...

Information supplied is reliable and accurate

The information supplied for training, equipment and facilities will be reliable and accurate and provided by a knowledgeable researcher who has specific expertise in the area.

Information (including booking information) is kept up to date

As technologies and areas of research change rapidly – the information provided about equipment, facilities or the training will be updated by a knowledgeable researcher who has specific expertise in the area.

Information is provided online as well as through personal contact

Each facility, equipment item or course will have a contact person responsible for updating both the information on the on-line site as well as being the point of contact for specific enquiries

Information is as tailor-made as possible

Given the variety and multi-disciplinary nature of the services provided by the platform, the services will require tailoring to the specific needs of the community utilizing them in order to reflect its goals.

Information is provided within a reasonable time limit

The provision of information on services the platform provides will be undertaken in a timely manner – either by personal contact with the responsible researcher or by utilising and tailoring the on-line content for the specific service to include the necessary information.

Information is provided without discrimination





The information will be provided without discrimination and in the context of services provided in line with the NBIP Ireland Access Policy.

Collecting participants feedback about the quality of the information and the service

Each service will be surveyed on an annual basis for user satisfaction. Feedback will be provided to Facility/Equipment Directors and Training providers on both the information and the service provided.

Collecting information about service provision

Institutional providers will be required to provide data on the use of their services on an annual basis. This measure is to discourage discrimination and ensure that the use of services within institutions is in line with the NBIP Ireland Access Policy. In addition, the data may be incorporated into funding body reports, websites etc.

Service provision management

Each service will be managed, maintained and monitored by a named researcher who will be responsible for the quality of service and training provided. Any booking information viewable by users will be kept up to date by the named researcher responsible for the service. The management will ensure that proper service and maintenance contracts in place, where relevant.

User feedback questionnaire for Education/Training:

Please rate/answer where applicable:

- Response rate to queries (1=poor; 5=excellent)
- Course information (1=poor; 5=excellent)
- Course material covered (1=poor; 5=excellent)
- Course literature (1=poor; 5=excellent)
- Course relevance to the topic (1=poor; 5=excellent)
- On-line access (1=poor; 5=excellent)
- Ease of understanding (1=difficult – 5=easy)
- Would you recommend this course to another student? Y/N
- Any suggestions (text area)

User feedback questionnaire for Facilities/Equipment:





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Please rate/answer where applicable:

- Training information supplied (1=poor; 5=excellent)
- Condition of Equipment/Facilities (1=poor; 5=excellent)
- Quality of support (1=poor; 5=excellent)
- Ease of booking (1=poor; 5=excellent)
- Ease of on-line access (1=poor; 5=excellent)
- Any suggestions (text area)

Service (equipment and facilities) provider information provision to NBIP management for records and monitoring:

- a) User information during the last 6 months
 - b) User type (internal/external and NBIP/non-NBIP)
 - c) Hours/days used
 - d) Project type – collaborative/non-collaborative with the RE/Technician in charge
 - e) Publications from equipment use
- Current status of the equipment/technology
 - New developments
 - Costs
 - Sustainability plans

