Faculty of Health Sciences - AUTHeR

AUTHeR	Standard Operating Procedure		
Title	Standard Operating Procedure (SOP) for Workshop, Webinar, Conference, BUZZ, or Event Support Process		
SOP no	SOP_CIR_5	**Version no**	1
Date of approval	July 2022	**Revision date**	July 2024

1   COMPILATION AND AUTHORISATION

Action	Designated person	Signature	Date
Compiled by: Contributions:	Karlien van Schalkwyk Mandi Liversage, Joyce Matsietso, Christi Niesing, Terzie Denton, Juanita Brits, Muller Spies		May - July 2022
Authorised by:	Christi Niesing	*(signature)*	20 July 2022

2   DISTRIBUTION

Department/Unit	Name	Signature	Date
CIR Office, AUTHeR	Karlien van Schalkwyk		20 July 2022

3   DOCUMENT HISTORY

Date	Version no
July 2022	1

4   PURPOSE OF THE SOP

The purpose of this SOP is to provide clarity on the Workshop, Webinar, Conference, BUZZ, or Event Support Process followed in the Community Integrated Research (CIR) Office.

5   SCOPE

This SOP supports staff members within AUTHeR and guest presenters invited by AUTHeR who plan to host a workshop, webinar, conference, BUZZ or event. This SOP systematically guides staff members through the procedures followed in the CIR Office from registering a workshop, webinar, conference, BUZZ or event through the relevant support services provided for a workshop, webinar, conference, BUZZ session or other events.

Services rendered for a workshop, webinar, conference, BUZZ, or event include (i) catering support, (ii) parking reservation, (iii) support before and during an event (including presenter and technical support), (iv) marketing of an event and registration support, (v) support with evaluation forms and distribution of material after an event.

6   ABBREVIATIONS AND/OR DEFINITIONS

Abbreviation	Description
AUTHeR	Africa Unit for Transdisciplinary Health Research
CE	Community Engagement As defined by the NWU, CE is "the process and activities performed by the staff and students, primarily aimed at strengthening or supporting society and/or individuals in need of assistance or engagement" (Community Engagement Policy, 2021). CE is "a process, function, programme or project used by the University which integrates teaching and learning, research, innovation, outreach/volunteerism in partnership with communities to advance social responsiveness, development and an ethic of care" (Community Engagement Policy, 2021).
CIRL	Community Integrated Research Laboratory
CIR	Community Integrated Research
SOP	Standard Operating Procedure

7   RESPONSIBILITIES

7.1   The CIR Office

The CIR Office provides support for workshops, webinars, conferences, BUZZ sessions or events as an additional service to AUTHeR staff members and guest presenters invited by AUTHeR. The CIR Office only takes responsibility for providing this support if the CIR Workshop Profile form (webinar, conference, BUZZ, event) is submitted within the required time frame, as indicated in Figure 1.

The responsibilities of the CIR Office include:

- Process the **CIR Workshop Profile Form (webinar, conference, BUZZ, event)**.
- Process the additional request forms linked to the workshop, webinar, conference, BUZZ, or event. These request forms could include:
  - **CIR Guest Speaker Support Form**.
  - **Equipment and Devices Request Form**. Costs may occur based on the equipment and devices required. The Community Integrated Research Laboratory (CIRL) Price List is available on the **CIR webpage**.
- Make the necessary arrangements with third parties based on services requested.
- Ensure that the services as requested are delivered to staff and guest presenters.
- Manage the bookings of equipment and devices within CIRL.
- Provide technical support for the video conferencing system. Should technical support be required beyond this, costs may occur as third parties might need to assist based on specific requirements (please refer to SOP_CIR_6 Social Greenhouse Consultation Process).
- Market the workshop, webinar, conference, BUZZ, or event. Costs may occur if third parties are involved in the marketing strategy (please refer to SOP_CIR_6 Social Greenhouse Consultation Process).
- Provide presenter support before and during workshops, webinars, conferences, BUZZ sessions, or events. Costs may occur based on the support required (please refer to SOP_CIR_6 Social Greenhouse Consultation Process).

- Provide support by distributing material such as presentation handouts and recordings after successful workshops, webinars, conferences, BUZZ sessions, or events to attendees.
- Collect feedback data after successfully delivering workshops, webinars, conferences, BUZZ sessions, or events.

7.2   AUTHeR staff members requesting CIR Office services

All staff members in AUTHeR or guest presenters invited by AUTHeR who plan to host a workshop, webinar, conference, BUZZ, or event can use the CIR Office services.

The responsibilities of staff members or guest presenters when requesting support from the CIR Office for workshops, webinars, conferences, BUZZ sessions or events include:

- Complete and submit the **CIR Workshop Profile Form (webinar, conference, BUZZ, event)** online within the required timeframe.
- Requesting workshop, webinar, conference, BUZZ, or event feedback data from the CIR Office should the presenter need the data.
- Complete and submit the additional request forms linked to the workshop, webinar, conference, BUZZ, or event. These request forms could include:
  - **CIR Guest Speaker Support Form**. Staff members should submit the CIR Guest Speaker Support Form at least two weeks before the event (should the guest speaker be from South Africa) or one month before the event (should the guest speaker be international).
  - **CIR Equipment and Devices Request Form**. Staff members should submit the CIR Equipment and Devices Request Form well ahead of time to prevent disappointment. The equipment and devices are available for the entire Faculty of Health Sciences, and bookings are managed on a first-come-first-serve basis.

8   CIR PROCEDURES

The Workshop, Webinar, Conference, BUZZ, or Event Support Process followed in the CIR Office is illustrated in Figure 1.
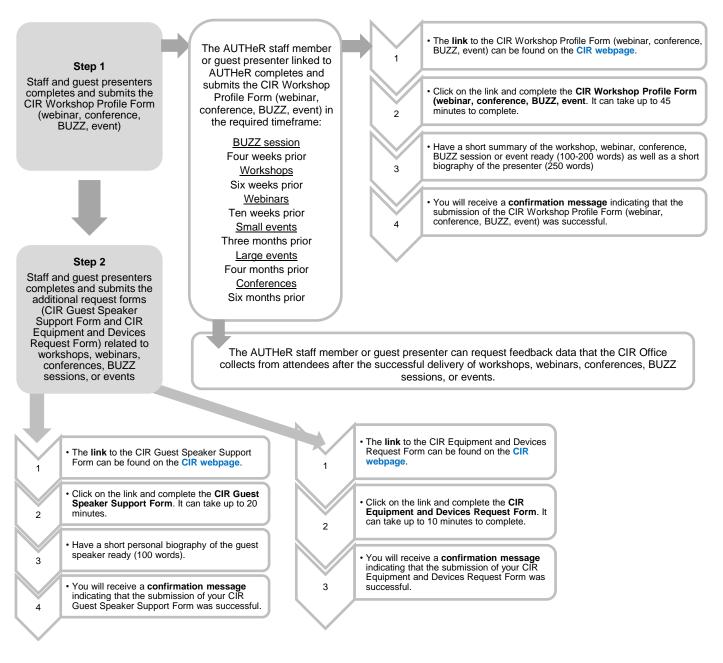

Step 1
Staff and guest presenters completes and submits the CIR Workshop Profile Form (webinar, conference, BUZZ, event)

The AUTHeR staff member or guest presenter linked to AUTHeR completes and submits the CIR Workshop Profile Form (webinar, conference, BUZZ, event) in the required timeframe:

BUZZ session
Four weeks prior
Workshops
Six weeks prior
Webinars
Ten weeks prior
Small events
Three months prior
Large events
Four months prior
Conferences
Six months prior

1 • The **link** to the CIR Workshop Profile Form (webinar, conference, BUZZ, event) can be found on the **CIR webpage**.

2 • Click on the link and complete the **CIR Workshop Profile Form (webinar, conference, BUZZ, event**. It can take up to 45 minutes to complete.

3 • Have a short summary of the workshop, webinar, conference, BUZZ session or event ready (100-200 words) as well as a short biography of the presenter (250 words)

4 • You will receive a **confirmation message** indicating that the submission of the CIR Workshop Profile Form (webinar, conference, BUZZ, event) was successful.

Step 2
Staff and guest presenters completes and submits the additional request forms (CIR Guest Speaker Support Form and CIR Equipment and Devices Request Form) related to workshops, webinars, conferences, BUZZ sessions, or events

The AUTHeR staff member or guest presenter can request feedback data that the CIR Office collects from attendees after the successful delivery of workshops, webinars, conferences, BUZZ sessions, or events.

1 • The **link** to the CIR Guest Speaker Support Form can be found on the **CIR webpage**.

2 • Click on the link and complete the **CIR Guest Speaker Support Form**. It can take up to 20 minutes.

3 • Have a short personal biography of the guest speaker ready (100 words).

4 • You will receive a **confirmation message** indicating that the submission of your CIR Guest Speaker Support Form was successful.

1 • The **link** to the CIR Equipment and Devices Request Form can be found on the **CIR webpage**.

2 • Click on the link and complete the **CIR Equipment and Devices Request Form**. It can take up to 10 minutes to complete.

3 • You will receive a **confirmation message** indicating that the submission of your CIR Equipment and Devices Request Form was successful.

Figure 1: Illustration of the Workshop, Webinar, Conference, BUZZ, or Event Support Process followed in the CIR Office.

9   References to important documents

SOP_CIR_6. 2022. Standard Operating Procedure (SOP) for the Social Greenhouse™ Consultation Process https://health-sciences.nwu.ac.za/auther/cir-office.