



Guest Access Policy

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1. Scope

1.1 This policy defines the categories of non-staff and non-student association with LSHTM who require:

- Access to LSHTM space and facilities, and/or
- Access to LSHTM's IT network and/or data

and details how that access is provisioned.

1.2 This policy covers access to LSHTM's London buildings and/or access to IT systems, networks and data managed in London.

1.3 This policy and associated procedures do not apply to the MRC Units except in cases where the MRC Units have engaged their own visitors or other non-staff associates who then require access to LSHTM buildings in London and/or digital systems and services managed from London.

1.4 This policy does not apply to Walk-in Visitors who have access to the Keppel Street Library and Archives, and Pumphandle Social.



2. Purpose and Overview

- 2.1 LSHTM hosts many academic and professional colleagues from outside the institution who require access to our space, facilities and in some cases systems and/or data (physical and digital) for varying lengths of time. These associations make a valuable contribution to furthering the achievement of LSHTM's mission as collaborators who introduce new ideas and capabilities to our research, education and operational activities.
- 2.2 This policy and associated procedures define how guest access should be categorised to enable efficient processing and accurate recording of visitor information, ensuring compliance with relevant internal policies (e.g. Safety, Data Security, Safeguarding) and external regulations (e.g. UK Visa and Immigration, General Data Protection Regulations).
- 2.3 The policy and associated procedures aim to ensure that all individuals have a positive and safe experience while engaging with LSHTM.

3. Policy

3.1 General

- 3.1.1 Non-staff and non-student associations with LSHTM must be processed in accordance with this policy before access is granted.
- 3.1.2 These associations must be sponsored by a member of staff ("Sponsor") at LSHTM who is responsible for ensuring this policy and associated procedures are adhered to. They are also responsible for ensuring the sponsored individual complies with all other relevant LSHTM policies and regulations for the duration of their association and acts in line with [LSHTM Values & Behaviour Framework](#).
- Failure to carry out these responsibilities may be considered a disciplinary offence and will be investigated under the relevant LSHTM policy where necessary.
- 3.1.3 Access will be for a defined duration with a clear start and end date. Any extensions will be subject to the relevant approvals.
- 3.1.4 LSHTM reserves the right to decline or withdraw access to its London premises and/or digital systems and services where the rationale for such access is deemed insufficient or where access can be reasonably considered to present a risk to the safety of our community, security of our data, or the reputation of the institution.
- 3.1.5 All documents, materials, equipment, hardware and software provided by LSHTM for use during the association, and all information and documents produced during the association, and produced, stored or maintained on LSHTM's digital systems or equipment are the property of LSHTM.



3.1.6 Any property and any original or copy documents, software or data (however recorded and whether retained electronically, on paper or otherwise) that belong or relate to LSHTM shall be returned to the Sponsor or a staff member delegated to help administer the visit (their “delegate”) at any time on request and in any event at the end of the visit.

3.2 Categories of Non-staff and Non-student Association

3.2.1 The following table sets out the different types of association. It is the responsibility of the Sponsor to ensure the association is categorised correctly and that complete and accurate information is submitted for processing.

Category	Description	Provision
Honorary	Academic appointments made to eminent individuals from other organisations who through their professional experience are able to make a beneficial collaborative contribution to the work of LSHTM. A mark of individual standing that recognises an ongoing association with LSHTM.	<ul style="list-style-type: none"> • WiFi • LSHTM Email • LSHTM network ID • Standard access bundle¹ • LSHTM shared drives as applicable • Enhanced digital access available via separate requests. • ID card if building access required • Access to workspaces (desk, meeting rooms)
Emeritus	A title awarded to professors who have made a significant and sustained contribution to LSHTM. They are not employees of LSHTM and do not receive a salary. They may continue to make a contribution on a voluntary basis (e.g. mentoring staff and students, teaching guest lectures, peer review).	<ul style="list-style-type: none"> • WiFi • LSHTM Email • LSHTM network ID • Standard access bundle • LSHTM shared drives as applicable • Enhanced digital access available via separate requests. • ID card if building access required • Access to workspaces (desk, meeting rooms)

¹ Includes ServiceDesk, LSHTM intranet, Office 365, Zoom, Library Resources, Moodle, Printing



Category	Description	Provision
Temp / Agency Staff	Individuals working on behalf of LSHTM but employed by an agency rather than directly by LSHTM. LSHTM pays the agency via invoice, rather than paying the staff member directly via Payroll. Usually temporary cover during periods of significant staff shortages.	<ul style="list-style-type: none"> • WiFi • LSHTM Email • LSHTM network ID • Standard access bundle • LSHTM shared drives as applicable • ID card if building access required • Access to workspaces (desk, meeting rooms)
Visitors	<p>Day Visitor They are not paid associations. Includes those attending meetings at LSHTM buildings on an ad hoc basis for no more than five consecutive working days or ad hoc days throughout the year. They are not given individual access to LSHTM buildings, facilities or the IT network. Day Visitors should be accompanied by a member of LSHTM staff.</p>	<ul style="list-style-type: none"> • Guest WiFi only • No ID card, must sign in and out at reception² • Photocopy but no printing

² In some buildings a temporary visitor pass may be issued at reception which must be returned at the end of each day e.g. Tavistock Place 2.



Category	Description	Provision
	<p>Registered Visitor They are not paid associations. The nature of their association is usually academic research however it can apply to professional services.</p> <ul style="list-style-type: none"> ○ Access to LSHTM buildings for more than five consecutive working days at a time; and/or ○ Access to the LSHTM IT network (beyond guest WiFi); and/or <p>This association can be used for staff or student leavers who require access to close out a limited range of activities (usually publications). There is not a separate leaver process for these arrangements.</p>	<p>Where IT access requested and approved:</p> <ul style="list-style-type: none"> • WiFi • LSHTM network ID (using non-LSHTM email³) • Standard access bundle (see Appendix 5.1) <p>For IT access not included in standard bundle (i.e. access to sensitive data or other IT systems), 'enhanced access' must be requested (see 5.1). This requires additional approvals.</p> <p>Where building access requested and approved:</p> <ul style="list-style-type: none"> • ID card • Access to workspaces (desk, meeting rooms) <p>For lab access, 'enhanced access' must be requested. This requires additional approvals.</p> <p>Maximum 6 month duration (renewable)</p> <p>May be subject to a fee (see Appendix 5.2)</p>
<p>Consultants & Contractors⁴</p>	<p>Individuals working with LSHTM via a fixed-term or day-rated contract for defined or specific projects or operational objectives. They are not employees of LSHTM, however, often require access to our IT services and data and sometimes premises during their tenure.</p>	<ul style="list-style-type: none"> • WiFi • LSHTM network ID • Standard access bundle • LSHTM shared drives as applicable

³ Registered Visitors are not provided with an LSHTM email address. Where access requires a network account (i.e. LSHTM user ID) this will be linked to the individual's personal or alternative organisational email address.

⁴ Consultants and contractors are categorised under the broader heading of "visitors" in the IT account management structure but are separated here for clarity.



Category	Description	Provision
Externals ⁵	Individuals who are guests at LSHTM with no specific contractual relationship to the organisation and require no access to school data or IT services, apart from Wifi and Moodle (where applicable).	<ul style="list-style-type: none"> • WiFi • ServiceDesk • Moodle • Redcap
Work Experience, Work Placements, Volunteers	Short term LSHTM placements. Existing schemes provided by the Widening Participation Team for secondary school students interested in a career in Higher Education or scientific research, and by the Library for those studying postgraduate LIS or ARM degrees.	<ul style="list-style-type: none"> • WiFi • ID card • Standard access bundle if need digital access

3.3 UKVI Compliance

3.3.1 If as part of their association the individual will be attending one of LSHTM's buildings in London then they must demonstrate that they have British or Irish nationality or hold an appropriate UK visa or immigration status valid for the duration of their visitor status. This applies regardless of the length of the visit.

This ensures LSHTM is compliant with UK Visa and Immigration (UKVI) legislation. The consequences of non-compliance could include an international visitor being refused entry to the UK, and potential sanctions against LSHTM, thus putting at risk our ability to sponsor visas for students studying on our postgraduate programmes or to hire international staff.

3.3.2 If the individual does not hold an existing immigration status as described above then they would need to apply for a visa which will be dependent on the planned activity⁶.

3.3.3 Any individual on-site at an LSHTM building in London for paid activity of any duration must demonstrate that they have UK nationality or hold an appropriate right-to-work in the UK before they undertake the paid activity. These arrangements must follow the relevant procedures (e.g. for consultants, casual staff).

3.3.4 If in any doubt, it is the responsibility of the Sponsor to clarify visa requirements with LSHTM's Staff Immigration & Compliance Officer (staffico@lshtm.ac.uk).

3.3.5 Individuals requiring digital only access (i.e. no access to LSHTM's London buildings) do not require a UKVI check.

⁵ "Externals" in this context is a specific type of IT user category

⁶ Note student visas have restrictions on how long activities that constitute paid or unpaid work can be carried out over a particular period of time.



- 3.3.6 LSHTM does not fund the costs of travel, accommodation or visa and immigration fees for individuals with non-staff and non-student associations except where these have been budgeted as part of research grants or other external funding.

3.4 Building Access

- 3.4.1 Access to LSHTM's buildings in London (Keppel Street and Tavistock Place) is limited to public opening hours: 8.00 - 17.00, Monday to Friday, excluding bank holidays and closure days.
- 3.4.2 In most cases, non-staff and non-student associations are not permitted to have out of hours access. Where it is considered necessary it must be approved through the relevant procedure.
- 3.4.3 Registered Visitors and other non-staff and non-student associations with access to LSHTM's London buildings must complete a health and safety induction in order to obtain an ID card. It is the responsibility of the Sponsor (or their delegate) to ensure this is completed on arrival. Day Visitors do not receive an ID card and so do not require a full health and safety induction however on arrival it is the responsibility of the Sponsor (or their delegate) to ensure the individual is briefed on what to do in the event of a fire alarm. Visitors with accessibility issues may require a [Personal Emergency Evacuation Plan \(PEEP\)](#).

3.5 Access to LSHTM Facilities and Support Services

- 3.5.1 LSHTM provides public access to the Library and Pumphandle Social at Keppel Street. All visitors to the Library are required to register at the Library Enquiries Desk and abide by the [LAORS Regulations for Users](#). Access to the Archives is by appointment.
- 3.5.2 Access to Library e-resources whilst on site and/or borrow Library print materials subject to the [LAORS Regulations for Users](#) and the terms of LSHTM's licenses for e-resources.
- 3.5.3 Printing via LSHTM's network requires an LSHTM IT account. Any incurred printing costs will be charged to the host's department nominal code. Associations that do not provide an LSHTM IT account will have access to Library photocopying facilities only via the Enquiries Desk (charges apply).
- 3.5.4 Individuals provided with an IT account are entitled to support from IT Services via ServiceDesk.
- 3.5.5 Non-staff and non-student associations do not have access to the full range of staff and student support services (e.g. occupational health⁷, career service).

⁷ Except where laboratory access is being provided and necessitates this



3.6 Network/IT Access

- 3.6.1 Visitors are not provided with an LSHTM managed device (e.g. laptop). Other types of non-staff or non-student association may be provided with a device depending on the nature of their engagement (e.g. temp agency worker).
- 3.6.2 As standard, where IT access is required a standard and limited range of digital systems and services is provided with additional approvals or requests needed to access sensitive data and/or IT systems. This is set out in the [Categories of Non-staff and Non-student Association overview \(3.2.1\)](#)

3.7 Data

- 3.7.1 In some cases, access may be granted to data held by LSHTM where such access is necessary to fulfil the purposes of their association e.g. research collaboration.
- 3.7.2 Granting of access to data must be managed in a way compliant with LSHTM's [Data Classification & Handling Policy](#), legal obligations under relevant data protection regulations and, where applicable, funder terms and conditions. The latter can place limitations on future use of datasets (e.g. restrictions on use for commercial purposes).
- 3.7.3 Those accessing and processing sensitive data (confidential or highly confidential) will be required to complete LSHTM's GDPR and Cyber Security training as a condition of access.
- 3.7.4 Access will be terminated at the end of the Visitor registration period. Where access to the data is not centrally managed by IT Services, it is the responsibility of the Data Owner to ensure access is terminated.

3.8 Withdrawal of Association

- 3.8.1 LSHTM may withdraw non-staff and non-student associations and related access from an individual at any point with immediate effect, at its sole discretion and without right of appeal. Reasons for early termination may include, but are not limited to evidence of competing interest, conduct likely to bring LSHTM into disrepute, violation of any of LSHTM's regulations, policies or codes of practice, risk assessment.

4. PROCEDURES

Faculty Visitor Procedure



5. APPENDICES

5.1 Overview of Visitor Access

Where access is only required for either building or digital only the below will be moderated accordingly.

Access	Day Visitor	Registered Visitor	Registered - Enhanced	Notes
Duration	1 day	Up to 6 months	Up to 6 months	Access to LSHTM buildings on an ad hoc basis (for five or less consecutive working days). Renewable.
London-buildings – public areas (e.g. Library)	Y	Y	Y	Visitors to the Library are required to register at the Library Enquiries Desk. Archives by appointment.
Offices & non-public areas	Supervised only	Y	Y	
Laboratories & related facilities	N	N	Y*	Access for Day and Registered Visitors is possible as part of a supervised tour
WiFi	Guest only	Y	Y	
LSHTM Email	N	N	N	
LSHTM network ID	N	Y	Y	Where network ID provided, will be linked to personal email
ServiceDesk	N	Y	Y	Day Visitors can email Servicedesk to raise a ticket but do not have access to the portal.
LSHTM Intranet	N	Y	Y	
Office 365	N	Y	Y	Access to data stored in SharePoint / Teams / One Drive is managed by the data owner. Access must be managed in line with the Data Classification & Handling Policy.



Access	Day Visitor	Registered Visitor	Registered - Enhanced	Notes
Zoom	N	Y	Y	Includes Workspace Reservation
Library Resources	Y	Y	Y	Refer to LAORS Regulations for Users
Moodle	N	Y	Y	Access to training materials. Access to individual modules or courses would need to be arranged with the relevant organiser via the Sponsor.
Printing	N	Y	Y	Printing requires an LSHTM IT account. Without an account users can photocopy only and charges apply.
R	N	Y	Y	
Stata, EndNote	N	Y	Y	
LSHTM shared drives	N	N	Y*	Separate request.
NVivo	N	N	Y*	Separate request.
ODK	N	N	Y*	Separate request.
RedCap	N	N	Y*	Separate request.
Secure Server	N	N	Y*	Separate request. Only in very limited cases.
High Performance Cluster	N	N	Y*	Separate request.
LSHTM business systems (e.g. Finance, HR, Student Records)	N	N	Y*	Separate request. May be applicable to developers and contractors

*Enhanced access is provided on a case-by-case basis depending on a risk assessment and additional approvals. Access may be managed independently of the central Visitor access management and may require additional information to be provided by the applicant.



5.2 Registered Visitor Fee

Where the Visitor has access to funds to support their visit (e.g. grant or fellowship funding, commercial arrangements), a fee can be applied at the discretion of the Head of Department.

The standard visitor fee for LSHTM's London-based academic faculties is £500 per month (pro rata for part months) plus VAT⁸. Where applying fees, Heads of Department can vary from this amount – higher or lower – depending on the nature of the visit and/or the funding available to the Visitor. For instance, a higher fee rate may be applied for instance for lab-based visitors as well as relevant equipment access charges.

Any applicable fees must be paid in full in advance and are non-refundable. If agreed fees are not paid by one working day prior to the start date of the Visitor registration period, LSHTM reserves the right to withdraw approval for the Visitor association and withhold any requested access.

Departments retain income from visitor fees and may use it to contribute towards their activities within the financial year in which it was received (i.e. unspent fees do not carry forward to future financial years).

⁸ *Visitor fees will be VAT exempt if the visitor is a student. Bench fees to a visiting academic will also be exempt if the academic is at LSHTM to learn new research techniques, as we are making a supply of education. If an academic from another institution is simply paying for the use of LSHTM facilities in order to undertake their own research activities or any other non-educational activities then this is simply a supply of facilities and VAT will be charged at the standard rate.*