

## Service Level Agreement

### Overview

Queen Mary, University of London's Student Recruitment and Widening Participation Team deliver a range of activities to support the work of schools and colleges in providing information, advice and guidance concerning higher education and opportunities for enriching the curriculum.

The purpose of this Service Level Agreement is to:

- Define the level of service provided by Queen Mary, University of London to schools and colleges participating in University-led activities
- Manage the expectations of schools and colleges attending activities both on and off-campus
- Outline the responsibility of the school or college once a booking has been made

This agreement applies to the academic year 2020-2021.

### Terms and conditions

Once a booking is confirmed, Queen Mary University of London agrees to:

#### Before the event

1. Provide clear information about the event/activity to include (where necessary): confirmation of the event/activity date and times, venue and directions, a timetable for the day and a comprehensive risk assessment.
2. Notify the named school/college of any changes to the event/activity with as much notice as possible.
3. Provide a named contact for each event that can be reached for any enquiries relating to the above event/activity.

#### During the event

1. Comply with relevant health and safety regulations, including the Health and Safety at Work Act 1974.
2. Ensure that our student ambassadors have undertaken appropriate safeguarding training.
3. Hold public liability insurance for at least £5 million with a clause giving, 'indemnity to principal'.
4. Process student data in accordance with current data protection legislation. All data will be stored securely and any paper forms securely shredded.
5. Where an event/activity is delivered on a University campus:
  - a. Ensure a first aider is available on site for the full duration of the event/activity.
  - b. Ensure that the venues are appropriate to the activities being delivered and that they are accessible to all, providing the University is made aware of such requirements at the time of booking.
  - c. Provide a comprehensive risk assessment for each activity on campus.

**The school or college agrees to:**

**Before the event**

1. Respond promptly to any requests for information needed before an event e.g. student preference forms and student registers where requested any dietary, disability or other health-related requirements (e.g. allergies) which may affect the participation of any student in the planned activities. Where relevant, the school will also support the University in completing a Personal Emergency Evacuation Plans.
2. Ensure that the process for seeking internal school/college authorisation is sought at the earliest possible opportunity.
3. Confirm the exact number of students attending at least 4 weeks before the event. If a new booking is made within 4 weeks of the date of an event then student numbers should be confirmed at the time of booking.
4. Notify the University of any cancellation of activity by providing at least two weeks' notice.
5. Ensure all students from the named school/college receive an adequate briefing in advance of the event explaining the aims and objectives of the event and the standards of behaviour expected from them.

**During the event**

1. When requested, support the University with the collection of student data (first name, surname, gender, date of birth, home postcode and whether the student is a first-generation HE entrant) for evaluation purposes.
2. Provide school staff to ensure a reasonable level of supervision is maintained for the duration of the event/activity. Guidelines from the Department for Education suggest one member of staff per 15 students.
3. Ensure students from the named school/college are all willing participants and able to stay for the full duration of the event/activity. No student will be permitted to opt-out of any activities unless they have compelling reasons to do so.
4. Retain responsibility for the good behaviour of students during all activities. Students who disrupt the event/activities may be excluded from the remaining activities of the day, and it remains the responsibility of the named school/college to ensure that they are supervised should this occur.
5. Inform the University of any student who does not have parental consent to be photographed at least 24 hours before the event/activity. Photographs taken by Queen Mary, University of London during the event may be used in future publicity materials.
6. Where an event/activity is delivered on a University campus:

- a. Acknowledge the University will not be held responsible for those students attending independently who choose to remain on campus after the main school/college party has departed or after the event has concluded.
  - b. Understand the University accepts no responsibility for loss or damage to property.
  - c. Accept that there is no parking available on campus and the school/college must seek alternative arrangements
7. Where an event/activity is delivered in school/college:
- a. Maintain responsibility for the Health and Safety of Queen Mary, University of London staff and ambassadors.
  - b. When requested, ensure that there is a provision for Queen Mary, University of London staff and students to park on the school/college site.
  - c. Fulfil any reasonable request for ICT or teaching equipment as agreed at the time of booking.