



QMSU President's report

Outcome requested:	Council is asked to note : the QMSU President's report; the minutes of the MoA review panel meeting held on 13 March 2024; and the updated MoA between QM and QMSU including a summary of changes.
Executive Summary:	<p>The report is an update from the end of November until the end of February on activity within the Students' Union. It includes the following sections:</p> <ul style="list-style-type: none">• Key Updates• Student Voice and Education• Welfare and Liberation• Student Opportunities
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Date:	February 2024
Senior Management/External Sponsor	

President's University Council Report

February 2024

www.qmsu.org



President's Report

Key Updates

Students' Union Elections 2024

Our Spring Elections have taken place in January and February. During the elections, students can put themselves forward for a leadership position in the Students' Union, and all students can vote to decide who they want as their leaders for the upcoming academic year. The elections include 6 full-time roles and more than 60 part-time roles. More than 120 candidates have nominated themselves for the roles. The Elections Voting Week also include two Candidate Debate and Question Time events, and VoteFest - a fun day on campus featuring giant inflatables, games, sport, freebies and giveaways. Results can be viewed on qmsu.org/elections from 1st March.

Cost of Living Crisis – Tackling Food Poverty

Tahmid Khan, Vice President Welfare, has continued to work on tackling food poverty on campus. The expanded QMSU Food Pantry on Mile End Campus opened at the beginning of January 2024. Since then, it has seen regular usage from students, highlighting the impact of the cost-of-living crisis on our campuses. A communication strategy is being developed to signpost the Food Pantry service across ours and the University platforms.

Additionally, through the Cost of Living Working Group, Tahmid has pushed for the placement of more microwaves in heated indoor spaces throughout the university, making it easier for students to bring their own food from home and reducing their food costs. A campus walkaround has now been completed with locations identified. The initiative is also intended to have the added benefit of attracting students to some of the lesser-known social spaces within Mile End Campus. We have also given out meal kits for the Study Well winter campaign, which students received well.

Serena-Amani Al Jabbar, President, has been working with our team and the University Comms team to begin a virtual ambassador program, which will bring students into the forefront of our communication. This student-led approach will hopefully break email fatigue and increase the productivity of our communications to students on pertinent cost of living resources.

Garrod Building

All of our new spaces are now open in the Garrod Building. The building was formally opened at the end of February, with two joint launch events run by the School of Medicine & Dentistry and Students' Union. At the launch event Sir Mark Caulfield, VP Health, Colin Bailey, President & Principal, and Amaan Abbas, Vice President Barts and The London, delivered speeches, followed by music recitals and performances, student group demonstrations and student-led tours of the new building.

The Griff also opened in January. By day it operates a café space and is alcohol-free with alcohol not on sale or visible before 5pm. By night the space transforms into a bar and events space with a series of live sport screenings, student group events and club nights held so far. Since opening, the daytime has proved particularly busy and popular with students.

The Garrod Building Stakeholder Partnership Group, initiated and chaired by the Students' Union, has also started, and is currently meeting fortnightly to deal with initial snags and to work together on new ways of working. The group brings together representatives from the Students' Union, School of Medicine & Dentistry, Estates & Facilities, IT, Security, QM Venues / QM Food and the project team.

We continue to work with the project team to resolve a series of difficulties and issues in the new spaces, particularly with IT/AV. There is also more to be done to make the spaces more user-friendly, particularly during events. Further works are also scheduled for the summer that could not be completed to date, including new doors, curtains and blinds being fitted and completion of other snagging works.

Volunteering

The Volunteering Service continues to engage students through its three strands, supporting 9 active Volunteering Groups, delivering 2 Give Volunteering A Go activities per month and providing a huge variety of Community Volunteering opportunities. The Community Volunteering service has 189 active charities and at present there are 94 volunteering opportunities available for students, across a variety of sectors and locations.

Alongside this, the Volunteering Team are working with the Dentistry School supporting their students to complete their Professional, Teamwork & Social Responsibility module which involves a minimum of 7 hours of volunteering per student. Additionally, the team are working with a group of students from the School of Business Management on a project looking at student engagement in Volunteering.

Student Volunteer Week took place the week of 12 February. 15 events took place across the week, which included a Volunteer Fair with 26 Community Organisations attending and many students coming along as well as skills event sessions led by Community Volunteering partners, a Street Clean-up, a Volunteering Social and many other events. It was great to see so many students and Community Organisations engaging with the week and helping make it a success.

Employability

In the Skills Award, we have had 320 students register for the programme since September which represents a 23% increase on last year's total. We saw 162 individual attendances across semester 1's 18 skills sessions which each focused on a different transferable skill. During the first semester, 20 students already managed to fulfil the requirements to achieve the Gold Skills Award by each attending at least three skills sessions and one reflection session.

There are 18 skills sessions scheduled for semester 2, with these featuring new topics such as Resilience & Wellbeing, Interviewing with Impact & Embracing Your Inner Professional. These are being run alongside a selection of repeated sessions from last semester which are aimed at students who were not able to attend the first time around. These sessions cover key transferable skills such as Public Speaking, Communication and Leadership. For semester 2, we have also expanded our offering of Mental Health First Aid courses by arranging increased capacity in two full-day courses and adding a Suicide First Aid half-day course. Furthermore, we have scheduled three reflection sessions for semester 2 where students are helped to recognise the skills they have developed in the Skills Award and other Students' Union activities, while helping them further understand how to present this to employers.

Club Sport

Our teams have performed well in their League and Cup fixtures so far with their hard work leading to two confirmed BUCS South-Eastern finalists due to play at the regional conference finals at Surrey in early March (QM Men's Table Tennis and QM Men's Badminton 2s) and one more semi-final to go (QM Men's Rugby). One team has already won their BUCS league (Table Tennis), securing a promotion with hopefully more to follow suit that are currently 1st or 2nd in their respective BUCS leagues.

Events have also been taking place in semester 2 with over 40 Club Sport members participating in BUCS Events over a number of sports (Fencing, Badminton, Karate, Boxing) with one member bringing back a BUCS victory in Boxing! Clubs have also organised and run their own events with showcases (QM Cheerleading) and competitions (QM Dance) being put on to show off their hard work and skills.

The second round of the Club Sport Development Fund received 15 applications with 10 being successful, being part or fully funded.

A continued issue from semester 1 is facility closures in schools. We are reliant on the local schools for their sporting facilities but the schools close for exams and often give very little notice, leaving clubs with nowhere to train or play their fixtures.

Improving the Multi-Faith Provision

The Multi-Faith Centre (MFC) Usage Data Survey that Tahmid was leading on came to an end in early December 2023. The survey was a large-scale data collection exercise to determine MFC usage on Mile End Campus.

Footfall data was collected at 10-minute intervals in one room from 11am–6:30pm every weekday for a month, and for three weeks in the other room used by women for Muslim prayer. The data is beginning to be analysed and should provide a highly detailed insight into usage and behaviour patterns of the Mile End Campus MFC. So far it is apparent that the MFC often saw overcapacity usage at multiple points throughout every day during which the survey was conducted. Pictures were taken throughout the month showing that students often pray next to shoe racks and in corridors due to the lack of space. Headcount data of regular prayer is currently being processed.

Headcounts were also conducted at Muslim Friday Prayers held during the survey period, with initial data showing attendance ranging from 600–700 people each week. It is important to note that this survey was

conducted towards the tail end of semester 1 in late November–early December 2023, meaning that it was likely that numbers for both regular and larger prayers (such as Friday Prayer) would have been greater if the survey were to be conducted at peak on-campus attendance periods, such as during October–early November 2023.

This survey was conducted as many faith societies, as well as individual students, had over the years and recently expressed high dissatisfaction with current provisions. The data is beginning to highlight the reasons as to why and is showing that the development of faith and contemplation spaces has been neglected during university infrastructure projects over several years. The data will eventually feed into the multi-faith and contemplation spaces strategy paper we are developing.

January Welcome Fair

The January Welcome Fair was held on Thursday 25 January in the Students' Union Hub, Library Square and surrounding outdoor areas. Over 1,500 students visited the event to learn more about the Students' Union and the range of activities and services we offer students. There were over 100 stalls from our student groups, and these were complemented by additional stalls from external organisations and Students' Union services. This is an important event and provides our groups with an opportunity to showcase themselves, whilst giving students the opportunity to continue an existing hobby or try something new, learn new skills and meet new people.

NSS (National Student Survey)

We are supporting the marketing and promotion of the NSS (National Student Survey) again this year. We have also worked with the university to offer an improved range of incentives, including £5 vouchers, that can be used on campus or donated to a club, society or one of our nominated charities. The Exec selected Bow Foodbank as the nominated charity for this year's campaign, alongside the BLSA nominated charities for 2023-24 (Providence Row, Redthread, MSF - Médecins Sans Frontières / Doctors Without Borders).

Student Voice & Education

Course Rep Conference

On Saturday 3rd February, we hosted the Course Representative Conference, following the successful conference in 22/23 academic year. The conference featured a range of group and presentation sessions, focussed around: current issues Course Reps are facing, Public Speaking, Leading a Campaign and Skills Development. These sessions also can be credited as part of the QMSU Skills Award, ensuring attendees receive proper recognition on their HEAR transcript.

Responding to feedback from attendees in 2022/23, the Students' Union provided a catered lunch, ensuring that attendees were able to congregate during the break and recharge for the afternoon workshops. The afternoon sessions included a presentation on turning Rep experience into a career, which was delivered in collaboration with QMUL staff; as well as Exec led workshops regarding Sustainability in the Curriculum, Employability and Postgraduate Student Experience. Feedback was overwhelmingly positive, and we hope to host another Course Rep event in semester 3.

Employability in the Curriculum

Aisha Qadi, Vice President Science & Engineering, has chaired several meetings of her Employability Curriculum Group and has made great progress on the discussions as well as maintaining stakeholder engagement. In early February, Aisha was part of the course rep conference where she delivered a successful session on employability in the curriculum. During the session, Aisha collected qualitative feedback from the course reps on questions relating to confidence in employability, engagement of services and assessments. The results have then been reported back on ECG and this allowed Aisha to provide an estimated soft launch date of the Employable Education Survey, which will launch in March. The ECG will now report into the new Student Voice Sub Board.

Extenuating Circumstance (EC) review process:

Aisha has been lobbying the university to improve the extenuating circumstances system and has followed the work being done in the wider EC review, aiming to introduce a separate extenuating circumstances process for students with disabilities, chronic illnesses, and mental health conditions. This suggestion has been approved and taken into consideration as a 'quick win' aim, alongside other improvements.

Geography Building

Students raised concerns about the accessibility of the doors of the Geography Building, due to the weight of them with Jovani Palnoni, Vice President Humanities & Social Sciences, and our Geography School Representative. Jovani followed up with the School and Estates who have replaced the doors. Making the campus as accessible as possible remains a primary objective for Jovani and the Students' Union and we are happy that we are able to be part of positive change within the university.

HSS

Two additional schools have agreed to start implementing pre-submission Turnitin options for assessment, having these options has been praised by students, and one of Jovani's priorities is to ensure initiatives such as this takes place across all schools in order to provide a consistent and improved student experience. Following student feedback Jovani is working with the faculty on ways to collect anonymous feedback.

Postgraduates

The Postgraduate Consultation Group continues to be well received, with the first three meeting discussing community, teaching, and feedback channels. The next session will discuss communal spaces. Matthew Beach, Vice President Communities, has worked with our team to launch the postgraduate events programme, and received funding from the Enhancing Research and Innovation Cultures Fund. This will fund a pilot Postgraduate Research Communications and Marketing Assistant student role and additional postgraduate research student-specific events.

Sustainability

Following feedback from a staff and student networking event, Jovani has been working with our staff on how to co-create a module on Sustainability and Green Skills that would be relevant to all students.

MBBS Curriculum Review

As part of the MBBS Curriculum Review, Amaan has actively participated in workshops, ensuring the inclusion of the student voice. Amaan's efforts involve organising focus groups through the BLSA representative structure, where staff can engage with a diverse range of students. He's attended regular meetings of the MBBS Curriculum Working Group, contributing to the ongoing conversations and facilitating connections between specific departments and student cohorts.

Diversity and Inclusion in IHSE

Amaan is collaborating with staff at IHSE and is committed to improving the representation of minority groups within the MBBS curriculum review and IHSE in general. These groups that have been created aim to create a more diverse and inclusive academic environment, ensuring that all voices are heard and considered. Currently, the BLSA are working on integrating these newer groups into the current governance structure while still maintaining their ability to act as a safe space for those who need them.

Malta Student Experience Enhancement

Amaan is collaborating with part-time officers and QMUL staff in Malta to enhance the educational and pastoral aspects of the student experience. Currently, this includes addressing concerns and advocating for changes at meetings in London which directly impact Malta. A key focus of recent meetings has been improving spaces for students to self-organise events. Amaan continues to work with staff at the London and Malta campuses, to ensure medical students have the best education and student experience possible.

Welfare & Liberation

International Students

Matthew and Aisha continue to work to increase international student representational infrastructure. At the newly formed International Student Experience Working Group they discussed issues such as student stipends on some international partnerships not meeting the UKRI minimum threshold and excessive waiting periods for academic misconduct allegation results, which impacts on visa application timelines. They have also raised support for the remaining of the semester such as financial support, accommodation support, and curriculum support. Matthew and Aisha also wrote an update to students detailing the state of international student representation at Queen Mary.

Reforming the Financial Assistance Fund (FAF)

Following Tahmid raising several concerns earlier this academic year about the current (FAF) programme, a full governance review of the programme has been launched. The review will include a full audit and bias review of previous funding decisions made. The review's conclusions are expected to come within the next few months of the academic year.

Tahmid has also continued to work with the Bursaries, Grants and Scholarships Team to improve accessibility features on the FAF information website and MySIS portal. Initial website testing of the new accessibility features is now taking place and this should be completed by mid-March 2024. The process of providing supporting evidence is also being adjusted as a result of Tahmid's feedback so that students can upload all of their documents at a single upload point rather than multiple points, as it is at the moment, which has made the process more difficult for students to navigate.

Lighting Improvement

Tahmid's project to improve lighting has now received approval from the Sticky Campus Working Group. This project aims to improve lighting both from a conventional safety perspective and an aesthetic standpoint. It is envisaged that light features (potentially to be designed by or with student input) would be placed across the university campuses, representing the heritage and culture of their locations.

Approval for improvements has been given for the following locations on Mile End Campus:

- Next to Novo Cemetery – where a potential light feature could be placed nearby.
- The pillars outside The Curve.
- The pillars outside the Graduate Centre.
- Outside the Pooley House residences - a larger project that will require more planning.

Further locations for improvements are planned. It was decided during a walkaround with the University Estates Team that improvements would not be made on Whitechapel Campus in the initial stage, as other infrastructure works are planned to occur soon. However, the situation on Whitechapel Campus will be kept under review.

Jewish Heritage Fortnight

We had a packed two weeks with events such as a talk on the Novo Cemetery, a walking tour of East London and an event commemorating Holocaust Memorial Day. These events were well attended and the fortnight was a great success and really showed student involvement.

LGBTQ+ History Month

There has been a broad range of activity across the month including many student events, such as a queer walking tour, sex education talks and the BL Drag event taking over Liard Hall. We have also been able to share some interesting content, including a deep dive from our liberation intern into the queer history of Queen Mary to bring LGBTQ+ History Month alive and shine a light on our university's history.

Asian Heritage Month

Aisha is part of the organising committee and is hosting a mukbang taste test video to engage in discussions with the volunteers in the video about Asian heritage and promote Asian culture from various countries.

Student Opportunities

Sustainability

Climate Action week (previously Green Week) was a great success. With over 12 different activities delivered, the week was a collaboration between departments, students, universities and local organisations. The BIG Green Canal Clean was a great community event with free vegetable soup for volunteers made from Angry Monk veg from The Curve. As part of a network of 10 London Universities, we played a role in organising and running the London Student Sustainability conference. With over 950 people signed up to attend and one of our own students securing a top 3 position out of over 100 presentation applications.

We continue to work closely with the university, engaging with the careers, enterprise, academy, law, SBM, SBBS and grounds teams, as well as the sustainability team. Projects include the growing sustainability in the curriculum network, the student incubator, and allotment developments, which are now confirmed.

Strong partnerships are being built with local organisations, including the Canal River Trust, Fast Fashion Therapy, Recycle you Cyle and Wick Thrift store and the local council. Through the Tower Hamlets biodiversity network, we can link directly into local biodiversity policy and actions.

Matthew has supported several events including the recent greenhouse planting workshop in Climate Action Week, creating a space for students to appreciate the connection between humans and nature. The workshop aided in the launching of an exhibit in the Garrod's Old Library space as a second iteration of Cabinet Cultures, a project Matthew co-produced last year with the help of a Humanities and Social Sciences Collaboration and Strategic Impact Fund. This edition was funded between the Sticky Campus programme and the Students' Union and furthers the original research as well as that of two Computer Science PGRs, and our Sustainability Officer's interest in expanding biodiversity knowledge around our campuses. The exhibit and accompanying events programme will continue through July 2024.

Other projects the Exec have supported include the Planetary Health Report Card for Barts, the Sustainability in the Curriculum Network and the development Student Sustainability Action Network. More and more students are beginning to see the connections they have to sustainability. Looking ahead, we are currently pulling together the report for Green Impact Students' Union.

RAG

Student fundraising continues to be busy, with students using an increasingly varied mix of activities to fundraise for charity. Student Groups have fundraised £42,000 across 50 RAG activities and Islamic Society Charity Week so far this academic year. This includes events like balls, bake sales and shows.

Societies

Student groups have been busy so far this year, with over 350 events registered with us. These are a mix of events in conjunction with our Liberation campaigns, showcases, balls and general celebrations. We will recognise and celebrate the hard work of the student leaders organising these and running their student groups during our awards ceremonies in March. These comprise of our trophy awards and our individual/group awards in the newly refurbished Old Library in the Garrod.

Serena–Amani Al Jabbar
Students' Union President
29th February 2024

QMUL / QMSU MEMORANDUM OF AGREEMENT REVIEW PANEL
13 March 2024

DRAFT MINUTES

Present:

Serena-Amani Al Jabbar Dr Philippa Lloyd Ian McManus
(Chair)
Mike Wojcik

In attendance:

Brad Coales Kaya Wiles (Secretary)

Apologies:

Amaan Abbas Dr Dominique Gracia Chris Shelley

Part 1: Preliminary Items

1. Welcome

1.1 The Chair welcomed everyone to the meeting and noted the apologies.

2. Minutes and Actions

2.1 The Panel **approved** the minutes of the meeting held on 08 November 2023.

2.2 The Panel **noted** the following updates to the action table:

- 2022.02 was complete. Mike Wojcik had presented a paper on Faith and Wellbeing Space at the Space Management Group and the Student Voice Board. Recommendations had been accepted in principle. Chris Shelley would identify a key lead to provide additional support to the area of work. Further updates would be provided as part of updates on the Estates masterplan provided at each meeting.
- 2022.20 was complete. The wording around sustainability arrangements reflected current practice.
- 2022.29 was complete. The Garrod Building Partnership Agreement had been shared with Professor Sir Mark Caulfield and was working well in practice.
- 2022.31 was ongoing. Initial discussions had begun, and wording would be discussed at the relevant point in the process (likely July 2024).
- 2023.03 was complete. Discussions around Free Speech would continue, particularly once the Office for Students had provided the consultation outcomes and further guidance. This area of work would likely be led by Mike Wojcik and Alvin Ramsamy, QMSU Deputy CEO on the QMSU side.

- 2023.04 was complete. A link to the Queen Mary Code of Practice on Free Speech was provided in the actions paper. The Prevent Risk Register and Action Plan was being updated and could be shared when finalised.
- 2023.05 was complete. The Tahmid Khan, QMSU Vice-President Welfare, was a member of the reformed Safeguarding Steering Group and Alvin Ramsamy was a member of the Safeguarding Network. Any QMSU staff deemed appropriate would be provided with safeguarding training, as would university safeguarding leads.
- 2023.07 was complete, as noted in action 2022.20.
- 2023.09 was ongoing. Michael Lytrides, Director of Estates Development, and Alex Prestage, Head of EDI, had been invited to the May 2024 MoA Review Panel meeting.
- 2023.10 was complete. The revised Memorandum of Agreement was being considered at this meeting.
- 2023.11 was ongoing. The item would be taken at the May 2024 meeting.
- 2023.12 was complete. Brad Coales had circulated the QMSU Space Audit report to the Group.

Part 2: Matters for Discussion

3. Update on the EAF masterplan

- 3.1 The Panel **noted** that EAF were working to develop a prioritisation plan to help allocate resources. There was an education deep dive as part of developing a thematic approach to the planning and aligning the EAF masterplan with education strategy.
- 3.3 The Panel **noted** that a recent utilisation survey identified that spaces were being booked, but occupancy of booked spaces was lower than would be expected. Issues with teaching space availability may therefore be better resolved through reviewing timetabling practices than building more teaching space. Other benefits included being able to repurpose space. For example, the Great Hall was not being used to full capacity at times. There could be an opportunity to allow the space to be used for commercial events slightly earlier on a Friday afternoon, if a room of its size was not required for teaching and could help generate commercial income. Another possibility would be to have the option to subdivide rooms, making them more adaptable to needs. Any solutions would need to comply with Competition and Markets Authority published consumer law guidance.
- 3.4 The Panel **noted** that much of the work required to bring buildings up to standard would be invisible to students. The masterplan's aim was to simultaneously improve the condition of the estate and provide upgrades that benefited education and research.
- 3.5 The Panel **noted** that a significant proportion of capital expenditure for the next five years had already been allocated. There were more build opportunities longer term.
- 3.6 The Panel **noted** that EAF would continue to work with ITS on the digital estate.
- 3.7 The Panel **noted** the importance of having opportunities for the student voice to feed into projects.

ACTION: Ian McManus to facilitate a deep dive into the student experience in relation to the Estates Masterplan at the Infrastructure Steering Group

- 3.8 The Panel **noted** that it would be useful to know what plans there were for the Malta campus, which would benefit from the development of a student space and accommodation.

ACTION: Ian McManus and Brad Coales to look into whether the University had a five-year student experience model for Malta that could be reviewed.

ACTION: Ian McManus to discuss developing a five-year plan for Malta at the Estates Strategy Group.

4. Report from QMSU

- 4.1 The Panel **noted** that the QMSU elections had closed, with strong engagement from students during the elections. The high turnout reflected how QMSU were working to resonate with the student body, channel the student voice and empower students.
- 4.2 The Panel **noted** that Brad Coales and Serena-Amani Al Jabbar would be meeting with Jonathan Morgan, Chief Governance Officer and University Secretary, to discuss student representation on Council.

5. Partnership Agreements

- 5.1 The Panel **received** the draft ITS Partnership Agreement. Members **noted** that Mike Wojcik had been working with Richard Young, Assistant Director Solution Development & E-Learn, and Agnieszka Jankowska, Head of Change and Student Experience, to develop the ITS Partnership Agreement and address the significant increase in the importance of technology over recent years. Touchpoints between ITS and QMSU, including monthly meetings and bi-annual partnership meetings, had been established.
- 5.2 The Panel **noted** the draft EAF Partnership Agreement.
- 5.3 The Panel **noted** the draft Garrod Building Partnership Agreement.

6. Memorandum of Agreement

- 6.1 The Panel **noted** the amendments that had been made to the Memorandum of Agreement. Revisions included minor updates to terminology, the addition of a reference to QMSU's obligations to adhere to Queen Mary's Code of Practice on Free Speech and updated details on Partnership Agreements. The review cycle had also been increased from yearly to every 3 years.
- 6.2 The Panel **noted** that the amendments to the signatories reflected how QMSU annual accounts were signed off.
- 6.3 The Panel **approved** the Memorandum of Agreement.

7. Indicative annual plan

- 7.1 The Panel **noted** the updated indicative annual plan for 2023-24.

Part 3: Other Matters

8. Meeting dates for 2023-24

- 10.1 It was noted that the Panel would meet on the following dates in 2023-24:
- Wednesday 1st May 2024, 14:00 – 15:30 via Microsoft Teams
 - Tuesday 25th June 2024, 15:30 – 17:00 via Microsoft Teams

QMUL, QMSU and QMSU Services Memorandum of Agreement

Summary of Changes

The following key changes have been made to the Memorandum of Agreement since its last update in November 2015. Other minor amendments to correct formatting have been made where required.

Memorandum of Agreement

Changes to terminology

- Terminology has been updated to reflect the move from Service Level Agreements to Partnership Agreements.
- References to the Queen Mary Senior Executive (QMSE) have been updated to read Senior Executive Team (SET).
- References to Student Services has been updated to refer to Student Experience.
- Estates and Facilities board names have been updated to reflect existing arrangements.

Reference to Freedom of Speech

- The MoA has been updated to include a reference to QMSU's obligations to adhere to and adopt the Queen Mary Code of Practice of Free Speech.

Task and Finish Group terms of reference

- The previous version of the MoA included the terms of reference for a former Task and Finish Group. The Council Secretariat will retain the example terms of reference in our records; however it was not deemed necessary to include it in the MoA.

Partnership Agreements

- Clause 9 has been updated to reflect the move from Service Level Agreements to Partnership Agreements, as agreed by the MoA RP on 02 November 2022.

Review cycle

- The previous MoA stipulated an annual review of MoA, alongside the Code of Practice, Service Level Agreements and Other Agreed Arrangements. This has been changed to move towards a review every three years. This change allows for a more detailed review. Interim reviews can be conducted where required.

Signatory

- The signatory for the Trading Subsidiary has been amended. It was previously the Chair of the Board of Directors. It was updated to instead be the QMSU CEO and Managing Director.

Annexes

Annex 1

The list of Bye-Laws has been updated accordingly.

Annex 2

The Code of Practice has been updated to reflect the current version.

Annex 4

The Terms of Reference has been updated to reflect the current version.

Annex 5

Details of the EAF Partnership Agreements have been updated to mirror those in the Partnership Agreement.

Annex 7

Note 3 has been updated reflect current arrangements for 15 Godward Square (Qmotion, offices and the Drapers Bar & Kitchen)

Memorandum of Agreement dated

Between:

- (1) **Queen Mary University of London (QMUL)**, established by Royal Charter;
- (2) **Queen Mary, University of London Students' Union Limited**, company number 8092471 registered charity number 1147786 (the Union);
- (3) **QMSU Services Limited**, company number 6677304 (the Trading Subsidiary)

1. Definitions

the Charter	the Royal Charter under which QMUL is established, as at 1 st September 2010
the Council	the governing body of QMUL as provided for in the Charter
the Ordinances	ordinances made by the Council under the Charter
the Union's Articles of Association	the articles of association from time to time of the Union
the Trading Subsidiary's Articles of Association	the articles of association from time to time of the Trading Subsidiary
the Code of Practice	the code of practice from time to time issued by the Council in accordance with section 22 of the Education Act 1994, as to the manner in which the requirements of that section are to be carried into effect
Partnership Agreement	an agreement between QMUL and the Union and, in some cases, together with the Trading Subsidiary, setting out the terms agreed in specific areas of service provision, entered into to be entered into pursuant to Clause 9 of this Memorandum
Other Agreed Arrangements	Other arrangements agreed between QMUL and the Union as referred to in Clause 10 of this Memorandum
SET	the senior executive body of QMUL
the Review Panel	the panel set up in accordance with Clause 6 of this Memorandum
a Task and Finish Group	a task and finish group set up in accordance with Clause 7 of this Memorandum

2. Status of the parties

- 2.1 QMUL is a chartered corporation and an exempt charity by virtue of section 22 and schedule 3 Charities Act 2011. Its governing documents comprise the Charter and the Ordinances, copies of which are available on QMUL's website.
- 2.2 The Union is a students' union of QMUL as defined in the Education Act 1994 and exists pursuant to Article 19 of the Charter.
- 2.3 The Union is a company limited by guarantee and a registered charity. Its governing documents comprise the Union's Articles of Association and byelaws made in accordance with those Articles, copies of which are available on the Union's website. A list of the Union's current byelaws is attached as **Annex 1** to this Memorandum.
- 2.4 The Trading Subsidiary is the wholly owned subsidiary of the Union. Its governing documents comprise the Trading Subsidiary's Articles of Association, a copy of which is available on the Union's website.

3. Purpose and Scope of this Memorandum

The purpose of this Memorandum is to set out the agreed framework for the mutually supportive and beneficial relationship between QMUL and the Union together with the Trading Subsidiary, taking into account the governing principles referred to below. This Memorandum is intended to be binding on the parties to it.

4. Governing principles

- 4.1 The Union acknowledges that the Council has a statutory duty under the Education Act 1994 to take such steps as are reasonable practicable to ensure that the Union operates in a fair and democratic manner and is held accountable for its finances.
- 4.2 QMUL confirms its commitment to the self-government and autonomy of the Union, in particular in relation to provisions of the Union's Articles of Association, as referred to in Ordinance C5 of the Ordinances. QMUL further recognises that the Union, as a company and a registered charity, is subject to the regulatory requirements of both Companies House and the Charity Commission. QMUL will ensure that its requirements in relation to the Union's accountability are compatible with such regulatory requirements.
- 4.3 This Memorandum reflects the current Code of Practice a copy of which is attached as **Annex 2**. All parties acknowledge and confirm their commitment to taking all steps as are reasonably practicable to ensure the provisions of the Code of Practice are complied with. The Code of Practice will be reviewed on an annual basis.
- 4.4 This Memorandum also takes into account the eight key principles underpinning excellent working relationships between higher education institutions and students' union as set out in appendix B of the *supplementary guide regarding the role of university governing bodies in relation to students' unions (March 2011)*, produced in collaboration by the Committee of University Chairs and the National Union of Students, a copy of which is attached as **Annex 3**. All parties acknowledge and confirm their commitment to such principles.
- 4.5 The Union agrees to adhere to and adopt in full the University's Code of Practice on Free Speech as enforced from time to time, to meet its obligations under the Higher Education (Freedom of Speech) Act 2023.

5. Responsibilities for implementing this Memorandum

Overall responsibility for the oversight and implementation of this Memorandum is as follows:-

- on the part of QMUL, the Council, which has further delegated such authority to the Senior Executive Team (SET)

- on the part of the Union, the Board of Trustees of the Union by delegated authority under the Union's Articles of Association
- on the part of the Trading Subsidiary, the Board of Directors of the company by delegated authority under the Trading Subsidiary's Articles of Association

6. Review Panel

It is agreed there shall be a Review Panel, which shall be responsible for the review and monitoring of the operation of this Memorandum including Partnership Agreements, and their supporting annexes and/or service level agreements and other Agreed Arrangements. Such Review Panel shall include representatives of QMUL and the Union and its current terms of reference are attached as **Annex 4**. Such terms of reference may be amended from time to time by agreement between the parties.

7. Task and Finish Group

- 7.1 It is agreed that at any stage during the currency of this Memorandum the Review Panel may establish one or more task and finish groups, the function of which shall be the carrying out of one or more specific tasks in relation to this Memorandum.
- 7.2 The composition and terms of reference of any such Task and Finish Group shall be as determined from time to time by the Review Panel. Such terms of reference may be amended from time to time by agreement between the parties.

8. Provisions relating to Membership of Governing Bodies

- 8.1 The President of the Union shall be appointed ex officio a member of the Council. It shall be the duty of the President, in acting as a member of the Council, to act in the interests of QMUL.
- 8.2 QMUL shall appoint ex officio two directors to the Board of Directors of the Trading Subsidiary as provided for in the Trading Subsidiary's Articles of Association. It shall be the duty of such directors, in acting as directors of the Trading Subsidiary, to act in the interests of the Trading Subsidiary.
- 8.3 QMUL shall appoint a representative to any Trustee Appointments Committee from time to time as provided for in the Union's Articles of Association.

9. Partnership Agreements

- 9.1 QMUL, the Union and (where relevant) the Trading Subsidiary shall use all reasonable endeavours to ensure partnership agreements as referred to in the attached **Annex 5** (on terms to be agreed) are entered into as soon as practicable.
- 9.2 The purpose of Partnership Agreements is to record the expectation of the parties to this Memorandum as to the acceptable levels of performance in relation to the services to be provided. . The Partnership Agreements will provide an overview of who is responsible for what and the process for escalating and resolving issues. Any alterations shall be made with full and proper consultation with stakeholders, and agreed formally at an MoA Review Panel meeting, and recorded within the minutes.
- 9.3 It is acknowledged that a consistent and acceptable level of provision is necessary to enable the Union and the Trading Subsidiary to:-
- provide a consistent, diverse and acceptable level of satisfaction to students and staff in their experience of the Union's and/or the Trading Subsidiary's services and activities, and enhance the reputation of the University.
 - ensure compliance with all applicable law and regulatory requirements in the provision by the Union and/or the Trading Subsidiary of their respective services and activities.
 - properly budget for the Union's and/or the Trading Subsidiary's services and activities.

- provide clear processes and escalation for emergency and priority issues.

10. Other Agreed Arrangements

QMUL and the Union shall use all reasonable endeavours to ensure other arrangements relating to the matters referred to in the attached **Annex 6** (on terms to be agreed) are agreed and entered into as soon as practicable.

11. Premises

- 11.1 To facilitate the carrying out by the Union of its charitable objects, QMUL will make available to the Union and the Trading Subsidiary the premises referred to in **Annex 7**, and on the terms referred to in **Annex 7**.
- 11.2 It is agreed that this Memorandum is personal to the parties and does not create any relationship of landlord and tenant between QMUL and the Union and the Trading Subsidiary.

12. Monitoring and Dispute resolution

- 12.1 The parties to this Memorandum will use their best endeavours to comply with their respective obligations under this Memorandum, the Partnership Agreements and Other Agreed Arrangements.
- 12.2 The Review Panel shall be responsible for monitoring compliance with this Memorandum, the Partnership Agreements and Other Agreed Arrangements.
- 12.3 Any dispute arising in relation to this Memorandum, any Partnership Agreement or any Other Agreed Arrangement shall be determined by the Review Panel.

13. Review

This Memorandum will be reviewed every three years, with the option to review in the interim where necessary. All Partnership Agreements and all Other Agreed Arrangements shall be reviewed by the parties in conjunction with the annual review of the Code of Practice

14. No party to this Memorandum may transfer any right or obligation or liability arising under or in relation to it to any third party.

Signed by

The Principal, duly authorised for and on behalf of QMUL

Signed by

The Union President, duly authorised for and on behalf of the Union

Signed by

The QMSU CEO and Managing Director, duly authorised for and on behalf of the Trading Subsidiary

Annex 1 –The Union’s Byelaws

Bye Law 1	Membership
Bye Law 2	Referendums
Bye Law 3	Annual Members Meetings
Bye Law 4	Student Council
Bye Law 5	Barts and the London Students’ Association.
Bye Law 6	Elections
Bye Law 7	Executive Committee
Bye Law 8	Part Time Officers
Bye Law 9	Scrutiny of the Work of the Executive and Part-Time Officers
Bye Law 10	Course Representatives
Bye Law 11	Student Groups
Bye Law 12	Affiliations
Bye Law 13	Code of Student Conduct, Complaints and Disciplinary Procedure
Bye Law 14	Staff Student Protocol



CODE OF PRACTICE

IN COMPLIANCE WITH THE EDUCATION ACT 1994

A Definitions:

1. Unless the context requires otherwise, the following definitions apply throughout this document:
 - Act: The Education Act 1994
 - Bye-law: A bye-law made under the Articles of Association
 - Charter: The Royal Charter establishing QMUL
 - QMUL: Queen Mary University of London
 - Articles of Association: The Articles of Association of QMSU
 - Council: The Council which is the governing body of QMUL
 - Ordinance: An Ordinance of QMUL
 - QMSU: Queen Mary, University of London Students' Union
 - Trustee: A Trustee of QMSU.

B Introduction

2. QMSU is established in accordance with Article 19 of the Charter to promote the general interests of QMUL's students. Ordinance C5 provides that QMSU conduct and manage its own affairs in accordance with a constitution which must be approved by Council and is included in the Ordinances. The Ordinance affirms its commitment to the self-government and autonomy of the Students' Union following its establishment as a charitable entity. Such self-government and autonomy must be consistent with the law and with the Council's obligations, in particular under the Act.
3. QMSU is an incorporated charity, and its constitution is a Memorandum and Articles of Association.
4. This Code of Practice is made by Council on .It stipulates the means by which QMUL discharges its duties under the Act regarding the governance, management, and administration of QMSU. Council requires QMSU to comply with this Code of Practice, and that it is signed annually by the President of QMSU, together with a Memorandum of Agreement as referred to at Section C6 (e) below.

C Compliance with the Act

5. The relevant paragraphs of Section 22 of the Act are quoted below in italics. QMUL's

compliance mechanisms are described after each quotation.

- (1) *The governing body of every establishment shall take such steps as are reasonably practicable to secure that any students' union for students at the establishment operates in a fair and democratic manner and is accountable for its finances.*

6. Council is committed to ensuring that QMSU is governed, managed, and administered in accordance with the principles of democracy and accountability. The principal controls which Council employs with regard to QMSU are:

- (a) approving the Articles of Association and any amendments thereto [Ordinance CS, paragraph 4; Article 9];
- (b) reserving the right to refuse amendments to the Articles of Association [Ordinance CS, paragraphs 4 and 5] and, if necessary, seek further discussion between QMUL and the Officers/Board of Trustees if Council is of the view that further changes are required. [Ordinance CS, paragraphs 8-10];
- (c) requiring QMSU, through its Board of Trustees, to comply with this Code of Practice;
- (d) The President of QMSU is an ex-officio member of Council and is expected to make a report to each meeting of Council on QMSU activities and any issues which should be brought to Council's attention;
- (e) A Memorandum of Agreement, to be agreed between QMSU and QMUL, will provide a framework within which both parties can continue to develop a mutually supportive and beneficial relationship and the framework for the day-to-day management of the relationship, detailing the rights and responsibilities of both parties. Such Memorandum of Agreement will include Service Level Agreements on areas of service delivery as agreed between QMUL and QMSU.

7. The Articles of Association provide Council with further general controls by stipulating that, under Bye laws:

- (a) the Appointments Committee of the Union (if any) shall include at least one representative of QMUL. [Article 58.2.1];
- (b) an independent person appointed by QMUL shall investigate and report on complaints by students who are dissatisfied with their dealings with the QMSU or claim to be unfairly disadvantaged by reason of their having exercised their rights not to be a Member. [Article 58.2.2];
- (c) the financial reports of QMSU be published at least annually and be made available to QMUL. [Article 58.2.8].

(2)(a) *the union should have a written constitution.*

8. QMSU conducts and manages its own affairs in accordance with the Articles of Association.

- (2)(b) *the provisions of the constitution should be subject to approval of the governing body and to review by that body at intervals of not more than five years.*
9. In accordance with Article 7 of the Articles of Association, any amendments to the Articles must be approved by QMUL, and the Board of Trustees and QMUL must initiate a review of the Articles at intervals of not more than five years.
- (2)(c) *a student should have the right ... not to be a member of the union ... and students who exercise that right should not be unfairly disadvantaged, with regard to the provision of services or otherwise, by reason of their having done so.*
10. Students have the right to opt out of membership of QMSU by notifying QMUL or QMSU in writing. This is reflected in Article 8.1.1 of the Articles of Association. QMUL's expectation is that students who have opted out should normally be able to make full use of QMSU's services.
- (2)(d) *appointment to major union offices should be by election in a secret ballot in which all members are entitled to vote.*
11. Under Article 31.5 of the Articles of Association, Officer Trustees are deemed major union office holders and are required to be elected by secret ballot by the members of QMSU in elections to be held in accordance with the Bye-laws.
- (2)(e) *the governing body should satisfy themselves that the elections are fairly and properly conducted.*
12. QMSU is required to establish a Bye-law regulating the conduct of elections. In accordance with Article 58.2.7 of the Articles of Association, such elections shall be conducted fairly and properly and the Returning Officer shall report annually to QMUL on the conduct of elections.
- (2)(f) *a person should not hold sabbatical union officer, or paid elected union office, for more than two years in total at the establishment*
13. Article 31.3 of the Articles of Association provides that Officer Trustees shall remain in office for a term of one year and may be re-elected for a maximum further term of one year.
- (2)(g) *the financial affairs of the union should be properly conducted and appropriate arrangements should exist for the approval of the union's budget, and the monitoring of its expenditure, by the governing body*
14. QMSU will be required under the Memorandum of Agreement as referred to in Section C 6 (e) above, to establish financial regulations. These regulations must specify that QMSU's budget for the application of the block grant be received annually by Council (or a relevant Committee) and that Council (or a relevant Committee) should receive QMSU's quarterly management accounts.

(2)(h) *financial reports should be published annually or more frequently, and should be made available to the governing body and to all students, and each report should contain in particular:*

- (i) *a list of the external organisations to which the union has made donations in the period to which the report relates, and*
- (ii) *details of those donations*

15. Financial reports of QMSU are required to be published at least annually, and to be made available to QMUL and all students. In accordance with Article 58.2.5 of the Articles of Association, such reports should contain a list of external organisations to which the Union has made donations in the period to which the report relates and details of those donations. QMSU is also required to file its annual reports and accounts with Companies House and with the Charity Commission in accordance with applicable legislation.

(2)(i) *the procedure for allocating resources to groups or clubs should be fair and should be set down in writing and freely accessible to students.*

16. QMSU is required to establish Bye-laws to regulate the allocation of resources to groups and clubs. In accordance with Article 58.2.3 of the Articles of Association, the procedure for allocating resources to groups or clubs shall be fair, set down in writing and freely accessible to all Students.

(2)(j) *if the union decides to affiliate to an external organisation, it should publish notice of its decision stating -*

- (i) *the name of the organisation, and*
- (ii) *details of any subscription or similar fee paid or proposed to be paid, and of any donation made or proposed to be made, to the organisation, and any such notice should be made available to the governing body and to all students;*

(2)(k) *where the union is affiliated to any external organisations, a report should be published annually or more frequently containing -*

- (i) *a list of the external organisations to which the union is affiliated, and*
- (ii) *details of the subscriptions or similar fees paid, or donations made, to such organisations in the past year (or since the last report), and such reports should be made available to the governing body and to all students;*

(2)(l) *there should be procedures for the review of affiliations to external organisations under which -*

- (i) *the current list of affiliations is submitted for approval by members annually or more frequently, and*
- (ii) *at such intervals of not more than a year as the governing body may determine, a requisition may be made by such proportion of members (not exceeding 5 per cent.) as the governing body may determine, that the question of continued affiliation to any particular organisation be decided upon by a secret ballot in which all members are entitled to vote*

17. In accordance with Articles 58.2.4 to 58.2.6 of the Articles of Association, QMSU is required to establish Bye-laws under which:-

- (a) If QMSU decides to affiliate to any external organisation, it shall publish notice of the decision which shall include the information required under the Act and such notice shall be made available to QMUL and to Students.
- (b) Where QMSU is affiliated to any external organisations, it shall review and publish in its annual report a list of external organisations to which an affiliation fee has been paid, or donation given, and these shall be made available to QMUL and to Students.
- (c) Members shall be given an opportunity to review affiliations to external organisations in accordance with the requirements of the Act.

(2)(m) *there should be a complaints procedure available to all students or groups of students who -*

- (i) *are dissatisfied in their dealings with the union, or*
- (ii) *claim to be unfairly disadvantaged by reason of their having exercised the right [not to be a member of the students' union]*

which should include provision for an independent person appointed by the governing body to investigate and report on complaints.

(2)(n) *complaints should be dealt with promptly and fairly and where a complaint is upheld there should be an effective remedy.*

18. QMSU will establish a Bye-law setting out its internal complaints procedure. Such procedure shall refer students to their entitlement under the Act, in the circumstances described above, to apply for a complaint to be investigated and reported on by an independent person appointed by Council under the QMUL Procedures for dealing with Complaints about the Students' Union. The independent person referred above is the College Assessor who is a senior member of staff with legal expertise. Complaints about, or arising from, the elections are considered under the procedure detailed in the Elections Bye-law. Students will usually be required to complete the internal procedures of QMSU prior to applying for a complaint to be investigated by QMUL.

(3) *The governing body ... shall for the purposes of this section prepare and issue, and when necessary revise, a code of practice as to the manner in which the requirements set out above are to be carried into effect in relation to the students' union ..., setting out in relation to each of the requirements details of the arrangements made to secure its observance.*

19. Council has approved this Code of Practice in compliance with the Education Act 1994.

(4) *The governing body ... shall as regards any students' union ... bring to the attention of all students, at least once a year -*

- (a) *the code of practice currently in force ...,*
- (b) *any restrictions imposed on the activities of the union by the law relating to charities, and*
- (c) *where the establishment is one to which section 43 of the Education (No.2) Act 1986 applies (freedom of speech in universities and colleges), the provisions of that section, and of any code issued under it, relevant to the activities or conduct of the union.*

20. The Code of Practice and 'any restrictions imposed on the activities of QMSU under charity law and section 43 of the Education (No.2) Act 1986 shall be published on the QMSU website for the attention of students and shall also be placed in the Policy Zone on the Directorate of Governance and Legal Services website.

(5) *The governing body ... shall bring to attention of all students, at least once a year, and shall include in any information which is generally made available to persons considering whether to become students at the establishment -*

(a) *information as to the right [not to be a member of students' union], and*

(b) *details of any arrangements it has made for services of a kind which a students' union at the establishment provides for its members to be provided for students who are not members of the union.*

21. Council requires that the Articles of Association and all Bye-laws, including those relating to opting out of membership, be published on the QMSU website. QMUL's prospectuses and the Student Guide will carry information about opting out of membership and the services available to members who have opted out.

Signed on behalf of Council:-

Lord Clement-Jones, Chair of Council

Signed on behalf of QMSU:-

Serena-Amani Al Jabbar, Union President 2023/24

Annex 3 – Principles underpinning excellent working relationships between higher education institutions and students' unions

- **Strategic Partnership** - Spirit of partnership between HEI and SU informing the strategic direction of both parties and informing service agreements. Informed engagement of SU representatives in key institutional decision-making bodies.
- **Student Centred** - Shared commitment to developing and improving students' experience of academia and extra-curricular aspects of their lives
- **Respect and Understanding** - Clarity about, and mutual understanding of, the distinct roles of the HEI and the SU and the value that each party brings to the relationship.
- **Openness and Trust** - Full, open, regular communication on relevant issues, in particular issues likely to have an impact on the other party, the student population and/or other joint stakeholders.
- **Mutual Support and Commitment** - Constructive interactions; demonstrable commitment to making the relationship work through investment of time and resources.
- **Independence** - Recognition of the value of a strong, student-led students' union empowered to determine and manage its own affairs. Recognition of the need for the HEI to balance the interests of a range of stakeholders within an increasingly challenging external context.
- **Accountability** - Accountability of SU to HEI as supervisor (under the 1994 Education Act) and principal funder, within a mutually agreed framework which is robust, effective, efficient and compatible with the reporting requirements of other regulators (where relevant), such as the Charity Commission, the Office of the Scottish Charity Regulator and/or Companies House. Acknowledgement by HEI that the SU is a major stakeholder and primary body representing the student voice.
- **Diversity & Equality** - A shared commitment to equality and diversity and the fair treatment of all staff and students

[The above is Appendix B of the *supplementary guide regarding the role of university governing bodies in relation to students' unions (March 2011)*, produced in collaboration by the Committee of University Chairs and the National Union of Students]

Annex 4 – Terms of Reference, Review Panel

1. Context

- 1.1 A Memorandum of Agreement (MoA) is in place between:-
- Queen Mary University of London (QMUL);
 - Queen Mary, University of London Students' Union (QMSU);
 - QMSU Services Limited (QMSU Services), as the wholly owned subsidiary of QMSU.
- 1.2 The MoA reflects the Code of Practice (CoP) issued by QMUL under s.22 of the Education Act 1994. It takes into account the principles of the guidance issued jointly by the Committee of University Chairs and the National Union of Students regarding the role of university governing bodies in relation to Students' Unions¹.
- 1.3 The MoA provides a framework within which QMUL and QMSU can continue to develop their mutually supportive and beneficial relationship. The supporting documents include Partnership Agreements on agreed areas where specific responsibilities are undertaken.
- 1.4 It has been agreed between QMUL and QMSU that there shall be a Review Panel (the RP) with responsibilities as set out below and which shall operate as set out below.

2. Responsibilities

The RP shall be responsible for:

- 2.1 reviewing and monitoring the operation of the MoA, CoP, compliance by the parties of their respective obligations under it and all Partnership Agreements and other arrangements agreed under it;
- 2.2 consideration of key implications and decisions as well as the determination of unresolved long standing issues and disputes between the parties arising in relation to the MoA, CoP, and any Partnership Agreements or any other arrangement agreed under it;
- 2.3 receiving reports as necessary from the Council of QMUL, the Board of Trustees of QMSU, and the Board of Directors of QMSU Services on matters related to the CoP and the operation of the MoA and Partnership Agreements;
- 2.4 initiating an annual review of the CoP and the MoA; and
- 2.5 making recommendations and reporting as appropriate to the QMUL Senior Executive Team (SET), the Council of QMUL, the Board of Trustees of QMSU, and the Board of Directors of QMSU Services.

3. Composition

- 3.1 The RP will comprise representatives from QMUL, QMSU and QMSU Services. As a minimum, its membership shall comprise:-
- A member of the Senior Executive Team, QMUL, or nominated deputy;
 - The Chief Operating Officer, QMUL, or representative;
 - An external member of the Council of QMUL (as nominated by the Chair of Council);
 - The President, QMSU;
 - The Vice-President (Barts and The London), QMSU;
 - A external member of the Board of Trustees of QMSU or the Board of Directors of QMSU Services (as nominated by the Board of Trustees of QMSU);
 - The Chief Executive, QMSU;

¹ Guide for members of Higher Education Governing Bodies, Supplementary guide regarding the role of university governing bodies in relation to Students' Unions, March 2011.

- Director of Student Experience.
- 3.2 Other members may be invited to join the RP. The appointment of new members to be agreed by the majority of existing RP members.
- 3.2 The Secretary to RP will be a member of staff from the Directorate of Governance and Legal Services or such person as the RP shall decide.

4. Meetings

- 4.1 The Co-Chairs, in conjunction with the Secretary, will decide the frequency and timing of meetings. The RP will meet at least three times a year or as many times as required by the business.
- 4.2 Members of the RP who are unable to attend meetings personally are expected to arrange for a representative to attend on their behalf.
- 4.3 By agreement, others may be invited to meetings of the RP and/or to contribute to its work.
- 4.4 A quorum for meeting will be 4 members, comprising at least two representatives from QMUL and at least two representatives from QMSU.
- 4.5 The Co-Chairs have the delegated authority to take action on behalf of the RP between meetings where business did not require a discussion or where the business requires action to be taken before a meeting can be convened. Action taken will be reported at the next meeting for confirmation.
- 4.6 Wherever possible, an agenda and the papers for meeting will be distributed 5 working days prior to the meeting.
- 4.7 Where possible, the RP will act by consensus. Where this is not possible, it will act by majority vote.
- 4.8 Minutes or another appropriate record of each meeting will be kept and circulated to all members as soon as practicable following the meeting.

5. Amendments

- 5.1 These terms of reference may be amended at any time by agreement by the RP.

[Approved by the MoA Review Panel on 20 September 2023]

Annex 5 – Partnership Agreements

A. Estates and Facilities Directorate (EAF):

Campus Services

EAF are responsible for the provision of postal, portage, security, and other services in relation to premises belonging to QMUL and occupied or used by the Students' Union, or its trading subsidiary, in relation to the provision of their respective services and activities. Certain services may be re-chargeable by prior agreement.

Campus Security

EAF have overall responsibility for ensuring that QMUL is a safe environment for students, staff, and visitors. QMSU will work proactively with Campus Security to develop a partnership approach to help reduce security risks surrounding any QMSU operations or activities. QMSU are responsible for reporting any security incidents, or concerns to Campus Security.

Health and Safety

In addition to fulfilling its own Health and Safety responsibilities, QMSU will ensure policies and procedures comply with University's Health and Safety, and Fire Safety regulations. QMSU will actively engage with the QMUL Health and Safety Advisory group and take forward their recommendations.

Cleaning

The Students' Union are responsible for cleaning of the following spaces:

- Qmotion Sport and Fitness Centre
- Bars and venues
- Cafes and shops
- SU Hub

Maintenance and Infrastructure

EAF are responsible for:

- Building and infrastructure maintenance.
- Operation, maintenance, and repair of the mechanical and electrical services necessary to provide an acceptable working environment.
- Help Desk provision of computerised and telephone support to log, and track progress on, faults and issues.
- An emergency response provision, prioritising health and safety, high priority areas, and including out of hours provision.

Space Management

EAF maintain the database of all space owned and occupied by QMUL and will record the agreed use of space by the Students' Union. QMSU will support the Space Strategy Group, Infrastructure Steering Group and Infrastructure Operations Board in making informed decisions about the allocation and development of space.

Queen Mary Venues

QM Venues are responsible for ensuring QMSU have fair access to QMUL venues and commercial spaces, in line with the agreed 'Booking Policy for Students' Union and Student Groups' and for assisting QMSU in the organisation of such events where applicable.

- It is agreed that Student Society groups will receive free venue hire for externally attended events in Premium Spaces:
 - 4 x Great Hall and 4 x Octagon events per year
 - Fee waived classrooms and lecture theatres.
- Staffing charges will be applicable where required.

Residencies & Housing

EAF will proactively engage with QMSU regarding Housing Policy and Halls Fees and work together with QMSU in supporting Welcome Week volunteering initiatives. QMSU will work with EAF in helping to support all student housing needs.

Capital Projects

EAF are responsible for the planning and delivery of major QMSU related capital projects, working in partnership with QMSU to:

- ensure robust project management procedures, and sharing execution plans with project stakeholders.
- Follow QMUL's procedures in relation to finance, costing and procurement.
- Ensure the construction environment is safe for all concerned.
- Acknowledge that students, staff, and visitors may be impacted by a capital works project, mitigating the impact wherever possible, and effectively communicating the scope and progress to those directly impacted.

Sustainability

The University leads on the QMUL Sustainability Strategy, and the SU works in partnership to support and develop it. EAF and the Students' Union are jointly responsible for promoting sustainability through their operations and a range of practical actions taken on campus to reduce environmental impact, and to showcase responsible corporate practice. EAF and QMSU will support both joint and individual sustainability programmes to ensure consistency, integration, and efficiency. This support will include joint representation on committees, groups, events, and other activities as required.

The University funds 80% of a QMSU staff role to champion sustainability:

- The SU will develop a SMART Annual Sustainability Plan.
- The SU will deliver student-led sustainability initiatives.

B. HR Directorate, Human Resources, providing services in relation to the supply of staff employed by QMUL to work for the Union and/or the Trading Subsidiary, for advice and guidance from QMUL's HR department in employment matters and for QMUL to support payroll provision in relation to staff employed by the Union

C. Occupational Health & Safety Directorate, Health and Safety providing occupational health and safety advisory services and providing for the allocation of responsibilities as between QMUL, the Union and the Trading Subsidiary, in relation to the compliance with health and safety legislation affecting the Union's and/or the Trading Subsidiary's services and activities

D. Finance Directorate, relating to the provision of grant and loan finance, some insurance cover, advice and other services

E. ITS Directorate, Information Technology, relating to the provision of telephony and network services and Agresso administration, and the provision of hosting and other services under development

[this will be a service description pending development of a Partnership Agreement]

Annex 6 - Other Agreed Arrangements

A. Students' Union

Arrangements relating to the services and support provided by the Union to students of QMUL

B. Student Experience

Arrangements relating to the services provided by QMUL through its Student Experience Directorate, and the role of the Union in relation to those services

C. Student Representation Schedule – reviewed annually

Arrangements relating to student representation on QMUL bodies

D. Data protection, security of information and confidentiality

Arrangements relating to QMUL, the Union and the Trading Subsidiary as separate data controllers under the Data Protection Act 1998, with particular reference to the sharing of information

E. Intellectual property

Arrangements relating to the use by the Union and/or the Trading Subsidiary of QMUL's name, working name, crest and/or other logos or other design features in relation to the Union's and/or the Trading Subsidiary's services and activities

F. Block Grant and other funding

Arrangements relating to the framework for the provision of block grant and other funding by QMUL to support the Union's charitable objectives

Annex 7 – the Premises

The use of any one of the premises listed below by the Union/the Trading Subsidiary will come to an end if the premises in question ceases to be used by the Union for the purposes of its charitable objects or of a students' union of QMUL, or by the Trading Subsidiary for the purposes of a wholly-owned subsidiary of a students' union of the QMUL, or by QMUL for the purposes of part of a university or college campus.

QMUL retains control and possession of the premises and can have access to any part of any of the premises at any reasonable time (or at any time in an emergency) to undertake maintenance.

Note 1

- * denotes occasional use only
- ** denotes operating contract with QMUL

Note 2

All premises listed below are provided rent free and, broadly, on the following basis:-

QMUL is responsible for:-

- business rates, water charges and utility costs
- buildings and contents insurance (insurers will need details of relevant assets)
- maintenance of common parts and structure
- maintenance of exterior and interior, including plant, floor coverings, sanitary fittings, lighting and fire alarms
- maintenance of conducting media and apparatus
- maintenance of fire, safety, security and access control systems in fit for purpose operational manner and conforming to legal requirements

The Union/The Trading Subsidiary (as the case may be) is responsible for:-

- costs associated with delivery of services, including maintenance of operating equipment and management of cleaning

Note 3

The Trading Subsidiary pay a financial contribution for the use of 15 Godward Square, London E1 4FZ (Qmotion, offices, and the Drapers Bar & Kitchen), under a separate agreement to the MoA. Monies paid contribute towards the upkeep of the premises (as outlined in Annex 5). The other obligations of the parties are in line with Note 2 above.

Premises	Occupied and/or used by
Mile End Campus	
1. Union Shop	The Trading Subsidiary
2. Ground Café	The Trading Subsidiary
3. The Village Shop	The Trading Subsidiary

4. Drapers' Bar and Kitchen	The Trading Subsidiary
5. Q Motion Sport & Fitness Centre	The Trading Subsidiary
6. Student Radio Room, Students' Union Hub	The Union
7. Multi-Faith Centre, Students' Union Hub	The Union, managed as agreed with QMUL
8. Students' Union Hub offices	The Union
9. Students' Union Hub reception and meeting rooms	The Union
10. *Great Hall	The Union (occasional use), subject to the internal charges payable on the same basis as academic departments unless the function is of a commercial nature in which case the external commercial fee for room booking will apply
11. *Octagon	The Union (occasional use), subject to the internal charges payable on the same basis as academic departments unless the function is of a commercial nature in which case the external commercial fee for room booking will apply
12. GriffInn Bar & Café	The Trading Subsidiary
13. Garrod Building Students' Union	The Trading Subsidiary basement and ground floor. The Union 1 st floor and above. See shared use of Garrod Building partnership agreement.
14. Reception Point	The Trading Subsidiary
15. Recreation & Games room	The Union
16. Offices	The Trading Subsidiary and the Union
Whitechapel Campus	

17. *Laird Hall, Floyer House	The Union (occasional use). This accommodation is used for teaching accommodation during normal working hours and so is only available to student societies when not required for teaching purposes.
Charterhouse Square Campus, Dawson Hall	
The Charterhouse Square site is held on a Lease for a term of 25 years from 1 st September 2008 by QMUL. The lease allows for the facilities of College Hall to be used for recreational and leisure purposes for any student or member of QM staff or a member of the Student Union of Queen Mary. The Lease does, however, prohibit and underletting of the Charterhouse Square site, otherwise than at the rack rental value of the sub-let area.	
18. Shield Café & Bar	The Trading Subsidiary
19. Fitness to Practice Fitness Centre (registered members only)	The Trading Subsidiary
Other	
20. **Chislehurst Sports Ground	The Trading Subsidiary (managed as agreed with QMUL)
21. *various venues	The Union's - Clubs & Societies (occasional use), subject to payment of appropriate porting charges for room bookings outside of core teaching hours unless in the Bancroft Building at Mile End
22. various open spaces ancillary to above, eg Drapers Square – to be specified	The Union and the Trading Subsidiary, subject to the prior written approval of the Director of Estates and Facilities