

Service Level Agreement

Overview

Queen Mary University of London's Student Recruitment and Widening Participation Team delivers a range of activities to support schools and colleges in providing information, advice and guidance about higher education, student recruitment, widening participation and opportunities to enrich the curriculum.

The purpose of this Service Level Agreement is to:

- Define the level of service provided by Queen Mary 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 2026–27.

Terms and conditions

Once a booking is confirmed, Queen Mary agrees to:

Before the event

1. Provide clear information about the event/activity, including where relevant: confirmation of the event/activity date and times, venue and directions, a timetable for the day, accessibility information, safeguarding expectations and a comprehensive risk assessment. Where the activity is delivered online, provide information about the digital platform, joining instructions and expectations for safe participation.
2. Notify the named school/college of any changes to the event/activity with as much notice as possible, including changes affecting timings, location, delivery format, access arrangements or safeguarding requirements.
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 staff and student ambassadors involved in delivery have undertaken appropriate safeguarding training and are briefed on the University's expectations for working with children and young people.
3. Hold public liability insurance for at least £5 million with a clause giving, 'indemnity to principal'.
4. Process personal data in accordance with current UK data protection legislation, including UK GDPR and the Data Protection Act 2018. Personal data will be used only for agreed purposes, stored securely, shared only where appropriate and securely deleted or destroyed when no longer required.
5. Where an event/activity is delivered on a University campus:
 - a. Ensure a first aider (Queen Mary Security) 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.

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- c. Provide a comprehensive risk assessment for each activity on campus.

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The school or college agrees to:

Before the event

1. Respond promptly to any requests for information needed before an event, for example student preference forms, attendance registers, dietary requirements, access requirements, disability-related adjustments, medical needs or other health-related information such as allergies. Where relevant, the school or college will also support the University in completing 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 four weeks before the event. If a new booking is made within four 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.
6. Provide a copy of the risk assessment for the school/activity booking

During the event

1. When requested, support the University with the collection of participant information required for administration, safeguarding, accessibility, evaluation and reporting purposes. This may include, where appropriate: first name, surname, date of birth, school year group, home postcode, relevant access or medical requirements and indicators used for widening participation evaluation. Any personal data shared must be transferred securely and in line with the school/college's own privacy notices and data protection processes.
2. Provide sufficient school or college staff to maintain appropriate supervision for the duration of the event/activity. The required level of supervision should be determined by the school or college's own risk assessment, taking account of students' age, needs, behaviour, travel arrangements, venue and activity type.
3. Ensure students from the named school/college are all willing participants and able to stay and engage 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. For on-campus or in-school events, inform the University of any student who does not have parental/carers consent to be photographed, filmed or recorded at least 24 hours before the event/activity. Photographs, film or other media captured by Queen Mary during the event may be used in future publicity or reporting materials only where appropriate consent is in place.
6. Where an event/activity is delivered on a University campus:

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- 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 parking on campus is extremely limited and that the school/college must seek alternative arrangements unless parking has been agreed in advance by the University.
7. Where an event/activity is delivered in school/college:
- a. Maintain responsibility for the Health and Safety of Queen Mary staff and ambassadors.
 - b. When requested, ensure that there is a provision for Queen Mary 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.
8. Where an event/activity is delivered virtually:
- a. Ensure that students participate from a suitable supervised environment and that the school/college remains responsible for students' welfare, behaviour and safeguarding during the virtual activity.
 - b. Ensure that students have access to the required device, internet connection, audio and any other technology needed to participate effectively.
 - c. Follow any agreed online participation expectations, including keeping cameras or microphones on or off as requested, using chat functions appropriately and ensuring students are not left unsupervised in online sessions.