

The University of Manchester – Service Level Agreement 2019/20

Overview

The University of Manchester's Student Recruitment and Widening Participation Team offers a range of activities to support the work of schools and colleges in providing information, advice and guidance in relation to higher education and opportunities for enriching the curriculum.

The purpose of the Service Level Agreement is to:

- Define the level of service provided by The University of Manchester 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

The agreement applies to academic year 2019/20.

Terms and Conditions

The Provider:

Once a booking for an event has been taken The University of Manchester agrees to:

Prior to the event

1. Provide clear joining instructions for the activity to include:

- Confirmation of date and times
- Venue and directions
- Timetable for the day
- Comprehensive risk assessment

2. Notify the attending schools and colleges of any changes to the event with as much notice as possible

3. Provide a named contact for each event that can be reached for any enquiries relating to the activity

During the event

1. Staffing – Activities taking place on University campus will be led by members of the Student Recruitment and Widening Participation Team or a Senior Student Ambassador. For certain activities staff will also be supported by colleagues from other areas of the University and by current University students

2. First Aid – Staff leading activities on the University campus will have access to first aiders during events

3. Health and Safety – The University provides a risk assessment for each activity on campus which identifies possible risks and the measures the University and staff leading activities have put in place to ensure the safety of attendees

4. Venues – Where events are delivered on campus the University will ensure that the venues are appropriate to the activities being delivered

In addition

1. Child Protection – The University’s child protection policy can be found on our [website](#). All staff leading activities and Student Ambassadors involved in activities with pupils under 18 have completed an enhanced Disclosure and Barring Service Check

2. Students with disabilities – The University of Manchester encourage visits from learners with physical and non-physical disabilities. Our campus and buildings have wheelchair access and we are able to provide documents in accessible formats if this information is required in advance. Medical, allergies, disability or any other information useful to the organisers should be provided in advance when completing booking forms so that reasonable adjustments can be made where appropriate

3. Cancellation Policy – The University operates the following cancellation policy:

‘The Student Recruitment and International Development Division at The University of Manchester reserves the right to charge schools a cancellation fee of up to a maximum of £350 where less than five working days notice of a cancellation is given, or there is a reduction in numbers resulting in the activity having fewer than 25 students attending. This fee is to cover staffing costs and resources which will already have been booked and purchased’

The Client:

Once a booking for an activity has been taken the school or college agrees to the following:

Prior to the event

1. To communicate any change in the number of attendees, giving as much notice as possible and noting the minimum number of attendees required for a visit to take place

2. To return any requests for information needed before an event e.g. student names where requested, dietary and medical requirements, etc.

3. To notify the University if a visit is being cancelled within the time period set out in the cancellation policy

4. To inform students of the aims of the event they are attending using the information provided by the University. This can include aims of the activity and expected behaviour during the event

During the event

1. Staffing

- Accompanying staff are responsible for their students' behaviour. Schools and colleges should ensure that accompanying staff have the necessary experience and authority to supervise a group of students off-site
- Schools and colleges should ensure that the number of accompanying staff is in line with school visit policies
- Where the organising teacher is different to the member of staff attending the activity, the organising teacher should ensure that all relevant paperwork relating to the activity is passed to the accompanying staff
- Accompanying staff are expected to remain with their pupils for the duration of the event unless otherwise instructed by University staff

2. Behaviour of students

- It is the accompanying member of staff's responsibility to ensure that students adhere to the code of conduct for an event. This will include good behaviour and following guidelines e.g. no smoking, no alcohol, no use of mobile phones in workshops. These guidelines will be issued either prior to the activity or at the beginning of an event
- Accompanying staff will be responsible for dealing with students who do not follow the code of conduct