

The University of Manchester – Service Level Agreement 2019/20 for Why Study? talks and Academic Guest Lectures

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
 - Details of the lead member of staff (including name, contact number and email address)
2. Notify the school/college 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 will be delivered by either a member of staff from The University of Manchester or a WP Fellow. For certain activities staff will also be supported by current University students
2. Venues – Where events are delivered on campus the University will ensure that the venues are appropriate to the activities being delivered

In addition

1. Students with disabilities – 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

The Client:

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

Prior to the event

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

- Lead staff members name
- Venue and directions
- Timings for the day

2. 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. The provider reserves the right to withdraw the activity should the number of attendees drop below the minimum required (20 students).

3. To return any requests for information needed before an event e.g. adjustments to documents/presentation slides.

4. To notify the University if a visit is being cancelled as soon as possible and no later than 5 working days before the activity is due to take place.

5. 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

- The lead member of staff from the school/college must meet the University of Manchester representative at the pre-arranged time/location.
- The lead member of staff from the school/college is required to be present at the event at all times. (Please note although all WP Fellows are DBS cleared, not all of our academic staff will have a DBS check, and therefore must be accompanied at all times whilst on the school/college campus).
- School/college staff are responsible for their students' behaviour. Schools and colleges should ensure that accompanying staff have the necessary experience and authority to supervise the group of students during the event delivery.
- Schools and colleges should ensure that the number of staff is in line with school policy
- 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 staff attending the event.

2. Venue

- The client should ensure that the venue is appropriate to the activities that are being delivered.

3. Behaviour of students

- It is the school/colleges' 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 use of mobile phones in workshops. These guidelines will be issued either at the beginning of an event.
- School/college staff will be responsible for dealing with students who do not follow the guidelines given at the start of the event.