

Student Group Committee Member Guidebook

Queen Mary Students' Union
June 2021

 www.qmsu.org

 QMSU

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 Queen Mary Students' Union (QMSU)



Welcome!

Note: If you're a President or Treasurer this is the wrong guidebook

If you are new to being on a student group committee, welcome to Queen Mary Students' Union, and welcome back to anyone who is returning. This guidebook is for all QMUL and Barts and The London students based across all our campuses to give you an overview of how to thrive in your role.

Who is this guide for?

This guidebook is for all committee members who are not the President or Treasurer (or equivalents) of societies, volunteering groups, and student media outlets.

If you are a part of a Sports Club, you will be given separate training: please contact [su-sportsadministrator@qmul.ac.uk](mailto:sportsadministrator@qmul.ac.uk) for more information.

Will I be tested on it?

No - this guidebook is for knowledge only to help you begin your new role as a committee member with all the key knowledge that you will need.

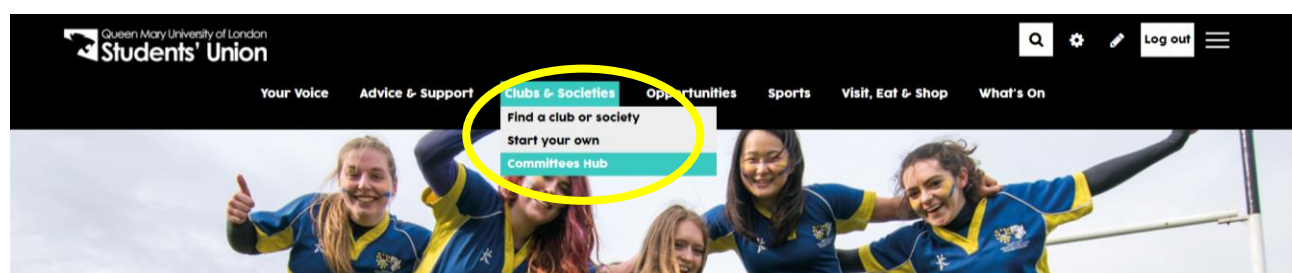
What if I have more questions/need support?

Don't be afraid to reach out to your staff support if you have questions or need any support – we are here to help! You can find their contact details below:

- Societies: su-societies@qmul.ac.uk
- Volunteering Groups: su-volunteering@qmul.ac.uk
- Student Media: su-studentmedia@qmul.ac.uk

Thank you from the Student Engagement Team!

Committees Hub



The Committees Hub is your one-stop shop for everything you need to know about running a student group. So, if in doubt, always try <https://www.qmsu.org/clubs-socs/committeeshub/> first before contacting your staff support with questions, it will usually save you time waiting for a response.

Committees Hub Sections

Activities & Events	Event Risk Assessments, Budgets, External Speaker Approval and Booking Spaces on Campus
AGMs Elections & Handover	Guides to Online Elections, AGM templates and Handover information
Committee Perks	Students' Union Awards, Reference Requests and Development Training Sessions
Finance	Using your money (Subs, Grants and VAT), apply for grant funding, membership information, selling tickets & merchandise, sponsorships & donations
Fundraising	How to raise money for charities across the Students' Union through RAG (Raise & Give)
Keeping Safe	Risk Assessments, Insurance and working with vulnerable groups
Promoting Your Group	Email & messaging, managing your webpage and social media, Google Suite/@qmsu.org and @bartslondon.com accounts, promoting on campus
Training, Help & Support	Staff Support, Part-Time Officers, Drop-Ins, Policies & Guidelines and Training Resources

Video Library

We also have a series of recordings and videos saved on SharePoint for you to access and watch. This includes our training from the 2020/21 academic year, plus videos on how to navigate around the Students' Union website.

[Click here to access our video library](#) (you will need to sign in with your QMUL login)

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Your Role and Responsibilities

Note: If you're a President or Treasurer this is the wrong guidebook

Student group committee structures will differ between different groups, based on their needs. As the first point of contact with the Students' Union, Presidents should make sure all other committee members have the information they need to undertake their role successfully.

Societies, Sports Clubs, and Volunteering Groups must have an elected President & Treasurer, who are the lead elected student officers for the group. Student Media Outlets must have (as a minimum) a Managing Editor (or equivalent) and a Deputy Managing Editor (or equivalent). All student groups are also required to have a Welfare Representative, who can be elected or selected. For the official list of responsibilities for President and Treasurer (or equivalent) roles see the Committees Hub [here](#).

Student group committee structures will differ between different groups, based on their needs. This could include positions like social media officers, events officers, vice presidents, etc. As a committee member of your group, you are a student leader, and being a student leader can also offer you a wealth of experience and the opportunity to develop crucial skills.

Example Committee Role Descriptions

President	The president is responsible for the smooth running of the student group, for thinking of creative ways to keep members engaged in student group activities, for managing the committee and for administrative duties, such as room bookings.
Treasurer	The treasurer manages all financial accounts, keeps the president updated on expenses, applies for SU grant funding and guides the committee in whether the student group has enough funding to host certain events.
Welfare Representative	Act as the main point of contact for students in their Student Group regarding welfare concerns. Signpost students to relevant support services and welfare resources to foster a culture of wellbeing.
Vice President	The Vice President role supports the President, and other committee members in the improving the overall image, values, and objectives of the student group.
Social Media Role	Regularly updating the student group's social media accounts of topical affairs, and upcoming social events.
Events Role	The aim of this position is to organise, plan and arrange student group events. Responsible for booking venues, planning events, and making events on Facebook.
Secretary	This role will help with the administration of the student group. Responsibilities may include taking minutes of meetings, organising meetings, monitoring a student group inbox, and supporting other roles.

What is a leader?

Several skills are essential in being a good student leader which include some of the below:

- **Listening** to the views of your members and committees to set the direction of your student group.
- **Planning** for the year ahead; creating a timeline for events and managing projects.

- **Delegate** responsibility to those who are best suited to different tasks. This also helps to manage time effectively and ensure you are using the strengths of the team resourcefully and ensure everything is done efficiently.
- **Support** your committee and members, encourage, and motivate them. Create an environment where they feel valued, can raise concerns, and suggest alternate ideas.
- **Review** your leadership and be mindful of what is working and what can be improved.

Expectations

You can always expect the Students' Union Student Engagement Staff Team to:

- Respect you and your group
- Have sufficient knowledge to support you, your aims and activity needs
- Provide opportunities for you to develop and showcase your group
- Support you, whether that is in person or through email

We expect you to:

- Respect staff, spaces, and one another
- Meet deadlines set by the Student Engagement Team, understand they are set for your best interests and read the information we send you
- Come to us with problems and speak to us for support
- Be professional, organised, and positive leaders
- Communicate regularly with your committee and members about your group
- Create safe and inclusive spaces for all

Inclusivity

[The Students' Union values](#) are central to everything we do and so it's important to ensure these are reflected in how you run your group. The values that relate most to student groups are the commitments to be supportive, inclusive, accessible, welcoming and fun.

Definitions and concepts

Accessibility is important because Queen Mary has a diverse student body, and as the Students' Union for all students, we want to make sure everybody feels welcome and valued. If our activities aren't accessible, some groups of students will not be able to take part in our activities. Students with disabilities and long-term health conditions often meet barriers that non-disabled students do not. Read our Accessibility Guide which includes some tips on how to make your events as accessible as possible [here](#).

Inclusion is the action or state of including and/or being included within a group or structure. Inclusion is important to Student Groups as it fosters a sense of belonging where students are more likely to feel respected, valued and supported.

Equality is the concept of creating a fair and inclusive community in your student group. This is achieved through challenging prejudice and discrimination to ensure that individuals and groups are treated fairly and have equal access to opportunities.

Liberation is the act of seeking equal status and freedom from oppression. Liberation is vital to ensure that students do not face any discrimination that could impact their participation, achievement and progression in education and other areas of life.

Diversity refers to recognising, respecting, and embracing differences between people and their experiences. It also involves moving beyond tolerance for these differences, and instead valuing and celebrating them.

Microaggressions are statements, actions, minimizations, and invalidations that serve to trivialize a person's gendered, racialised or other identity-based experiences by those who do not share these same experiences, thus denying their significance. It is predominately targeted towards members of an oppressed group.

How can your group be more inclusive?

- Choose accessible spaces for your events; ensure the event can be accessed by students with disabilities both visible and invisible. For example, if you are going on a boat, have you considered how a student may feel if they have an anxiety attack and cannot get off?
- Do not make alcohol central to all events. Some students do not want to be present in an alcoholic environment for a range of reasons including religious faith and personal preference. Therefore, it is essential to consider a range of venues for your meetings/socials and avoid having all your activities in pubs/bars.
- Collaborate with other groups to ensure you are considering others and ensuring you are truly inclusive. For example, if you are planning on running some events for LGBT+ History Month, reach out to LGBT+ Representatives to ensure you are considering all barriers students who identify with this group may face.
- Communicate with your members and understand their needs and any barriers which they may face when trying to participate in your activities. You should also work with the Welfare Representative on this; groups could also consider introducing an Inclusion Representative or liberation roles to your committee.
- Champion Students' Union campaigns and liberation events.

- Challenge inappropriate or offensive remarks which could alienate members, including: ableist language, racism, sexism (including talking over women), homophobia, and transphobia (including using the wrong pronouns intentionally or unintentionally).

Harassment and Consent

Please be aware this content may be triggering.

“Consent means to give permission for something to happen. It has to be free, not coerced, and be able to be revoked at any time.”

It can be hard to imagine that sexual violence occurs on our campus and in our student community, but unfortunately, it happens here. As student leaders, some of you may experience situations where students approach you to disclose an incident or discuss an issue related to consent.

So, given that the nature of consent is difficult and you might not always be an authority on consent, it's important that as a leader you listen, signpost and be mindful of the level of confidentiality you'd like to use.

You should:

- Listen carefully and actively to the person who is disclosing.
- Signpost them to relevant services.
- If they are very distressed, it may be appropriate for you to offer to take them to a relevant support service.
- Ask for the person's consent to share the incident with relevant authorities including the Students' Union. If the person does not want anyone to know about the incident, you should ask for permission to report it in an anonymized way.

You should not:

- Doubt the victim/survivor's story.
- Blame anyone (not the victim/survivor, not the perpetrator, not yourself) for what has happened
- Try to confront the alleged perpetrator without seeking professional advice first.
- Gossip or share the story with anyone apart from relevant professionals.

Consent Training

As well as the specific Active Bystander training in September which is compulsory for Welfare Reps and available to all committee members, the University's short Consent Matters Course will allow you to learn how to recognise and ask for sexual consent, look out for others on campus, and where to find support if you need it. All Student Group committee members are required to take this online training, which can be found online here: <https://qmplus.qmul.ac.uk/enrol/index.php?id=13572>

How to be a successful committee

A well-run committee who are working together can achieve a great deal in a year and avoid internal student group conflict from occurring. Here are some top tips to develop a well-run committee:

- **Communicate:** Respect each other's workload – e.g., upcoming deadlines, part-time work, personal commitments.
- **Set Expectations:** Have set agreements and deadlines – write them down.
- **Delegate:** Accept that someone else may not do it the way you would have done it, but you can't do it all yourself – share out the work.

Conflict within a student group can impact both the experience of members and committee members, affecting the experience of being part of a student group as well as affecting students' personal lives.

If dealing with conflict within your student group is something you feel able to do without it affecting your own wellbeing, then you should always try to resolve it. If dealing with the conflict is not something you feel you can resolve yourself, or with the support of your committee you can always refer to your staff support for guidance on what to do.

However, conflict does not always have a negative outcome depending on how it is dealt with and can be a driver for positive change and innovation, it can help build the group under the right circumstance and when dealt with constructively!

Common committee issues, and tips for resolving them

Common Issue #1: Everyone is too busy and now I'm stuck with doing all the work

It may be that it is a very busy time of the year, meaning that the rest of the committee can't give as much time to the student group then they would normally. Review what you've got going on: you may need to scale your events/activities down to make it more of a manageable workload for yourself and the committee to be able to handle. If it is a busy time of the year, such as deadline week, then it's also likely that your members will be too busy and will not be able to attend your events.

If the whole committee continues to be non-responsive, you could call for a committee meeting. If you need support with this, please contact your staff support.

Common Issue #2: It's easier if I just do this myself/Someone is doing all the work and won't let us help

It's quite easy to slip into the mindset of 'I can do this myself so it's easier if I just do all the work', but from that you could unintentionally leave out the rest of your committee. If you are passionate about a certain project or event, communicate with this to the rest of your committee but be open to suggestions. You are representing a whole group so you should share the work out and have a shared common goal.

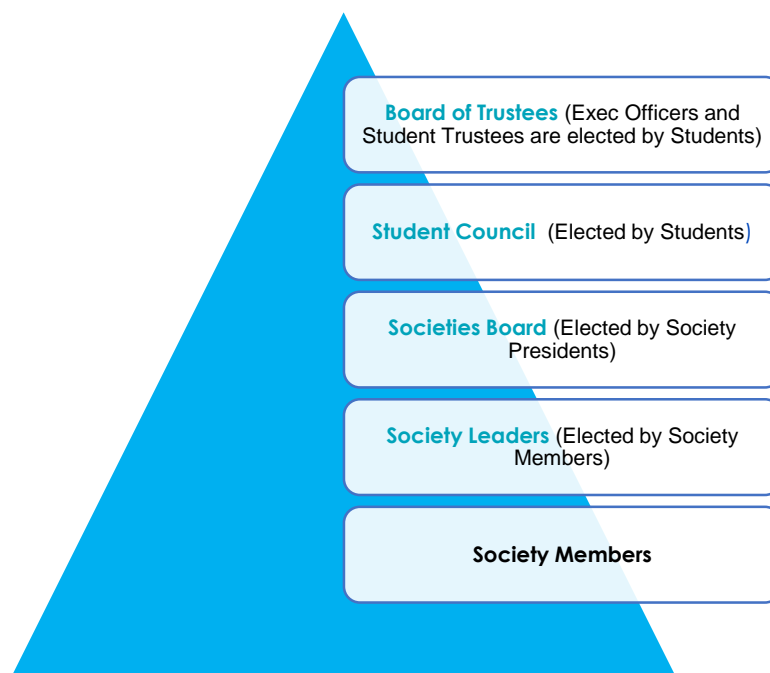
If you are someone who wants to help but this other person won't let you, try and frame it so that you are trying to help ease the workload on them. Even if you have been elected to carry out a certain role, there is no shame in helping one another: each role has their own roles and responsibilities, but the demands of each role vary depending on the time of the year.

Making a Change

As a student group you are part of Queen Mary Students' Union and have a key role to play in shaping the wider student experience. The Students' Union is a democratic student-led institution which is governed by student representatives through [Student Council](#) and its sub-committees who can pass policies and change the [By-Laws](#) that decide how the Students' Union operates.

Governance Structure

The governance structure below is an example shows how students can make changes affecting societies. Structures for other types of student groups are similar and will be covered in Volunteering Group and Student Media training.



Your Part-Time Officers 2021-22

Officers

Societies and Volunteering Officers sit on Student Council and chair the Societies or Volunteering Boards. They exist to represent you, bringing motions to Student Council to make changes to how you are governed, such as amending the Student Groups By-Law. The Student Media Chair chairs the Heads of Media meetings but does not hold a position on council.

You can approach your representatives about making change. For example, following a motion last year we introduced the Welfare Representative role to all society committees.

Societies Officers

- Mile End: Bhavleen Kaur
Email: societies-officer@qmsu.org
- Barts and The London: Karolina Wieczorek

Email: societies@bartslondon.com

Volunteering Officers

- Mile End: Tasmiah Shamsad
Email: volunteering-officer@qmsu.org
- Barts and The London: Mahnoor Ahsan
Email: volunteering@bartslondon.com

Student Media Chair

- Mile End and Barts and The London: Max Hentges
- Email: studentmediachair@qmsu.org

Welfare Representatives

Note: This section is for Welfare Representatives but may be useful for all committee members

Welfare Representatives are a recently introduced mandatory role in every student group Committee. Presidents can either create a new Welfare Representative role onto your committee that is either elected in or selected, or it can be added onto any existing role **except** President and Treasurers (or equivalent).

The Welfare Rep will:

- Act as the main point of contact for students in their Student Group regarding welfare concerns.
- Signpost students to relevant support services and welfare resources within the Students' Union, QMUL and wider community.
- Foster a culture of wellbeing by supporting and promoting Students' Union campaigns.
- Foster a culture of accessibility and inclusivity within events, communications and any other activities run by their Student Group.
- Receive training on recognising welfare concerns, signposting to support services, bystander intervention, self-care, and other relevant topics.
- Contact their staff support if they feel further support or information is needed to carry out this role.

What support is available?

We want your experience on committee to be great, but there may be some challenging times for you and your committee over the year. Please speak to us and we can provide advice or support to you or your committee.

All Welfare Representatives will be invited to attend 2 training sessions at the beginning of the academic year, Welfare Representative Training and Active Bystander Training to equip them for their roles. Our Active Bystander Training is also available to all students.

You can also speak to/or signpost someone you know to the following support services:

- Welfare Resources available in the [Students' Union Committees Hub](#)
- University's advice and counselling service who offer a wide range of support for any kind of emotional/personal issues, legal issues, financial issues: <https://www.welfare.qmul.ac.uk/>
- Nightline is open over night during term time, and offer confidential listing and support services for all students, no matter how big or small the issue: <https://www.nightline.ac.uk/>
- The University's Report and Support pages provide lots of important on specialist support services as well as information on how to report experiences of bullying and harassment, hate incidents or gender-based violence: <https://reportandsupport.qmul.ac.uk/>

Activities & Events

COVID-19 Update

Whenever you run an activity or event for your group, there are processes Student Groups need to follow to ensure that all activities are safe and as successful as possible, both virtually and in person. Because of varying restrictions, our events processes are changing regularly. The most recent events process can be found on the Committees Hub here: <https://www.qmsu.org/clubs-socs/committeeshub/activities/>

If you are unsure of what process to follow for your events/activities, please get in contact with your relevant staff support.

Booking a space

The Students' Union provide Student Groups with space on campus for their events and activities. The current booking process is under review due to COVID-19. Student Groups will be informed of the booking processes when ready and it will be uploaded onto the Committees Hub: <https://www.qmsu.org/clubs-socs/committeeshub/>.

External Speakers

What are 'External Speakers'?

External Speakers are any guests you invite to speak, participate, or run activities for your members. To ensure that the safety of all students is upheld, every external speaker must be declared to the Students' Union via the external speaker process. This applies to both in-person or virtual events and activities.

[Click here to view the policy and guidelines about External Speakers.](#)

Exemptions

If your guest is associated with Queen Mary University of London (i.e. a current QMUL student or staff – alumni does not count), or is a member of the Barts Trust, they do not need to go through the external speakers process.

Health and Safety

All Student Groups will be required to do risk assessments for their events and activities, which need to be signed off by their Students' Union staff support. Due to COVID-19 our risk assessment processes are regularly changing. Current information about risk assessment is online [here](#), and you will be informed of any changes.

Safeguarding

The Students' Union takes safeguarding seriously and has safeguarding policies and procedures in place to protect you as well as any children or adults at risk you come into contact with as part of your involvement in Students' Union activity (such as community volunteering or through a society or club).

- The definition of a child is anybody up to the age of 18.
- The definition of an adult at risk is a person aged 18 or over who is or may be in need of community care services because of mental or other disability, age or illness, and who is or may be unable to take care of their self or unable to protect their self against significant harm or exploitation.

Any Student Group intending on running any online or in-person activities with under 18s or adults at risk must contact su-volunteering@qmul.ac.uk so a staff member can discuss what safety measures need to be put in place.

More information about safeguarding can be found on the Committees Hub [here](#).

Staying Safe Online

Web Conduct: General

Student Groups are representatives of Queen Mary Students' Union and Queen Mary, University of London and as such, Groups have a responsibility not to bring the organisations into disrepute. It is important to remember what is said as a Student Group can reflect on the Students' Union and University.

- Do not engage in behaviour that is offensive or illegal.
- Only give admin access to those who need it.
- Include web platform handover in handover between old and new committees each year.
- Keep your groups and chats closed to paid members only (remember to add new members regularly).

All QMUL students have free access to Zoom Pro and MS Teams via their QMUL account. Both platforms have features and functions that can be used, prior and during a session, to help control participant behaviour. [This document](#) explains how you can best use the settings on Zoom Pro and MS Teams to keep your Student Group events and activities safe and a positive experience for all involved.

Web Conduct: Interactive Platforms

Use approvals features where all posts must be approved by admins before they can be posted.

Provide a statement to members upon joining that your web platforms are for discussion and communication around Student Group activities only and behaviour associated with the unacceptable conduct in this document is not tolerated. You can do this by adding questions when joining a group which members must agree to, an example is below:

"[Group Name] is affiliated to Queen Mary Students' Union and therefore is obligated to QMSU Bye Laws. This web platform is an official page for QMSU/Barts and the London [Group Name] and is monitored closely by committee. This platform is for discussion and communicating information relating

to the Group activity only. There is a Zero Tolerance policy [Link] as well as GDPR guidance in place [Link]. You can find guidance to Online Conduct [link] as well as how to report unacceptable conduct.”

Media Law and Online Content

The use of content on social media brings the same potential legal liabilities which written or spoken word may bring. These legal liabilities could include any of the following, which can result in civil lawsuits or criminal proceedings including:

- Defamation, libel, slander and malicious falsehood; unless you can provide evidence for your point, you should not publish it on social media if it could damage a person's reputation.
- Privacy; the right to privacy is protected by the Universal Declaration of Human Rights and this should not be breached in the media or on social media. For example, publishing private correspondence or details of a person's personal life, their health for example.
- Copyright; always credit the source when using links, images, videos and music in posts. If using music or pictures, ensure they are licensed for re-use.

More information about any of these topics see the Committee Hub [here](#). If you require any advice or assistance on any of these topics then please contact us on su-studentmedia@qmul.ac.uk

Student Media Outlets will receive their own specific training on Media Law and induction training, which will cover these topics.

Reporting Unacceptable Conduct

If an incident of unacceptable conduct does occur on any of your web platforms, here is some advice on action you should take as a committee:

- Put a message out on the web platform where the incident has occurred, to state that the behaviour shown is not tolerated in your Student Group. Remove the content if it is still accessible.
- Contact the authors to let them know that their comments are not acceptable on the Student Group's web platform.
- If the Student Group feels the situation cannot be managed internally or are unsure how to deal with the situation, please contact the relevant staff support at the Students' Union to provide more information, guidance and support.
- If the situation has become unmanageable, you can consider instigating a cooling off period and temporarily freeze the group.

Finance and Expenses

Your Treasurer (or equivalent) is the main person responsible for managing your Student Group's finances and they will have received a separate Treasurer Guidebook to support them with that. However, this section covers the basics and how to submit and expense form should you use your own money to purchase items for your Student Group.

For more in-depth information about how your finances work, visit the [finance section of the Committees Hub](#).

Where your money comes from

Groups gets money from:

- Selling memberships (unless you are a volunteering group)
- Selling tickets on certain events to help cover more of the costs
- Bidding for funding provided by the Students' Union or external sources
- Making sponsorship agreements with external organisations
- Receiving donations from alumni, communities, or organisations

At our training sessions we focus on content to help your Student Group gain more money - be sure to have at least 1 person on your committee attend/watch back the recordings.

Spending your money

As a Committee Member, you may be required to spend money to run your events and activities. Money is available through your Student Group's accounts. These accounts do not work like other bank accounts, and you do not have direct access to them. Instead, your staff support is there to help you process your finances and make sure it is charged to the right account. Once you know that you have enough money in the account you wish to spend from, you can spend it through the following options:

Option 1: Reimbursement

- Paying with your own money and getting paid back
- Your main method of accessing your money
- Takes up to 2 weeks after Treasurer's approval

Option 2: Invoices

- Students' Union pays on your behalf via invoice
- Used to pay for more expensive purchases
- Takes up to 3 weeks after committee approval for existing suppliers
- Takes up to 5 weeks after committee approval for new suppliers

Option 3: Students' Union Credit Card

- Students' Union pays on your behalf via credit card
- Exceptional circumstances
- Subject to availability
- Contact staff support for further guidance

Your President and Treasurer will handle invoices and enquire about the credit card, but the next section covers how to get reimbursed if you spend your own money.

Getting reimbursements using the Online Finance System

What is it and how does it work?

The online finance system can be used to submit expenses and track the progress of your reimbursement. Within the system, there are different permission levels that allows different people to do different things; all claims and requests need to go through each level before it is processed:

Role	Access Level	What can they do?
Student Group Members	User	<ul style="list-style-type: none">• Submit expense requests to reclaim money back into their personal accounts.
Treasurer (& President)	Level 1 – 'Committee'	<ul style="list-style-type: none">• Submit requests to reclaim money back into their personal accounts.• Review and approve submitted expenses requests (they cannot approve their own requests).• Submit income requests (e.g., money coming in from sponsorships).• Submit invoices that need to be paid out.
Staff Support	Level 2 – 'Account Holder'	<ul style="list-style-type: none">• Check and countersign submitted expense requests.• Check and process income requests.• Check and pay out invoices & set-up new suppliers.
Finance Team	Level 3 – 'Finance'	<ul style="list-style-type: none">• Processes expenses requests.• Sends out invoices to companies that need to pay into the group's accounts.• Processes invoices for any money going out.

If you are a committee member who is looking to get paid back, your are considered a user of the online finance system.

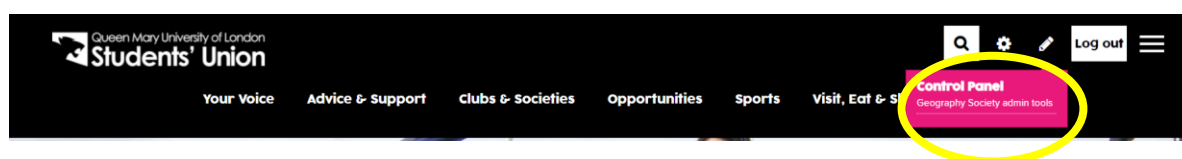
Accessing the System

Any of your members, including yourselves, can access the system to submit an expense form. If you do not see it, make sure you have purchased a membership to your Student Group (if applicable). Here is how to access the system - In following example, we are using the Geography Society:

1) Log on to qmsu.org using your student details.



2) A (tool) button icon should now appear on the top right-hand corner. Click on it and you should see '<Student Group> Name Admin Tools'. If this is missing, first check that you have a paid membership (if applicable) to the Student Group, and if you still have issues contact your staff support.





- 3) You'll then be taken to your Group's dashboard. Click on [Finances](#) 'Finances' to access the Online Finance System. *Note:* depending on your access level you may not see all these icons below.

Admin tools

[Go to home page](#)



Edit Details



Website pages



News



Events



Messages



Members



Groups



Signups



Polls



Sales Reports



Resources



Finances

- 4) Once you have logged in you will be taken to your group's dashboard where you can make a new expense claim.

Dashboard

[+ New Expense Claim](#)

Submitting an Expense Claim

If you or a member in your group has spent money from their personal bank account, they can submit an expense claim using the system to get reimbursed.

Timeframes

The fastest someone will get paid is a week after submitting an expense, but it can take up to two weeks: it all depends on what day of the week you submit your claim, and how quickly your Treasurer approves it. Once approved, it then goes up to your staff support to check that you have enough money in your account to pay for the claim, and finally up to Finance to process.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	Afternoon: Staff Support approves finances	Finance processes payments	Finance processes payments	Payment Run: Money is sent out	<Non- Working Day>	<Non- Working Day>

Every Tuesday your staff support will check through all expense claims that have been made and approved by the Treasurer. This then allows enough time for Finance to process and put it on the Student Payment Run, which happens every Friday. Once a payment run has been made, the person making the claim normally gets paid the following Wednesday (3 working days later).

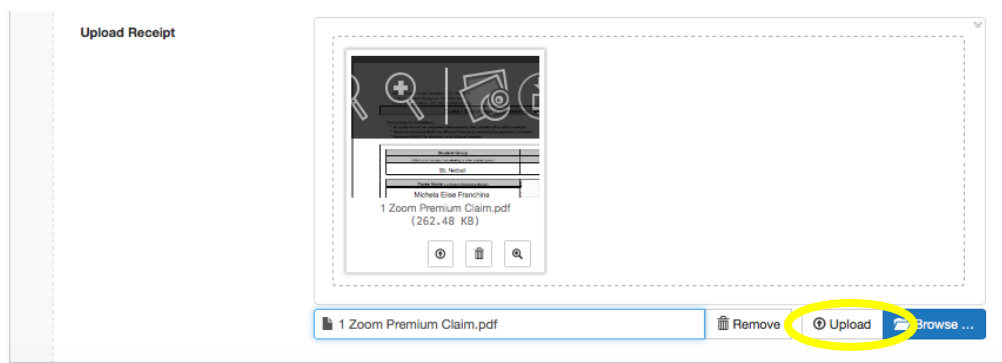
Instructions

- 1) Access the Online Finance System and press 'New Expense Claim'. You will then be taken to this form:

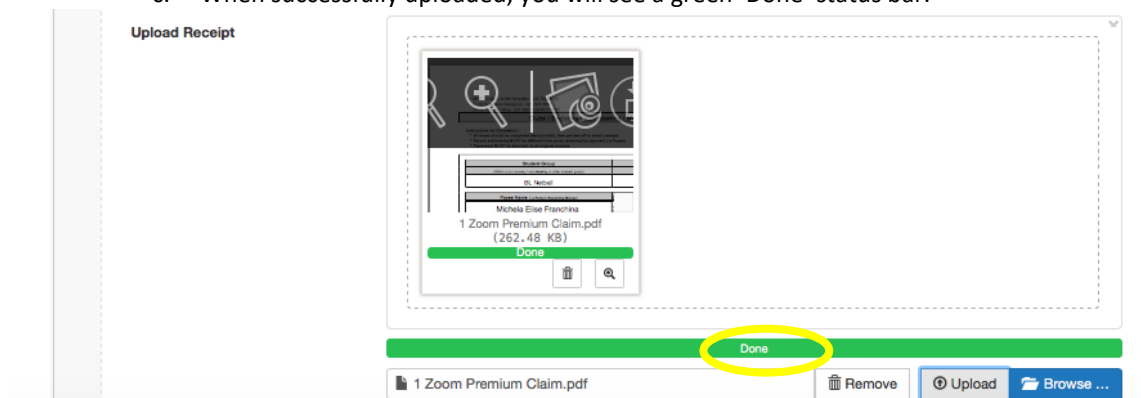
This is what to write under each section:

- Request Type:** Reimbursement
- Event:** [Optional] If you create events on your group's page, it will then appear under here meaning that members can say that they spent this money for the event they've select.
- Payment Method:** Bank Transfer – Please note we can only transfer money to UK bank accounts.
- Bank Sort Code and Bank Account:** Input your sort code and account number for the bank account you want to get paid into here. **Note:** Only the user and Level 3 Access Holders can see this information.
- 'Tick this box if this is your first claim from the Students' Union':** If you have not claimed any money from us before then please tick this box so our finance team knows to set you up on our payment system.
- Item Description:** Write here what you bought (E.g. 'refreshments') – if you purchased multiple items you can list them all in the same claim.
- Justification:** Write here why you bought it so the Treasurer and your staff support can review and approve. (E.g. 'for 1st Welcome Event')
- Amount incl. VAT:** Write here the amount you've paid – whilst your group will only be charged the amount minus the VAT (when you submit a VAT receipt), the person making the expense claim will still get their full amount back.
- Upload Receipt:** Upload your evidence of you purchasing for the item(s). This is what it looks like when you upload evidence:
 - To add files, either open the folder where you have the evidence saved and drag and drop it to the 'Drag & drop files here ...' box, or press 'Browse' to open your files.

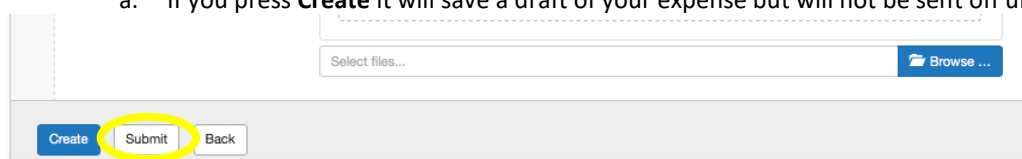
- Once you have added all your evidence (you can upload more than one file), click 'Upload'.



c. When successfully uploaded, you will see a green 'Done' status bar.



- j. Once you have completed all the required information, press **Submit** to send the request for approval.
 a. If you press **Create** it will save a draft of your expense but will not be sent off until you press submit.



- k. You will then be taken back to your dashboard where you can see the status of your claim (name has been blocked out in this example).

Pending / Recent Requests					Search
04/09/20 10:00	Expense Claim	#1103		Pending Approval (Committee)	£ 1.00

Status Messages

Once you have submitted a request, you will see a status message next to your claim. The table below outlines what each message means.

Status Message	Meaning
Draft	This means you have started an expense claim yourself but have yet to submit it.
Pending Approval (Committee)	Someone with Level 1 Access (President/Treasurer) needs to review and approve.
Pending Approval (Account Holder)	Someone with Level 2 Access (your staff support) needs to review and approve.

Approved (Pending Finance Approval)	Someone with Level 3 Access (Finance) has received it and will process payment.
Complete (Payment imminent or Paid)	Finance has processed payment and you should receive your money in a few working days.

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Reward and Recognition

Queen Mary Students' Union recognises how much student leaders put into running their groups. We want to celebrate your successes and mark the contributions student leaders make to the Students' Union across all areas of our activity.

We run several projects each year, with the aim of rewarding and recognising our student leaders.

- [The Student Group Awards](#) - our end-of-year award scheme for Queen Mary Students' Union affiliated societies, student media outlets and volunteering groups. The award scheme intends to recognise the accomplishments that your student group has had in the past academic year, and to reward your hard work.
- [The National Societies & Volunteering Awards](#) - We put forward the best of our award winners for the national level Societies & Volunteering Awards. In 2020, 2 of our groups were shortlisted for national awards.
- [Reference Requests](#) - Being on a committee and actively contributing to your group is great experience for your CV. We can provide a reference to verify that you have been a committee member of one of our student groups.

It's also important for student group leaders to reward and recognise their committee for their contributions, commitment, and successes!

Looking Ahead

Getting more involved

If you are enjoying your role, consider staying on as a Committee Member in the next academic year if you are still a student! There are plenty of opportunities for you to get involved with and develop valuable skills that can help you with finding a job when you graduate. Some suggestions include:

- Staying on in your current role to bring more to your members
- Running for a different position within your Student Group to develop new skills
- Run for President of your Student Group
- Get involved with other Student Groups
- Run for a Part-Time Officer Position (e.g., Societies Officer)

When do elections happen?

The President of your Student Group is responsible for handing over your group to the next committee. This process typically begins in March for Mile End groups, and May for BL groups. For full details about elections, follow this link: <https://www.qmsu.org/clubs-socs/committeeshub/elections/>

Further Resources

If you couldn't find the answer to your question in this guide or on the Committees Hub, please [get in touch with your staff support](#) via email or to arrange a meeting. In term-time you can come along to one of our regular drop-ins.

The recordings from all our upcoming committee training sessions will be available [here](#).

Last updated: 16 June 2021