

President Guidebook

Queen Mary Students' Union

June 2021

 www.qmsu.org

 QMSU

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 Queen Mary Students' Union (QMSU)



Welcome!

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 carry out the duties of the role of the President, leading your Student Group and managing conflict.

Who is this guide for?

This guide is for anyone who is the President of a society or volunteering group, or the Managing Editor/Station Manager (or equivalent) of a student media outlet.

Note: This guide was not written for Presidents of Sports Clubs, but you may still find this guide useful. If you are a part of a sports club there is separate training for you - refer to your staff contact for further guidance by emailing su-sportsadministrator@qmul.ac.uk.

Will I be tested on my knowledge?

Yes - at the end of this guidebook, you will find a QR code/link which will take you to a short quiz. To complete the training requirements*, you must complete the quiz- so don't forget. The quizzes are there to help you make sure you understand the content. We're not keeping track of scores and you can complete the quiz as many times as you like!

*If you are a President for a Sports Club you are not required to complete this quiz.

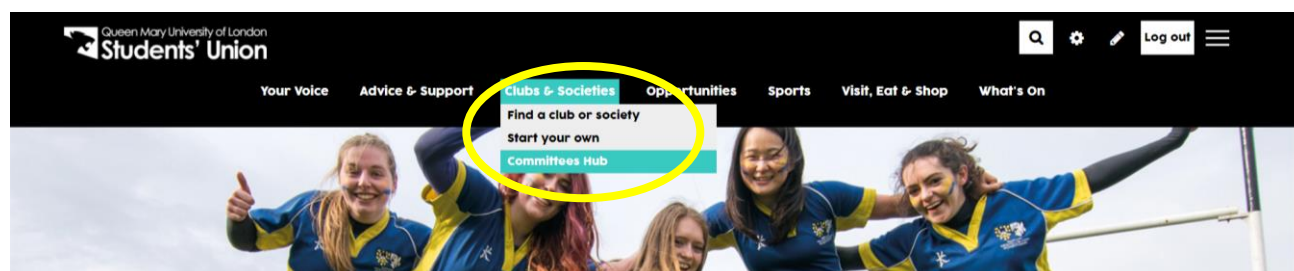
What if I have more questions/need support?

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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How Student Groups are run

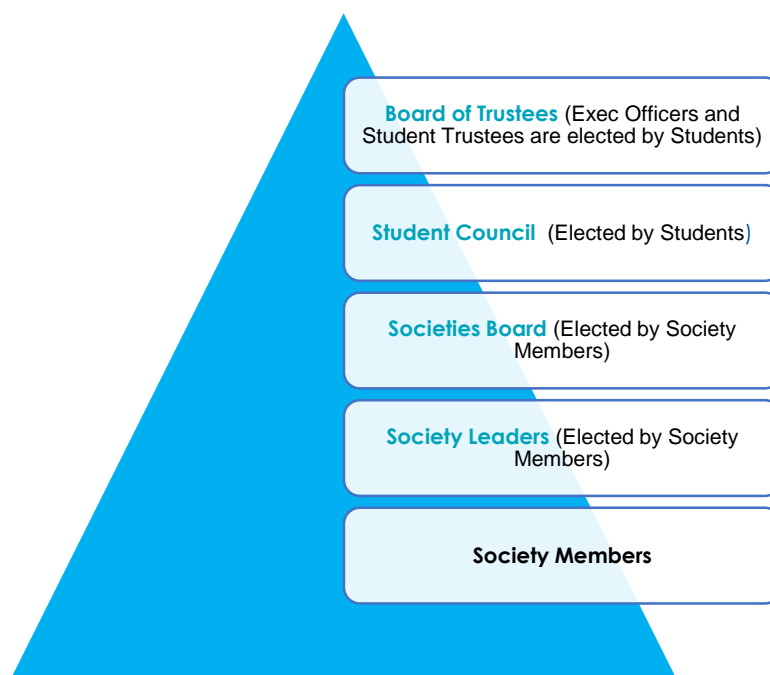
Bye Laws

Queen Mary Students' Union is a democratic institution, which is governed by Bye Laws. The Bye Laws cover all activity of the Students' Union including Student Groups. You will find [Bye Law 11](#) directly references Student Groups. All other Bye Laws are on the Students' Union website [here](#). Bye Law 11 covers:

- Affiliation to the Students' Union
- Student Group Memberships
- Student Group Committees
- Student Group Governance

Making a Change

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.



Students are involved in the decision making on every level of this pyramid, and as Presidents it is your responsibility to receive feedback from your members, and then feed it upwards if the things students want to change goes beyond your scope.

Below are summaries of what the other levels are responsible for:

- **Society Members:** At the very start of it all you have your members, without these members Student Groups would not exist. They elect Student Group Principal Officers (i.e. President and Treasurer) via democratic elections based on who they believe will be the best people to run the group.
- **Societies Board:** Also known as the Societies Sub-Committee. They are a group of students that have been elected by society members. The sub-committee makes decisions on:
 - Approving new Societies
 - Allocating funding
 - Award winners
 - Motions/Policies that affect Societies (an example motion could be to raise the minimum Societies can charge memberships for from £1 to £3)
- **Student Council:** Debating and passing motions that the Students' Union should focus on and that affect all students. [For more information visit our webpage on Student Council.](#)
- **Board of Trustees:** Where all passed policies and motions go for final approval before they are implemented.

Your Part-Time Officers 2021-22

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

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

Your Role and Responsibilities

Requirements

According to [Bye Law 11](#), Student Groups committees have the following requirements:

- Societies, Sports Clubs, and Volunteering Groups must have an elected President & Treasurer, also known as Principal Officers, 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 (more information below).
- Groups can then decide to elect or appoint any other positions onto their committee (more information below).

Role of the President

As President (or equivalent) of your Student Group, you are responsible of leading your group. Officially, the role of the President includes:

- Being the figurehead of the Student Group.
- Ensuring that the Student Group operates in accordance the Students' Union's Articles of Association, bye laws and policies and procedures.
- Attending Students' Union training sessions as appropriate.
- Calling General Meetings of the Student Group.
- Organising fair and transparent elections for the following year's committee in accordance with the Student Group bye law and relevant affiliation procedure.
- Being the point of contact between the Students' Union and the Student Group members. The President is mandated to keep in regular contact with the appropriate staff member and relevant elected officer(s).
- Authorising the withdrawal of expenditure from the Student Group's account (in cases where the Treasurer is unable to).
- Ensuring a thorough handover of the Student Group onto a new committee, where relevant.
- Volunteering Group Presidents will also be responsible for maintaining and submitting up-to-date volunteer trackers within set deadlines.

For the responsibilities for Managing Editor, Deputy Managing Editor and Treasurer see [here](#).

Other Committee Members

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 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. We have also produced a separate guidebook for Committee Members to read through.

Example Committee Role Descriptions

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 (See further information below).
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.

Welfare Representatives

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 is a leader?

Effective Leadership is crucial in the running of your Student Group. Being a student leader can also offer you a wealth of experience and the opportunity to develop crucial skills. 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 us 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

Your welfare

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.

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/>

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>

Dealing with conflict

Conflict can occur internally and externally, and as President you may find yourself in a position where you are required to mediate conflicts. External conflict involves at least two parties and describes a disagreement which can result in escalation as there is no obvious solution the parties can agree on. This can lead to feelings of sadness, frustration, and anger. Student leaders could also face internal conflict within their group. Here's some information on how to deal with conflict if it arises in your group.

Communication

Before communicating ensure you are clear on what you are trying to communicate and the message which you are delivering; where emotions are already highly charged it is important to consider your choice of words, tone, and body language. Where conflict occurs, and where it is safe, the most appropriate medium is to talk in person where messages can be made clearly, and emotion can be directly conveyed. You can also engage with other options and become aware of differing knowledge levels, cultural differences, and power balances.

Listening

Listening is a crucial skill when dealing with conflict, not only do you have to communicate your points and argument, but it is also important to really listen to the other party and consider what they are saying and feeling to prevent any misunderstandings.

Types of listening

Pretend	Nodding but not really paying attention. Doing other things at the same time. Can't repeat what the person said.
Selective	Picking out the parts you are interested in or the parts that impact you. Not getting the whole message or meaning.
Active	A way of listening and responding to another person that improves mutual understanding. The listener concentrates on the speaker fully, and then repeats, in the listener's own words.
Empathetic	Focused on the speaker. Listens carefully to the words used. Understanding the feelings behind the words and recognises the emotions expressed. Listener talks less and listens more.

Feedback

Feedback given when dealing with conflict should be specific and targeted, so it gets to the source of the problem immediately. It should be given privately, with behavioural evidence supporting your points. Any feedback given should be motivating and trying to provide some positive outcomes. You can use the BIFF method to do this:

1. Begin by describing the **behaviour** you want to give feedback on
2. Explain what the **impact** of the behaviour is
3. Explain how the behaviour makes you **feel**
4. Suggest what you would like to see in the **future**

Empathy

Each party should try to view the situation from the others viewpoint and understand their perspective and feelings; this could be seeing it through their cultural, personal or private lens. It could be viewing the conflict from a place of bias and understanding how the conflict is making the other person feel. This will enable you to anticipate the other parties' reaction and recognise you won't always share the same belief or experience.

How to be a successful committee

A well-run committee who are working well together can achieve so much together. A well-run committee could also avoid internal Student Group conflict from occurring. Here are some top tips to develop a well-run committee:

1. **Communicate:** Respect each other's workload – e.g. upcoming deadlines, part-time work, personal commitments.
2. **Set Expectations:** Have set agreements and deadlines – write them down.
3. **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.

Common committee issues, and tips for resolving them

Common Issue #1: Someone is not pulling their weight in the committee

Have someone on your committee to reach out to this person and find out why they have not been as active as you would like them to be. They may have some personal circumstances which prevent them from being as engaged with their committee work. As a committee ask yourself if the work you need to do is distributed evenly across the committee; are there reasonable deadlines to work towards? It may be that this person who is not contributing has a lot of other priorities: the key is to find out how much they can commit and mutually agree on actions.

If this becomes a persistent problem you may need to sit down with them and ask them to step down from the committee position, especially if it is a demanding role. Please contact your staff support if you need support with this.

Common Issue #2: 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 #3: 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 them ease the workload off 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.

Finances

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 need-to-know information and when you would need to get involved.

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

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

The President's Role within Finances

The table below outlines when you need to get involved with the finances.

Area	What you need to do	Additional Notes
Expenses	<ul style="list-style-type: none">• Approve expenses that were made by the Treasurer, or• Approve expenses in the event the Treasurer is unavailable	<ul style="list-style-type: none">• Only the President and Treasurer (or equivalents) can approve expenses, but the Treasurer should be the one to do this.• You cannot approve your own expenses.
Paying Out Requests (Invoices)	<ul style="list-style-type: none">• Approve requests made by the Treasurer	<ul style="list-style-type: none">• Paying Out Requests require double authorisation: one by the person submitting the request (the Treasurer), followed by yourself.
Income Requests	<ul style="list-style-type: none">• Approve requests made by the Treasurer	<ul style="list-style-type: none">• Income Requests require double authorisation: one by the person submitting the request (the Treasurer), followed by yourself.

Instructions on how to do this is outlined in the Online Finance System section.

Using the Online Finance System

What is it?

The online finance system is to submit expenses, paying out requests, and income requests.

How does it work?

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.

Accessing the System

Any of your members, including your committee, can access the system to submit an expense form. The President and Treasurer have additional features that allow them to submit income requests and paying out requests. 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.

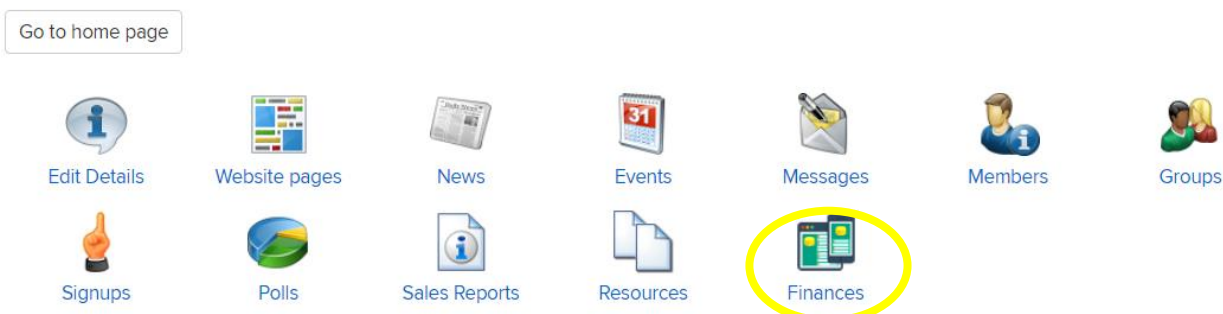


2) A  (tool) button icon should now appear on the top right-hand corner. Click on it and you should see '<Student Group> Name Admin Tools'. If this is missing, contact your staff support.

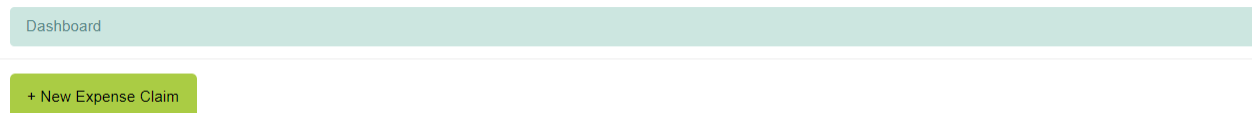


- 3) You'll then be taken to your Group's dashboard. Click on [Finances](#) 'Finances' to access the Online Finance System.

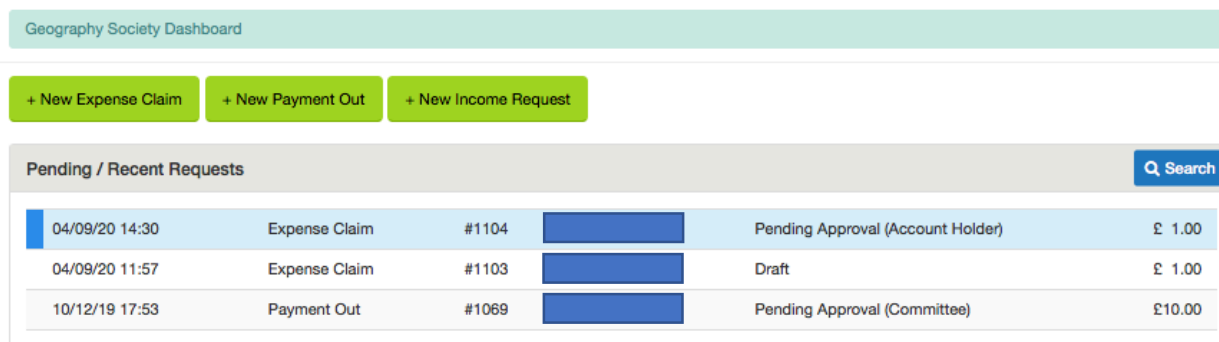
Admin tools



- 4) Once you have logged in you will be taken to your group's dashboard.



- 5) As Treasurer/President, you will see additional options, including 'New Payment Out' and 'New Income Request'. You can also see 'Pending/Recent Requests' underneath these buttons. Any submitted requests will appear (we have blocked out the names in this screenshot), as well as the status of those requests:



Status Messages

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.

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. The following is accessible to both **users** and **Level 1 Access Holders** (known as 'Committee' on the system).

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 the claimant submits it, and how quickly your Treasurer (or yourself when required) 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:

Dashboard / New Expense Claim

Students' Union Hub Reception 020 7882 8030
BLSA Reception 020 7882 8688

Organisation: Geography Society

Request type: Reimbursement Event (Not associated with an event)

Payment method: Bank Transfer

Bank Sort Code: Bank Account:

☐ Tick this box if this is your first claim from the Students' Union

Item description:

Justification:

Amount incl. VAT: £

Upload Receipt:

Drag & drop files here ...

Select files...

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.
- Account:** (Note – Only Presidents and Treasurers will see this) Choose from the drop-down list which account you want to charge this expense to (if a member chooses the wrong account when submitting an expense, people with Level 1 access can amend it). You can pick 4 options:
 - All from subs account
 - All from Students' Union grant
 - All from special grant
 - Split – please specify: If you pick this one a second box appears asking 'Specify which accounts you'd like this split between and the ratio/amount for each'. For example, if you bought something for £75 but only received £50 from Grant Funding, you can write in the box: '£50 from Grant Funding and £25 to subs account'.

Students' Union Hub Reception 020 7882 8030
BLSA Reception 020 7882 8688

Request type Reimbursement **Event** (Not associated with an event)

Payment method Bank Transfer

Bank Sort Code **Bank Account**

☐ Tick this box if this is your first claim from the Students' Union

Account All from special grant **Specify which accounts you'd like this split between and the ratio/amount for each**

- g. **Item Description:** Write here what you bought (E.g. 'refreshments') – if you purchased multiple items there are additional instructions you need to follow – see step 3 below.
- h. **Justification:** Write here why you bought it so the Treasurer and your staff support can review and approve. (E.g. 'for 1st Welcome Event')
- i. **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.
- j. **Upload Receipt:** Upload your evidence of you purchasing the item(s). This is what it looks like when you upload evidence:
 - a. 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.

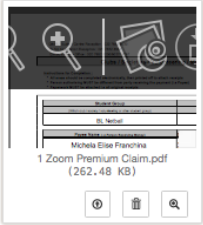
Upload Receipt

Drag & drop files here ...

Select files... Browse ...

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

Upload Receipt



1 Zoom Premium Claim.pdf Remove Upload Browse ...



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

Upload Receipt

1 Zoom Premium Claim.pdf
Remove
Upload
Browse ...

Create
Submit
Back

- k. Once you have completed all the required information, press **Create** to save a draft of your expense. This is to allow you to check that all the information is correct before submitting it.

- 2) You'll then be shown your expense claim. Check that all the details are right: you should see a  (paperclip) icon which means you have successfully uploaded your evidence. To check it, click on the  (pencil) icon to check your uploaded receipts).

Students' Union Hub Reception 020 7882 8030
BLSA Reception 020 7882 8688



Request type: Reimbursement Event: (Not associated with an event)

Payment method: Bank Transfer

Bank Sort Code: 00-00-00 Bank Account: 0000000

☐ Tick this box if this is your first claim from the Students' Union

Request details

Cutlery	Utensils for picnic social		£20.00	
			£20.00	

Add Item

Save changes Submit Cancel request Back

Timeline Full History

Wednesday, 16 June 2021

Created

- 3) **Multiple Receipts:** Skip to the next step if you are only submitting one receipt. If you have purchased multiple items from different retailers, you can get it all reimbursed under one claim (as well as submitting separate claims for each receipt – it's up to you). To add additional receipts, click 'Add item'. A new window will pop up for you to input the item's details – when you are finished press **Add** – your items will then appear under 'Request details'.

Students' Union Hub Reception 020 7882 8030
BLSA Reception 020 7882 8688

Request type Reimbursement **Event** (Not associated with an event)

Payment method Bank Transfer

Bank Sort Code 00-00-00 **Bank Account** 00000000

☐ Tick this box if this is your first claim from the Students' Union

Request details

Cutlery	Utensils for picnic social	£20.00
		£20.00

Add Item

Save changes **Submit** **Cancel request** **Back**

Timeline **Full History**

Wednesday, 16 June 2021

Created

Add New Item

Item description

Justification

Amount incl. VAT £

Upload Receipt

Drag & drop files here ...

Select files... **Browse ...**

Add **Cancel**

Students' Union Hub Reception 020 7882 8030
BLSA Reception 020 7882 8688

Request type: Reimbursement Event: (Not associated with an event)

Payment method: Bank Transfer

Bank Sort Code: 00-00-00 Bank Account: 0000000

☐ Tick this box if this is your first claim from the Students' Union

Request details

Food	Food for Picnic Social	£78.00		
Cutlery	Utensils for picnic social	£20.00		
		£98.00		

Add Item

Save changes Submit Cancel request Back

- 4) Once you have checked that all the information is correct, press **Submit**. It will then be sent up for approval. You will then be taken back to your dashboard where you can see the status of your claim. In the example below (the name has been blocked out in this example) you can see they've made 3 requests: 2 have been submitted but is still in the Draft stage.

Geography Society Dashboard

+ New Expense Claim

Pending / Recent Requests					Search
16/06/21 12:19	Expense Claim	#1108		Pending Approval (Committee)	£98.00
16/06/21 11:18	Expense Claim	#1107		Draft	£20.00
16/06/21 11:17	Expense Claim	#1106		Pending Approval (Committee)	£78.00

Submitting an Expense Claim – Split costs







If you are submitting an expense that is being charged to multiple accounts – for example both your subs and grants as you received funding from the Students' Union, there is an extra step you need to do when you submit your expenses in that you need to split the amounts to match the amount you are charging to each account.

Example

You paid £78 for Food and need to get reimbursed. £50 is being paid for by the Students' Union Grant, and £28 of it is being covered your subs. To make this possible for Finance to charge the money to the right accounts, you will need to list your item as two items, treating it as if you are claiming back for multiple items, listing one for £50 and the other £28: you can reuse the same evidence. To make it even clearer, state what account you want to charge the amount to under **Item Description**.

Before:

Request details

Food	Food for Picnic Social		£78.00		
Cutlery	Utensils for picnic social		£20.00		
			£98.00		
<div>Add Item</div>					

After:

Request details

Food (To charge to subs)	Food for Picnic Social		£28.00		
Food (To charge to Society Development Fund)	Food for Picnic Social - £50 was granted by the Students' Union		£50.00		
Cutlery	Utensils for picnic social		£20.00		
			£98.00		
<div>Add Item</div>					

Approving an Expense Claim

Once an expense form has been submitted, the Treasurer should always be the one to be checking these expenses and signing it off. Only the President can approve expenses when either the Treasurer is absent, or the Treasurer is the one making the expense claim.

To view and approve an expense form:

- 1) Access your dashboard and click on the pending request [name has been blocked out in the example].

+ New Expense Claim	+ New Payment Out	+ New Income Request
Pending / Recent Requests Q Search		
04/09/20 10:00	Expense Claim	#1103
Pending Approval (Committee)		£ 1.00

- a. Check that it's being charged to the right account – check with the Treasurer if you are not sure.

Students' Union Hub Reception 020 7882 8030
 BLSA Reception 020 7882 8688

Request type: Reimbursement Event: (Not associated with an event)

Payment method: Bank Transfer

Bank Sort Code: Bank Account:

☒ Tick this box if this is your first claim from the Students' Union

Account: All from subs account

- 2) Click on the pencil icon to view the full request details, the evidence is attached, and that the amount the claimant is requesting matches the amount shown. To check if the evidence is sufficient, refer to the table below.

Request details

Food	Food for Picnic Social		£78.00		
Cutlery	Utensils for picnic social		£20.00		
			£98.00		

Add Item

Acceptable Proof of Purchase Evidence

Expenses will only be processed if you can provide proof of purchase. This could be:

- Printed Receipt
- Handwritten Receipt, as long as it contains:
 - The name of the business and contact details e.g. phone number
 - The date of purchase
 - Lists the items/services you have paid for and how much it costs
 - How much you have paid
 - A signature
- Online Email Confirmation or Invoice: If you have purchased something online or have received an invoice for something you have purchased, include this in your expense claim.
- Bank Statement: You can cross out any unrelated expenses, but make sure it has the name of the person making the claim on it.

- 3) Approve, Refer to Requester (ask for more details), or Reject the claim.

- a. **If the claim is fine to approve**, click 'Approve'. It will then get sent up to Level 2 Access Holders for approval (refer to the status messages above).

- b. **If you need more information**, click 'Refer to Requester...' – you can then write a message to the requester under note asking for what you need, and they will be emailed notifying them.

- c. **If you do not authorise the claim**, click 'Reject'.

Approving Payment Out Request

Paying out requests is when you have an invoice that you want the Students' Union to pay for in your behalf rather than using your own money and being reimbursed. The Treasurer should be checking that all the information is correct when they submit, but double authorisation is still required before it is sent up to your staff support to process.

- 1) Access your dashboard to view any pending requests. In the example below there is a payment out request that requires approval (names have been blocked out) – click on it to view.

Pending / Recent Requests Search					
16/06/21 13:31	Income Request	#1112		Pending Approval (Committee)	£100.00
16/06/21 13:22	Payment Out	#1111		Pending Approval (Committee)	£100.00
16/06/21 13:12	Expense Claim	#1110		Draft	£ 98.00

- 2) Check that an invoice has been uploaded and that it contains all the right information. For us to pay out an invoice, we need the following information to be displayed on the invoice:
 - Invoice is addressed to <Your Student Group Name>, Queen Mary Students' Union, 329 Mile End Road, London, E1 4NT
 - Contains the supplier's details: name, address, company number, VAT number (if applicable)
 - Contains payment information: The supplier's bank details
 - Itemised list of what you are being charged for, with the VAT amount showing (if applicable)
- 3) Check that it's being charged to the right account: Level 2 access holders (i.e. your staff support) cannot change this section. To view further details about why a claim is being made, click on the



(pencil) icon.

Account All from subs account

Request details

Speaker Fees	Fee for guest speaker to talk at event	£100.00
		£100.00

Add Item

4) Approve, Refer to Requester (ask for more details), or Reject the claim.

- If the claim is fine to approve**, click 'Approve'. It will then get sent up to Level 2 Access Holders for approval (refer to the status messages above).
- If you need more information**, click 'Refer to Requester...' – you can then write a message to the requester under note asking for what you need, and they will be emailed notifying them.

Approving an Income Request

An income request is when you have money coming into your Student Group's account, and this is to ask finance to retrieve the money from the company by issuing them out with an invoice. Again the Treasurer is responsible for getting all the correct information but the system requires double authentication before it gets sent up to Level 2 for approval (i.e. your staff support).

- Access your dashboard to view any pending requests. In the example below there is a payment out request that requires approval (names have been blocked out) – click on it to view.

Pending / Recent Requests						Search
16/06/21 13:31	Income Request	#1112		Pending Approval (Committee)	£100.00	
16/06/21 13:22	Payment Out	#1111		Pending Approval (Committee)	£100.00	
16/06/21 13:12	Expense Claim	#1110		Draft	£ 98.00	

- 2) Check that a sponsorship agreement has been uploaded onto the 'Payment Agreement/Contract'.
Note: If a word document was uploaded, you will not be able to view it on the system. Instead, download it and open it using word (or equivalent).

Event (Not associated with an event) ✓

Payment Agreement / Contract

Sponsorship_Contract_Form....
(66.78 KB)

Sponsorship_Contract_Form.docx

A document agreeing payment must be attached by the requester or the Student Leader, for example, a sponsorship contract or an email from the donor.

- 5) Check the amount the sponsor is offering you matches the amount requested, then Approve, Refer to Requester (ask for more details), or Reject the claim.

Approve Refer to Requester... Reject Back

- a. **If the claim is fine to approve**, click 'Approve'. It will then get sent up to Level 2 Access Holders for approval (refer to the status messages above).
- b. **If you need more information**, click 'Refer to Requester...' – you can then write a message to the requester under note asking for what you need, and they will be emailed notifying them.

Queen Mary University of London
Students' Union

Geography Society Dashboard / Request

Students' Union Hub Reception
BLSA Reception

Request type Reimbursement Event (Not associated with an event)

Payment method Bank Transfer

Bank Sort Code Bank Account

Refer to Requester

Notes

Refer to Requester Cancel

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 change 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.

Elections & Handover

For full details about elections and handovers, follow this link: <https://www.qmsu.org/clubs-socs/committeeshub/elections/>

As President of your Student Group, you are also 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. There are 2 stages to this, plus an optional stage that takes place before these two:

- 1) **[OPTIONAL] Hold an Annual General Meeting (AGM):** An AGM is an opportunity for you to meet with all your members to review the past year, and make any decisions around how your group is run – for example reviewing your aims and proposing to amend them. Principal Officer (i.e. President and Treasurer or equivalent) elections must take place online via the Students' Union website but some groups may also decide to hold elections for non-Principal Officer roles within an AGM.
- 2) **Elections:** You appoint yourself or someone else to be the 'Returning Officer'. The Returning Officer is the person responsible for setting up and running your elections.
 - a. As previously mentioned, it is required to have an election for your President and Treasurer.
- 3) **Handover:** Your staff support will then send you a Handover document to complete, which asks for your completed contact details for the next committee, as well as asking you to reflect on your year.

How to hold an election

We have produced a separate Elections Guidebook designed for your Returning Officer when you have appointed one. You will be sent more information about this when you are required to hold elections for your next year's committee, but if you are looking to hold elections sooner, for example to fill vacant positions, get in contact with your staff support for more information.

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!

Quiz

We hope you found this guidebook informative and useful for taking on our leadership role within your Student Group. To test your learning and understanding, you are now required to complete this quiz. This quiz is also to check that you have read through this guidebook and completed the leadership element of your required training.

To access to quiz, you will need to log in using your QMUL student details.



Scan me to access the quiz!

Alternatively, [Click here to access the quiz.](#)

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