

# QMSU Community Partner Organisation Service Level Agreement

This document is an agreement between Queen Mary Students' Union (QMSU) Volunteering Team and the organisations wishing to recruit students to volunteer or support community outreach through its service (the Community Partner Organisation). It describes the expectations of both parties to ensure an effective partnership between these.

## What we expect of our Community Partner Organisations:

### Provide opportunities for students:

- Provide opportunities which are appropriate for students, where levels of expectation are realistic and achievable and where voluntary activity will not replace the work of paid members of staff
- List at least one opportunity each academic year. If you have not listed any opportunities in the last 2 years, we reserve the right to de-register your organisation
- Communicate with QMUL students who apply for your opportunities within 5 working days, informing them about the onboarding process and providing them with ongoing support
- Take responsibility for ascertaining a QMSU student's suitability for the role and accept that QMSU Volunteering Team cannot guarantee an individual's personal or professional credibility

### Provide support and training for students:

- Allocate a supervisor to each student
- Provide an induction which includes a tour of the premises (if opportunity takes place on site), an introduction to colleagues, health and safety information and an explanation of their responsibilities
- Provide the necessary training for students to carry out assigned tasks, and to provide ongoing support throughout their roles
- Reimburse students for reasonable expenses, in line with our Expense Policy

### Provide and maintain up to date policies:

- Accept liability for all QMUL students taking part in opportunities with your organisation, and ensure that you can meet any liabilities through an adequate insurance policy
- Maintain a comprehensive Health and Safety policy
- Risk assess all activities and premises
- Have an equal opportunities statement or policy and accommodate any support needs QMSU students may have, as is reasonably practicable

## Maintain regular communication with QMSU:

- Maintain open and ongoing communication with QMSU Volunteering Team, and ensure that any issues and concerns are raised immediately
- Ensure QMSU is your first point of contact to promote opportunities at QMUL
- Notify QMSU of any changes in your organisation that should be recorded on our database including contact details, application deadlines, changes in policy and role descriptions

## What you can expect from QMSU as a registered Partner Organisation:

### QMSU will:

- Provide a free and professional brokerage service where QMSU advertises your volunteering opportunities on behalf of your organisation to all current Queen Mary University of London students
- Support you to list and promote your opportunities
- Promote volunteering and community outreach as an extracurricular activity which complements a student's academic studies
- Invite you to QMSU Volunteering Fairs and other relevant events
- Update information about your organisation and opportunities on the QMSU website when requested
- Advise you about the best way to promote your opportunities within QMUL, and assist you in targeting specific QMSU student groups or QMUL academic schools and departments where relevant and appropriate
- Contact you regularly throughout the year and keep you up to date with other news and events at QMSU and QMUL
- Offer on-going support, opportunities for feedback and assistance in resolving any pertinent issues

**Policy written: August 2025**

**Date of next review: August 2030**