

## SCHEDULE 1 – UQU Services

For the purposes of this schedule, UQU will deliver services in the following areas:

- Student Voice
- Campus Culture
- Student Advocacy
- Student Representation
- Organisational Support

Service	Activity	Status	Other	Service Measures	Enabler	SSAF Category	Notes
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### Student Voice

Campaigns	Conduct awareness-raising campaigns about issues of significant importance to UQ students.	Existing	Staff included in Democracy and Educational Advocacy below. \$30k covers promotional collateral etc.	<p>Minimum Standard: At least 50% of Annual Survey respondents indicate they are aware of campaigns run by the UQU.</p> <p>UQU will contribute to the promotion and support of the UQ wide satisfaction measures including, SECat, and Student Experience Survey.</p>	UQU Student Voice Unit	17	Both parties will ensure campaigns relating to sexual misconduct, or academic misconduct are coordinated
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### Campus Culture

Club and Societies	Nurture an inclusive and engaging student community by facilitating a number of clubs and society activities that appeal to the full width of the UQ Student population	Existing	Includes clubs and societies grants, insurance costs, IT support, financial audit, training, printing costs, market days costs.	<p>Minimum Standard: ISB/SB Satisfaction rates for clubs and societies are no lower than 93%. 50% of UQ students are members of one or more UQU clubs/societies. UQU conducts a financial audit of every club/society at least once every two years. Governance training is provided at least annually for club/society executives. UQU provides dedicated staff to support clubs available during semester. Online support resources are available 24/7.</p>		3	Service is subject to UQ sighting and approving of spend at a greater granularity than previously provided.
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Social Inclusion, external campuses and Advocacy Groups	Provide effective support for collectives prescribed by the UQU constitution. Includes G&S, Enviro, Post Grad, Turbot St (now Herston campus), Gatton Campus, International, Goorie Berrimpa, College & Abilities Collectives.  Include grants for non St Lucia campuses societies	Existing		Minimum Standard: The prescription of collectives, and support provided, is informed by likely need indicated by the UQ student demographic and any corresponding society dynamic. Annual survey returns a minimum satisfaction level of 75% with the number and type of collectives and support provided by UQU. Links are effective with UQ-related areas (eg Abilities Collective with Student Services)			Service is agreed in principle, but subject to UQ accepting UQU explanation of differences between Groups, and clubs and societies.
Student Media	Provide mechanisms for students to engage in journalism and creative design activity. Student media used to capture and promote the Student Voice.	New	include printing of Semper Floreat, and developing other media skills and capability	Minimum Standard: At least 6 issues of print and/or broadcast and/or online media, including illustrative platforms, are produced and disseminated annually, at no charge to the UQ community. Training opportunities are provided for 5 students per year. UQU media issues are balanced across topic areas.		14	Service is subject to UQ being satisfied that viability and impact of print, online, broadcast media mix is optimised.
Inter faculty competitions and social sport	Deliver additional competitions and events for social, inclusive, student focussed sport.	New	Grants for sporting clubs and / or support for additional activity through UQ Sport.	At least 80% of activities and events are agreed and published a minimum of one semester in advance of occurrence. At least 1,000 students participate in events each academic year. Students who provide feedback report at least 75% satisfaction with activities/events.	UQ Sport administrative, insurance, accreditation, medical support of agreed activities	2	UQU will contract UQ Sport to deliver this service.

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### Student Advocacy

Advocacy Services	Provide students with individual advocacy services, including: (a) advice and support with UQ policies and related disputes (eg academic, equity) (b) General legal advice and referrals (similar to legal aid) (c) Australian Migration Agent services (under section 276 of the Migration Act 1958) (d) legal advice and representation in relation to the Residential Tenancies and Rooming Accommodation Act 2008 (Qld)	Existing	Includes all SHOC services and UQU Legal Services plus increase G&S (0.6 FTE) Support and Migration Agent (0.4 FTE) Support.	<p>Minimum Standards:</p> <ul style="list-style-type: none"> <li>• At least 50% of Annual Survey respondents indicate they are aware of SHOC services.</li> <li>• At least 71% of clients are satisfied with the availability and quality of services provided. Possibly assessed through an additional SES question.</li> <li>• At least 90% of students requiring assistance with academic or UQ disciplinary matters can obtain an appointment within 5 working days of initial contact.</li> <li>• Access to, and quality of SHOC service allows each client to reasonably engage with UQ Policy, and Australian and Queensland legislation. Self-help on-line resources are provided 24/7.</li> </ul>	SHOC	5, 7, 16, 19	Service arrangements are subject to UQ agreeing to any proposed changes arising from the 2018 SHOC Review. Duplicative and low-value, and low quality services in particular will be examined.
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**Student Representation**

Student Executive	<p>Lead the implementation of the strategic direction of UQU</p> <p>Represent and act on behalf of UQU</p> <p>Ensure operational effectiveness of service delivery</p>	Existing	<p>3 Full-time Sabbatical Officers, 6 0.5FTE Sabbatical Officers, plus 0.5 support staff, plus superannuation and other on costs, IT, etc.</p>	<p>Minimum Standard: 50% of Annual Survey respondents indicate that: 1) UQU represents student views; 2) students have a say in how UQU is run.</p> <p>At least three of the Student Executive are full-time paid sabbatical positions (that is, these are not required to be students during office). All UQU Office bearers have undertaken relevant governance training that is: agreed at least one calendar month prior to, and completed within three months of the commencement of the term of office.</p> <p>The numbers of full time sabbatical officers could be reviewed at a future point, based on key outcomes including:</p> <ol style="list-style-type: none"> <li>90% attendance and active participation at key University Committees</li> <li>Completion of governance review, including incorporation and implementation of a Board of Directors with professional assistance.</li> <li>Successful implementation of business change and refocus on student representation</li> <li>UQU submissions received to 100% of the Student Experience Committee meetings.</li> <li>UQU to submit papers for discussion to at least 30% of other meetings where UQU is the main student voice.</li> </ol> <p><i>Up to an additional \$150k will be set aside for future discussion around increased numbers of sabbatical officers.</i></p>	<p>UQU Incorporation</p> <p>UQU Constitution</p> <p>UQU Strategic Plan</p> <p>UQU Annual Operational Plans</p>	various	
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Democracy	Promote student access to the democratic processes of the UQ Union at all levels. Facilitate a process to ensure 100% of UQ students' voice is heard by the UQ Union. Facilitate and improve the traditional means of engagement (Council and General Elections) as well as new avenues such as Student Forums that randomly select students to attend UQ Union Council Meetings. Oversee C&S electoral processes.	New	Vouchers and Participation Incentives	<p>15% of the UQ student body engaged at some level in the democratic process.</p> <p>Actions taken to include marginalised groups of students as part of a wider inclusion initiative.</p> <p>Consideration of online or alternative voting methods as an enabler.</p> <p>Financial incentives / vouchers to be reviewed as part of the overall package of engagement in democracy.</p> <p>Report on the diversity / demographic information of the student participation in the voting and key democratic processes.</p>	Possible UQ led advisory review into the democratic processes of the UQU.	17	

#### Organisational support

Organisational support	Employ staff and provide facilities to assist and facilitate the delivery of services specified by this schedule.	Existing	Managing Director and corporate services support staff	<p>Minimum Standard: Staff are appropriately qualified, and at all times exercise their duties with reasonable skill and care. Staff follow documented procedures that emulate those of an incorporated organisation. Sufficient staff are employed to facilitate the effective and efficient delivery of the services specified by this Schedule. At least 51% of non-Student Executive employees are UQ students. An appropriately qualified managing director is employed to ensure continuity of business efficacy across the full UQU organisation. At least 50% of Annual Survey respondents indicate UQ Union staff exercise their duties in an above satisfactory manner.</p>	UQU policy and procedures	N/A	
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## UQU Additional Services

In addition to UQU Services, UQU will collaborate with UQ to deliver service projects in the following areas:

The time for performance of Additional Services will be such times as the University may nominate or specify during the Term.

Service Project #	Service	Activity & Other Information	Project KPIs	Enabler	Agreed Approach	Notes
2018 -1	UQ Committee Representation	Recruit and provide support for students to represent the UQ student community on a defined list of UQ committees, including Senate, Schools, Faculties and Academic Board Committees.  Advertising and training materials	Minimum Standard: 80% attendance by student representatives across Senate and Academic Board Committees	Students as Partners.  UQ committee membership flexibility for attendance (ex officio v representative or nominee)	Service established and funded by UQ.  UQU to co-create training, consider use of UQ systems to maximise opportunities and support for student representatives across the board.  Both parties to regularly review arrangements to establish whether UQU can be in a position to assume responsibility for operating this service, with accompanying transfer of funds	Student Strategy Program Office will act for UQ when reviewing arrangements
2018 -2	Educational Advocacy	UQU to lead the establishment of a network of Academic Representatives within each faculty and school to collect student feedback and provide it back to UQ  Recruit, organise and train academic independent representatives within courses across UQ.  Provide independent advocacy at all levels (School, Faculty, Central).	Minimum of 100 Academic representatives after 2 years. 4 Educational forums a year aligned with Academic Board	Students as Partners, Academic Board and UQ Policies	UQU requires assistance to develop its capacity to deliver this service.  UQ will assist by providing student partners to develop that capacity	
2018 -3	Student Opinion	Develop methods and approaches to better capture students' opinions and view on existing and emerging issues. This includes an annual survey of students  Software system support, social event funds,	Minimum Standard: Annual survey returns min response rate of 15%. The Student Voice report to be released annually in November.	UQU Student Voice Unit. Guidance and advice from UQ Planning & Business Intelligence unit	UQ has an established similar function for macro, and sector surveys.  UQU requires assistance to develop its capacity to deliver this service that will deliver UQ student views on specific issues not necessarily already secured by UQ.  UQ will assist by providing survey expertise, and student partners to develop that capacity.  Both parties will also agree arrangements for any systems requirement, once these are scoped	

Service Project #	Service	Activity & Other Information	Project KPIs	Enabler	Agreed Approach	Notes
2018 -5	Campus Activation, including Welcome and Induction	<p>Provide activities and events as part of a consolidated UQ campus activation program. Foster a positive, supportive, fun, and inclusive UQ student community.</p> <p>Various events throughout 2019</p> <p>Provide activities and events as part of a consolidated UQ student induction program</p> <p>Equipment and consumables hire, advertising materials - \$100K</p>	<p>At least 80% of large (300+ attendees) activities and events are agreed with the UQ Student Experiential Program manager a minimum of one calendar quarter in advance of occurrence. Students who provide feedback report at least 75% satisfaction with activities/events provided.</p> <p>Minimum Standard: ISB Satisfaction with Host Friends is at least 70%</p>	<p>UQ Campus Activation Program (aka Student Experiential Program), including Welcome and Induction</p>	<p>Service established separately by both parties, with some linking</p> <p>UQU will play an integral part in activating campus.</p> <p>UQ will provide a UQ community-wide campus activation advisory and/or management group to oversee activation, with appropriate UQU representation.</p>	
2018 -6	E-Sports	<p>Provide an eSports Room that is open to all students.</p> <p>Pursue a model that is inclusive across genders</p> <p>Facilitate try out sessions for all interested students. Develop programs for interested students and provide development opportunities for students wishing to enhance their skills.</p> <p>Develop competitive leagues and competitions for students at various levels e.g. social league, semi competitive league, elite league.</p> <p>Hardware maintenance, software licencing, marketing, printing and other materials</p>	<p>300+ members per year. Centre will earn some funds from memberships etc.</p>	<p>Space allocation within UQU-leased premises</p> <p>IT infrastructure</p>	<p>UQ will consider applications for SSAF funding outside of this agreement's funding levels for free-access major events within this program</p>	

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2018 -7	Student Volunteering	<p>Create programs and opportunities for student volunteering that allow students to reach out into the wider community and help others</p> <p>Travel to community organisations, marketing and promotion</p>	<p>Minimum Standard: At least 500 students in total participate in a community or UQ community volunteering activity each year. A minimum of 80% of volunteering beneficiaries are willing to use UQU volunteers again</p>	<p>Administrative systems Business Development of community contacts Internal awareness raising among UQ students</p>	<p>Both parties will scope what supporting arrangement are needed to achieve this service. Any funding requirement would be considered outside of this agreement's funding levels, though the concept of giving time for free should be pursued wherever possible</p>	<p>There are already more than 800 volunteers within programs in Student Affairs. Between UQU and Student Affairs, these programs could be expanded to offer community volunteering.</p>
2018 -8	Student Fundraising (RAG-UK)	<p>Student led fundraising activities that work with external charities and worthwhile causes to raise funds.</p>	<p>Minimum Standard: At least 200 students in the first year in total participate in a project or initiative each year, with at least a satisfaction rate of 75% among participants.</p>	<p>UQ Employability Grants to at least 2018 levels</p>	<p>Both parties will scope what supporting arrangement are needed to achieve this service. UQ will ensure any applicable employability grants are provided to at least the same level as in 2018.</p>	<p>RAG activities build over time. May link to the community volunteering. Some basic overheads could be absorbed by volunteering initiatives.</p>
2018 -9	Learning, Transfer	<p>Assist students to acquire and recognise leadership and employability skills through UQ Union clubs and societies and other Union programs.</p> <p>Provide opportunities for UQ students to engage with graduate employers</p> <p>Clubs and Societies annual leadership camp and conference. Costs included in Clubs and Societies service above.</p>	<p>Minimum Standard: Governance training is provided annually for all club/society executives. UQU conducts a financial audit of every club/society at least once every two years</p> <p>QS employability rankings are at least 47.4 for employer-student connection, and 92.9 for partnerships with employers</p>	<p>UQ Student Employability Framework, assistance</p>	<p>UQ will provide advice and guidance on how to acquire and transfer employable skills.</p> <p>UQU will provide dedicated staff to support clubs available during semester. Online support resources are available 24/7.</p> <p>Governance training arrangement will be co-created by both parties</p>	



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2018 -10	Experiences - Employment	Provide a Job start program, and a part-time job-shop and associated program  IT, Job matching software, travel, marketing.	Number and type of UQ WIL courses; number of students participating; scaffolding of WIL; inclusion of reflective component, Increase QS employability ranking		Both parties will scope what supporting arrangement are needed to achieve this service. Any funding requirement would be considered outside of this Agreement's funding levels,	
2018 -11	Experiences - Internships	Provide internships within UQU departments  Recruitment and management of interns	Minimum Standard: 3 internships for academic credit offered and taken up	UQ Student Hub promotion	UQ will support UQU in delivering this service by linking with UQ Work Integrated Learning infrastructure	
2018 -12	Innovation and Entrepreneurship	Link up with the UQ Idea Hub and the UQ Innovation and Entrepreneurship Society to assist UQU in identifying and developing new innovative products and services that could be delivered to students  Grants for C&S and students to develop innovative products and services to improve the student experience	Minimum Standard: At least 2 innovative concepts for improvement in services for students are provided to UQ annually.  A framework is in place that fosters innovation and enterprise across UQU and clubs and societies  A minimum of 50% of Annual Survey respondents are satisfied with the UQU innovation and enterprise framework and activity	UQ Idea Hub assistance	UQ will support UQU in delivering this service by linking with UQ Work Integrated Learning infrastructure	

Service Project #	Service	Activity & Other Information	Project KPIs	Enabler	Agreed Approach	Notes
2018 -14	Financial assistance	Provide financial pressure advice, and emergency loans and grants to students in need  Hardship grants	Complete standard once benchmarks are known. Ask FBS whether former student loans office had explicit service standards	UQ E-Finance platform	UQ will develop software to provide an e-platform to facilitate.  Once this has been successfully trialled, subject to the Agreement UQ will consider adding funds and non-duplicative services to those already provided by UQU	
2018 -15	International Student Advice and Community Support	Provide support for international community and deliver program as part of an agreed plan. Provide access to mentorship, advice and services that focus on international students. Assist in inclusion with wider UQ community.  Marketing, Printing and Other Materials	An annual overarching plan is agreed no later than <u>[Drafting Note: annual FSA Review]</u> . Detailed programs within that plan are proposed at least one quarter in advance of delivery. At least 50% of international respondents to the Annual Survey are aware of programs offered, and at least 75% of those engaging with programs are satisfied with them.		Both parties will agree and co-create an annual program to be delivered.  UQU will facilitate as required connections between Student Affairs and international clubs and societies, to enable non-duplicative UQ support and resources to flow to them	The UQU 'International Department' put forward a bid for SSAF funds in 2018.  Any project would be a partnership project with joint deliverables between direct student groups, Student Affairs and UQU.
2018-16	Organisation	Conduct UQU business with due diligence, robust procedures, and effective management structures.  Consultant required	Minimum Standard: UQU Governance arrangements, management structures, and operating procedures emulate those of an incorporated organisation.		UQU will become an incorporated organisation UQ will consider assisting with any transition, but costs of ongoing compliance are included within this agreement's funding levels	

2018-17	Retail on campus	Subject to UQ Licences to Occupy, deliver food and beverage on campus that is affordable for students	<p>Minimum Standard: For premises licensed to UQU, prices for students are comparable with or lower than Griffith University and QUT and the Brisbane suburbs of St Lucia, Toowong and Indooroopilly</p> <p>A minimum of 50% of respondents to the Annual Survey are at least satisfied with the affordability of UQU retail</p>	Annual market evaluation	UQU will ensure that any subsidisation of prices and its effect is clearly articulated for each retail outlet, to enable monitoring by the SCG	
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