



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

EVENT PLANNING & MANAGEMENT

STUDENT AFFAIRS



AIMS & OBJECTIVES

The Event Planning and Management document has been designed to align directly with the objectives of the Student Affairs Planning Statement and adhere to the values of the University of Queensland Strategic Plan.

The 3 core objectives of the Student Affairs Planning Statement are:

1. The UQ Student Experience is co-ordinated and student-focused
2. Student Affairs services are positive, efficient, effective and fit for purpose
3. Enhancements to the Student Experience are sustainable

The Student Affairs Planning Statement and UQ Strategic Plan can be found on the Student Affairs website (<http://student-affairs.uq.edu.au/>).

The implementation of the Event Planning and Management document will streamline and professionalise events management processes, to ensure that the time and expertise of the Events Team is appropriately distributed across all directorates of the Student Affairs Division (Student Services, UQ Advantage Office, UQ Health Service and the Student Success & Strategies Office).

The application of this paper will benefit each team by providing more refined, professional and valuable events which achieve the set event goals and objectives as well as ensuring consistency, value-for-money and producing measurable outcomes. To ensure these outcomes are achieved, the paper will discuss the methods of event evaluation to be used, which will result in new and improved, innovative events that are current and adapt to the ever-changing student demographic and culture, ultimately enhancing the student experience. Each decision will be carefully analysed to ensure value is added and a mutually-beneficial outcome for all stakeholders is achieved.

The roles and responsibility of the Events Team and the Client have been clearly and succinctly outlined to ensure all aspects of the event planning process are managed efficiently and effectively.

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1.0 Definitions

1.1 Event

Events held, other than academic classes or workshops, designed to enhance the Student Experience.

What is an event:

Events can be any of (but not limited to) the following:

- Large expo or fair
- Welcome events
- Morning or afternoon teas for students
- Conferences

An event will be classified on a scale of Small to Large as per below:

Small event

- Minimal logistical requirements (e.g. catering and a venue hire)
- Pre-planning of up to 6 weeks
- Logistical changes must be made a week prior, at the latest, no changes will be accepted after this time
- Final numbers for catering to be submitted 48 hours prior to the event, at the latest
- Approximately between 20-50 people
- [See Appendix 1 for event examples](#)

Medium event

- Multiple logistical requirements (e.g. registrations, catering, venue hire, some marketing material)
- Pre-planning of up to 3 months
- Logistical changes must be made 2 weeks prior, at the latest, no changes will be accepted after this time
- Final numbers submitted a week prior to the event, at the latest
- Approximately between 50 - 200 people
- [See Appendix 1 for event examples](#)

Large event

- Maximal logistical requirements (e.g. registrations, payments, follow up emails, expo builds, catering, room bookings, marketing and promotion, run sheets, programs, exhibitor kits, theming, entertainment, guest speakers)
- Pre-planning of up to 12 months
- Logistical changes must be made 3 weeks prior, at the latest, no changes will be accepted after this time
- Final numbers submitted 3 weeks prior to the event, at the latest
- Approximately 200+ people
- [See Appendix 1 for event examples](#)

Exclusions

General administration or service-specific marketing activities are not the responsibility of the Events Team as they are not event-related and, rather, are for the general marketing of the service and do not require the Events Team's expertise. Please see the below examples of administrative activities:

- Room bookings, excluding those directly related to an event, are managed by the Events Team (21C/MFC)
- Programs - whilst program can contain events, the programs themselves are not an event
- Student Affairs participation in university wide events - Student Affairs stalls at these events are not events in themselves, but rather marketing for the services Student Affairs provides.
- Staff-oriented meeting and events are not considered core business of Student Affairs.
- **Please refer to Appendix 1** for specific examples and [Appendix 2](#) for How To Guides.
- Service marketing materials (information stalls and collateral used at the stalls/events, advertisement of services in University publications etc.).

**Please note that these estimates are a guide and may not reflect the true outcomes for all events. Proposed events will be analysed on a case-by-case basis and discussions between the Client and Events Team will take place to confirm the official event type, size and required time frames. Consideration will be taken into account for logistical changes under unexpected circumstances.*

1.2 Events Team

Comprised of the Event Coordinator and Event Assistant, the Events Team is responsible for organising and running events for Student Affairs.

Typically the Events Team would be responsible for:

- Work alongside Events Committee to organise the yearly calendar of events, in order to enhance the student experience
- Adhering to the event budget and Event Logistics Form and other elements that may arise from further meetings
- Venue hire
- Acquire quotes and confirmations
- If the Events Team are the people who hold the relationship with the exhibitors or other guests, the events team will send out invitations
- Monitor registrations
- Organise all other theming and entertainment elements
- Process payments and seek approvals for purchases and logistical decisions
- Rostering of event assistants, i.e. casual staff hired to assist the Events Team with logistics (does not include staffing of information booths, promotional booths, student leader helpers during the event)
- Supervision of the event if required
- Supervision of event set up and pack down
- Prepare risk management assessments and contingency plans

1.3 Client

Manager or manager's delegate from the team with decision-making responsibility for the event.

Typically, the Client would be responsible for:

- Providing event budgets
- Submit Event Proposal Form and Event Logistics Form to the Events Team
- Outlining the vision for the event and it's goals and objectives and ensuring all objectives are met
- Schedule planning meetings and committee meetings where necessary
- If the Client is the person who holds the relationship with the exhibitors or other guests, the client will send out invitations
- Providing approvals for purchases and event logistics in a timely manner
- Approval of purchases in the UniFi system
- Signing off on hospitality calculators in a timely manner
- Rostering of staff for an event, i.e. staff working on information stalls (not including staff who are hired to assist the Events Team only)

1.4 Events Committee

The Events Committee will assist the events team in organising the yearly events calendar and providing support for decisions where necessary.

Typically the Events Committee will be responsible for:

- Organising and approving the yearly events calendar
- Assisting in ensuring that the calendar of events position the division appropriately and resources are utilised effectively and efficiently in terms of timing and effort
- Assisting to recognise events that are repeated across division and find ways to collaborate
- Recognising events that need to be re-invented or discontinued/replaced to add value to the student experience
- Recognising a better use for event budgets (i.e. collaborations, value-for-money purchases, ensuring smart purchases are made).
- Ensuring that there are not multiple events being held on the same day, or multiple major events throughout the same week.

2.0 Adhering to Occupational Health and Safety

2.1 Equipment purchase, use and storage

Purchasing and storage

- Purchasing of equipment will be minimised as storage space is at a premium on campus. Equipment can be hired through a catering company or other organisation who are professionals in this field and are more equipped to produce a professional event.
- Purchasing equipment can also lead to poor investment as some of the equipment is not regularly utilised and uses valuable storage space for other, more frequently used items.
- Although equipment purchases may come from different budgets and chartstrings, these remain the property of Student Affairs (and The University of Queensland) and, therefore, will be managed and stored by the Events Team.

Use of equipment

- The Events Team has a booking system for equipment and all equipment hire (whether event, or non-event related) for purchased items must come through the Events Team to ensure items are accounted for and their whereabouts is known at all times. All equipment hire request can be emailed to studentaffairs.events@uq.edu.au. For further information and booking details please refer to [Appendix 2](#).
- In order to adhere to OH&S required, appropriate duty of care will be taken when moving items across the University. If a load requires heavy lifting, is deemed to be too heavy to be pulled in a trolley, or multiple trips need to be made, the Events Team and Client will be responsible for finding a suitable alternative. This may involve having catering or equipment delivered to the event by an external organisation, hiring a vehicle to move items or hiring casual staff members whose job description outlines that the work will be labour intensive.
- If casual labourers are required, the wages incurred will come from the relevant event's budget. This Client should factor this into their budget planning where necessary.
- Casual labourers will be hired by the Events Team if their services are only required for event set up and pack down. If they are required to assist during the event as well, hiring will be mutual between the Client and the Events Team.

2.2 Catering purchase, use and storage

Purchase of catering

- It is the preference of the Events Team for catering to be outsourced through an on-site or off-site catering company. The Events Team are not professional caterers, but rather the organiser of the catering.
- Catering companies produce a professional catering service and are more equipped to handle orders and purchases. They also often provide equipment hire (i.e. tables, urns etc.) at a reduced rate.
- The Client should factor the cost of professional catering into their budgets. Should the budget not allow for the potential additional cost of professional catering, the Client should consider reevaluating their event in order to add value to the event and produce a more professional offering for the students or other guests.

Use and storage

- Storage is a major concern for in-house purchased catering (i.e. Coles). No Student Affairs buildings are appropriately equipped to store food and beverage items purchase in-house. This poses both a security and health and safety risk as food cannot be appropriately stored and monitored
- Often Coles purchased catering tends to perish relatively quickly and sometimes this leads to wastage
- Over-ordering of catering is also a potential risk, which would be less likely to occur when ordered through a catering company. Catering companies can charge based on consumption if required, minimising the risk of wastage and loss of money.
- Due to the perceived risks, it is the preference of the Events Team to purchase catering through a professional catering company. If the Client still wishes to proceed with ordering catering through a company such as Coles or Officeworks, it will be the Client's responsibility to store these items upon arrival and monitor the safety, use and inventory of the products. The Client will also be responsible for assisting the Events Team, or hiring casual labourers, to move the items to the event location.

3.0 Before Requesting an Event

What the Client must consider before submitting the Event Proposal and Logistics Forms

- What are the roles of the Events Team for this event (refer to Section 1.2)?
- What are the roles of the Client for this event (refer to Section 1.3)?
- Does this event or a similar event already exist? If so, is there an opportunity to collaborate?
- How can the event be professionalised?
- What is the event type? (i.e. Fair, Expo, Conference, Morning/Afternoon Tea etc.)
- What is the event name?
- What is the description of the event? (i.e. Expo to welcome new students to UQ)
- What is the event size according to the scale outlined in Section 1.1?
- What are the preferred event dates and times (remember to factor in bump in and bump out times)?
- Why will the event will take place on this date?
- Who the main Client contact will be?
- What are the event aims and objectives?
- How will the event aim to enhance the student experience?
- How will the success of the event be measured effectively, aligning to the aims and objectives?
- How is value added for both the guests (i.e. students) and for Student Affairs?
- Who is the target audience?
- How many people are estimated to attend?
- Will guests be required to register?
- What will the event include (i.e. what type of venue, catering, audio-visual equipment, theming, entertainment, guest speakers, gifts and prizes etc.)? [Information about typical catering and venue prices available in Appendix 2](#)
- Will the event require promotion (i.e. digital signage, posters, brochures/postcards/bookmarks promoting event, advertisements on the UQ website, Facebook page or Instagram etc.)? [Materials to be used at the event, not for event promotion purposes, is the responsibility of the Client to organise.](#)
- When determining requirements, has disability/accessibility been considered? (For further information about this, please refer to UQ OH&S, the Events Team and the Learning Hub Manager, Student Services).
- What is the estimated event budget, based on the above factors and which chartstring will this come from?
- What is the draft order of proceedings for the event (if applicable)?
- What duty of care should the Client hold for this event, with regards to equipment and catering (refer to Section 2.0)?

4.0 Submitting the Event Proposal Form

The event proposal form is the form submitted by the Client to secure an event date.

- All event dates should be submitted by the Client to the Events Team in the year prior (by the end of November after budgets are released) so the dates can be evaluated by the Events Committee in preparation for the following year.
- Please note that the specific event details are not required by this time, only the proposed date, times, aims and objectives for the event. Some consideration should be taken for the points in Section 4.0 below.
- The online Event Proposal form is available at: <https://www.surveymonkey.com/r/SAeventproposalform> or through the Student Affairs website (<http://student-affairs.uq.edu.au/business-management>).
- This form will be open for submissions until the end of November, at which point the Events Committee will convene to evaluate the proposed events calendar.
- Events submitted after the due date will take second priority to those submitted on time, which may result in preferred dates becoming unavailable. This will be at the discretion of the Events Committee.

5.0 Submitting the Event Logistics Form

The Event Logistics Form is the form submitted by the Client to outline all the specific requirements for the event. This form is usually submitted closer to the event date, according to the event size and pre-planning timeline guide (see Section 1.1).

The Client is responsible for ensuring the Event Logistics are requested appropriately, according to the below points:

- All events must be submitted via the online Event Logistics Form (<http://www.uq.edu.au/student-services/event-logistics>) regardless of size, re-occurrence or nature.
- Should an event change during the planning process, the client will be required to update/edit their Event Logistics Form as required and re-submit (i.e. re-send emails).
- The Event Logistics Form will be treated as a professional document and will be expected to be as detailed as possible.
- When an Event Logistics Form is submitted, the Events Coordinator will evaluate the submission and report back to the client if there appears to be any logistical issues present.
- The event date, timing, aims and objectives will have already been approved by the Events Committee in November of the previous year through the Event Proposal Form. If the Event Logistics Form is submitted after this time without an Event Proposal, event approval will be at the discretion of the Events Team & the Events Committee
- Please ensure that the information submitted in the Event Logistics Form matches the Event Proposal Form submitted previously. In the event that the information does not match, the form will be sent back to the Client to be amended. Any changes to an agreed Event Proposal will be at the discretion of the Events Committee.
- If the information presented in the Event Logistics Form is not determined to be an 'event' (i.e. room booking only or multiple room bookings for a program) and doesn't require the event team's expertise or other logistical requirements, the event may be rejected and the client will need to make arrangements for this. In this case, please refer to [Appendix 2](#) for How To Guides.

6.0 Event Planning Process

During the event planning process the following sections outline the responsibilities of the Client and the responsibilities of the Events Team:

Client

- Ensure agendas and meeting minutes are prepared in a timely manner
- Ensure items are approved and signed in a timely manner
- Ensure approved expenditure adheres to the proposed budget
- Ensure tasks are being completed as agreed in a project plan, meeting minutes or other
- Ensure regular meetings are held, if necessary to the event and event planning process
- Ensure invitations are sent by allocated date (if specified and applicable)
- Monitoring registrations and liaising with stakeholders (i.e. students, exhibitors etc) (if specified and applicable)
- Ensure any major event changes occur within the agreed time frame, according to event size (Section 1.1)
- Ensure event logistics are current and all stakeholders are informed accordingly
- Send final numbers to Events Team for catering and other logistical or finance purposes by date specified in project plan or according to event size (Section 1.1)
- Ensure order of proceedings is provided in a timely manner to the Events Team for use in run sheets etc. (if applicable)
- Provide design ideas for promotional material to the Events Team, allowing enough time for OMC to design these and have them printed
- Ensure promotional material design and content is approved in a timely manner
- Arranging exhibitors on floor plan by date allocated in the project plan (if applicable)
- Rostering of staff for the event, i.e. staff working on information stalls (not including staff who are hired to assist the Events Team only)
- Approval of contingency plans and risk assessments
- Book iPads/tablets for student/exhibitor evaluation surveys. Electronic forms are the preferred method in order to minimise data entry post-event. Paper surveys should be kept on hand in the event as a contingency. Please refer to [Appendix 2](#) for guidelines on booking iPads/tablets
- Create Student Surveys, for completion on event day, and load onto iPad or tablet prior to the Event.

Events Team

- Ensure agendas and meeting minutes are prepared in a timely manner
- Send quotes to manager or budget holder for approval in a timely manner
- Process payments efficiently to receive purchase order numbers
- Ensure quotes and purchases adhere to the proposed budget, unless advised otherwise by Client
- Ensure tasks are being completed as agreed in a project plan, meeting minutes or other
- Ensure regular meetings are held, if necessary to the event and event planning process
- Ensure invitations are sent by allocated date (if specified and applicable)
- Monitoring registrations and liaising with stakeholders (i.e. students, exhibitors etc) (if specified and applicable)
- Organise all quotes and bookings and all other logistical requirements according to the project plan or Event Logistics Form
- Ensure production of all relevant collateral (i.e. name tags, exhibitor packs, exhibitor signage, run sheets etc.)
- Send Client design ideas and content to OMC for promotional material design and print
- Ensure promotional material design and content is approved by Client in a timely manner
- Arranging exhibitors on floor plan by date allocated in the project plan (if applicable)
- Rostering of event assistants, i.e. casual staff hired to assist the Events Team with logistics (does not include staffing of information booths, promotional booths, student leader helpers during the event)
- Ensure all precautions are in place (i.e. contingency plans, risk assessments)
- Assist Client to load Student Surveys onto iPad/tablet if required
- Print paper Student Surveys as a contingency

7.0 On the Event Day

During the event, the following sections outline tasks that the Client and Events Team may need to assist with. As every event is different, some factors may or may not apply to all events. Discussions around tasks for each event will occur in the event planning process between the Events Team and the Client.

Client

- Assist Events Team with event bump in and bump out
- Manage event volunteers and/or Student Leaders/Ambassadors
- Monitor staff rostering
- Assess the event and whether outcomes and objectives are being achieved
- Ensure any issues at the event are reported to the Events Team for appropriate action
- Ensure stocks of marketing materials or other are managed and replenished where required
- Ensure tasks are being completed as per the run sheet (if applicable)
- Greet exhibitors and special guests
- Liaise with exhibitors and special guests to ensure their needs are met
- Manage lunch breaks for staff or student volunteers, leaders or ambassadors working at the event in conjunction with Events Team breaks
- Assist with queuing and crowding at the event
- Make announcements over PA system where/if required
- Ensure evaluation forms are completed by participants

Events Team

- Event bump in and bump out with assistance from the Client
- Manage external stakeholders for event bump in and bump out (i.e. exhibition providers, theming companies etc.)
- Ensure any issues at the event are actioned appropriately in conjunction with the Client
- Ensure tasks are being completed as per the run sheet (if applicable)
- Assist Client to greet exhibitors and special guests
- Assist Client to ensure needs of exhibitors and special guests are met
- Manage event catering
- Manage lunch breaks for Events Team in conjunction with Client breaks
- Assist with queuing and crowding at the event
- Greet entertainers and provide them with an event briefing
- Manage the event to ensure it is running successfully (if applicable)

8.0 Post-Event

The following section outlines the responsibilities of the Client and Events Team for the post-event procedures:

Events Team

- Send out Student Affairs Event Evaluation Form to the Client and Student Affairs staff via email - this form is to be used internally to evaluate the event and if the event achieved the aims and objectives set in the Event Proposal Form (Section 4.0).
- Link to the Student Affairs Evaluation Form: www.surveymonkey.com/r/sa-eventevaluationform
- Send out Exhibitor Evaluation Form to exhibitors. Link to this form will be available on an event-by-event basis.

Client

- Once the Events Team has sent the Client the Student Affairs Event Evaluation email, the client will be required to forward the link to the event volunteers/leaders/ambassadors who assisted at the event
- Link to the Student Affairs Evaluation Form: www.surveymonkey.com/r/sa-eventevaluationform
- Client to collate information and complete data entry (if applicable) for Student Surveys and send results to relevant parties (i.e. Student Affairs staff and the Events Team).

Client & Events Team

- Send formal thank-you's to stakeholders according to who issued the original invitation (who holds the relationship)
- Once all feedback is received, the Client and Events Team will hold a meeting to discuss the outcomes and what may need to be changed, or what will remain the same for future occurrences of the event. These outcomes will be reported back to the Events Committee.

9.0 Appendices

9.1 Appendix 1: Event Size Examples

The below are examples of event sizes for Client reference. The types of events are not limited only to those listed. Please contact the Events Team to query an event size if required: studentaffairs.events@uq.edu.au

Small Event:

- Careers Fair Thank You Party
- Follow On/Return Home Sessions
- IAP Lone Pine Trip
- IAP Special Morning Teas and Share Plate Lunch
- JSAPP morning teas and lunches (small to medium depending on offerings)
- Mates BBQ's
- Mates Games/Trivia Nights
- Mature Mates
- Student Leader Selection Days

Medium Event:

- IAP Concert
- Relaxation Zones
- Strive to Thrive
- Student Executive Welcome
- Student Leader Appreciation Night
- Student Summit (medium to large)

Large Event:

- Accommodation Expo
- Careers Fair
- Global Experiences Expo
- New Student Welcome Expo
- Summer/Winter Research Welcomes
- Undergraduate Research Conference
- Volunteer Expo

Exclusions:

- Information stalls/sessions
- Market Day
- New Staff Expo
- Open Day
- Workshops
- Program room bookings
- Orientation week room bookings
- Interview panels
- Staff meetings
- Teleconferences
- Staff rostering for service marketing and stalls at events
- Administration support (photocopying, business cards, service specific marketing, certificates, printing i.e. materials for workshops/programs, workshop calendar, uploading service marketing screensavers to appspace or 21D/C, UQ Union diary marketing bookings)

*Please note these lists are not exhaustive. Rooms in 21C or MFC will still be booked through the Events Team.

9.2 Appendix 2: How To Guides

9.2.1 Room Bookings

Lecture theatre or tutorial room:

- 1) Go to the room bookings website: www.uq.edu.au/teachingspace/wrb
- 2) Click "request dates" for the relevant year
- 3) Log in with usual log in details
- 4) Fill in the below details:
 - "Minimum size" – the attendance numbers
 - "Location Department" – usually central
 - "Campus / site" – St Lucia
 - Click the type of room you would like in the right hand box i.e. collaborative or tiered lecture style. Click "ctrl" and add any resources you may need i.e. Data projector, microphone etc.
 - Select the event date.
 - Select the event time.
 - "Next"
- 5) A list of rooms will then come up with the capacity and building details. Select the one that suits you best. Then hit next.
- 6) Make sure all the details are correct and add in any additional information then confirm reservations. You will receive a confirmation email once this has processed

Use this site to view the rooms before making a selection - www.uq.edu.au/teachingspace/

* Please note that you cannot book rooms out of semester time until the lecture schedules have been confirmed (usually room bookings open for in-semester bookings during week 1). Teaching spaces are free of charge.

UQ Union complex rooms – Innes, Holt and Heath:

You will need to contact Abbie Glossop from UQ Union to book the rooms and organise requirements.

Phone: 07 3377 2288

Email: Abbie.Glossop@uqu.com.au

Student Affairs has an agreement that rooms will be charged at a flat rate of \$110.00 (including GST) per day. Some additional requirements may cost extra (i.e. table cloth laundering, AV equipment etc)

Terrace Room and UQ Centre:

UQ Centre Bookings

Phone: 07 3346 8865

Email: uqcentre@pf.uq.edu.au

For Terrace Room Bookings please send an email to the below address:

Email: terraceroombookings@library.uq.edu.au

UQ Centre fees are charged based on requirement. Terrace Room is generally free of charge for a student focused event.

Workshop, Media, or Pass Rooms – 21C:

These bookings are made through the events team.

Please email: studentaffairs.events@uq.edu.au

Multi-Faith Chaplaincy Rooms:

These bookings are managed both by the events team and the chaplaincy manager.

Please email either studentaffairs.events@uq.edu.au or chaplaincy@uq.edu.au

*Bookings in Building 21C and the MFC should be sent to the Events Team no less than 24 hours prior to the booking time. Bookings made after this time cannot be guaranteed to be made in time

9.2.1 Room Bookings cont.

Bookings in Building 21C and the MFC should be sent to the Events Team no less than 24 hours prior to the booking time. Bookings made after this time cannot be guaranteed to be made in time

Orientation Week Room Bookings

All staff booking rooms in Orientation Week must complete Web Delegate Training. Please contact Peter Lowther from Orientations to organise a training session: p.lowther@uq.edu.au

Outdoor Spaces

All outdoor spaces are booked through UQ Security via email: sao@pf.uq.edu.au

*Please note that if the venue hire relates directly to an event, the venue will be booked by the Events Team.

9.2.2 Catering

St Leo's Catering

Menu: <http://www.stleos.uq.edu.au/catering-conferences-home.html>

Enquiries/bookings: catering@stleos.uq.edu.au

Schonell Catering (UQ Union)

Menu: <http://www.uqu.com.au/catering>

Enquiries/bookings: Abbie.Glossop@uqu.com.au

Pizza Caffe

Menu: <http://www.uqu.com.au/outlet/21/pizza-caffe>

Enquiries/Bookings: (07) 3377 2239 / uqunion@uqu.com.au

Other External Caterers

Garnishes Catering: info@garnishescatering.com.au

Progressive Catering: trent@progressivecatering.com

Art of Catering: julia@artofcatering.com.au

*Please check venue's preferred supplier before booking catering

*Please note that if the catering relates directly to an event, the catering will be booked by the Events Team.

9.2.3 Printing

Please contact the OMC design team or the Student Affairs Communications Technology Officer (Bri lves) for any required designs and list all the requirements for the design (including posters, brochures, banners etc.).

OMC: www.uq.edu.au/omc/design-team

Student Affairs Design Brief Form - please fill this form in, rather than emailing Bri in the first instance:

<http://www.uq.edu.au/student-services/design-brief-and-request-form>

Please see the below options for print orders:

- 1) Black and White - free printing: Copying and General Office Services: www.uq.edu.au/operations/copying-and-general-office-services
- 2) Colour printing - Payment Required: Gatton Printery (RISQ): www.uq.edu.au/services/printery-gatton-42708, or Ergo Asia (UniFi requisition): uqprintmanager@uq.edu.au
- 3) Merchandise or other promotional materials - Payment Required: Ergo Asia: uqprintmanager@uq.edu.au
- 4) Business Cards and Certificate Paper - Payment Required: Bluestar Go (Corporate Card or UniFi requisition): <https://web2print.bluestargroup.com.au/uq/>
- 5) Please see [Appendix 3](#) for Finance Procedures

*Please note that if the printing relates directly to the promotion of an event, the printing will be ordered by the Events Team.

9.2.4 Certificates

Certificate creation and printing instructions:

Please see [Section 9.2.3](#) for how to obtain UQ certificate paper

- 1) Create an excel spreadsheet with the required columns and information. (i.e. First Name, Last Name, Program/Position [if required])
- 2) Amend certificate template to reflect the requirements (<http://student-affairs.uq.edu.au/>)
- 3) Insert signature of manager/staff member if required
- 4) Leave blank spaces where the mail merge fields will be inserted (i.e. for First Name, Last Names, anything that can be auto-populated using the excel spreadsheet).
- 5) Save Excel spreadsheet on file and complete a mail merge.
- 6) To complete a mail merge, please follow these steps:
 - a. In the amended certificate template document:
 - Click on the mailings tab
 - Click select recipients
 - Click existing list
 - Find the Excel spreadsheet on file and click on the relevant sheet (always sheet 1 unless there are multiple sheets in the excel document).
 - b. The spreadsheet is now linked to the certificate template. Please be aware that if you move either file on your computer to another folder, or rename either file the link will be broken and you will have to do step a. again.
 - c. Click in the certificate template where the first field will go (i.e. first name).
 - d. Under the mailings tab click 'insert merge field' and select the field from your excel spreadsheet. Once inserted it will look similar to this: <<First Name>>. Then repeat this for any other fields.
 - e. Formatting can be adjusted at this point if required (i.e. font, size, colour, bold etc.). Please be aware that the merge field name (i.e. First Name) may have a different number of characters than the name itself, so the certificate will look a little different once merged.
 - f. Save this document as a backup
 - g. Click on 'Finish and merge' (under the mailings tab) and click 'edit individual documents'. The merged certificate will open in a new document
 - h. At this point, certificate can be amended if needed. Alternatively, this document can be closed without saving and the original template can be amended, then complete step g. again.
- 7) Once the mail merge is complete, load the certificate paper into the printer. Usually there is a diagram on the printer which explains how to correctly load the paper. Otherwise, it may be a case of trial and error.
- 8) Print Certificates
- 9) Remove leftover certificate paper from the printer

9.2.5 Equipment Hire

To book Student Affairs equipment please email the hire request to the Event's Team:

studentaffairs.events@uq.edu.au.

Please include the type of equipment for hire, pick up date and time and return date and time. Please also note that if the equipment is required for an event, the event will take priority.

Equipment for hire includes, but is not limited to: marquees, black information pod, tables, table cloths, banners, iPad dock, trolleys, urns, iPad stands, data projector.

iPad's and laptops can be hired through the Student Services Database Assistant:

a.parker@uq.edu.au.

IT equipment (microphones, speakers etc) can be hired through ITS Audio-Visual:

itsupportdesk@its.uq.edu.au.

*Please note that if the equipment hire relates directly to an event, the equipment will be booked by the Events Team.

