**Service Level Agreement between UCC Student Life Dept, UCC Sports Dept & Student Community Support Staff (provided by Tekken Security Co for UCC Student Life & Sports Dept large events and balls) .**

**A service-level agreement (SLA) defines the level of service you expect from a vendor, laying out the metrics by which service is measured, as well as remedies or penalties should agreed-on service levels not be achieved.**

The aim of this agreement is to ensure the safety of UCC students, to outline the relevant procedures, and to ensure the smooth running and effectiveness of the student community support (SCS) at UCC events.

**PURPOSE OF STUDENT SAFETY/ SUPPORT STAFF**

SCS are employed to provide non-judgmental support to students who may find themselves in vulnerable or unsafe situations at UCC Societies/Clubs and SU Balls & larger events. The service is not, under any circumstances, a replacement of any security services, or any emergency services.

SCS is in place at these events to provide assistance to students in a vulnerable position due to substance use, injury, assault, or any other personal emergency. It is important to note that SCS is not, under any circumstances, a replacement of any security services, or any emergency services.

**SCS RATIO/ REQUIREMENT AT EVENTS**

The following ratio is agreed in conjunction with UCC, UCC Students’ Union, UCC Societies Executive, and UCC Clubs Executive for all events and functions

* Less than 200 event attendees or less 2 SCS members
* 200- 500 event attendees- Team of 3 x SCS required
* 500-1000 event attendees- Team of 4 x SCS required
* 1000- 1500 event attendees- Team of 4 x SCS required

The event organisers will delegate a point of contact (generally a committee member in the case of societies/ clubs and a staff member in the case of the students’ union) to take responsibility for the oversight of the SCS activities at the event and liaise with the Tekken staff.

**REQUESTING SCS STAFF FROM TEKKEN**

Requests for SCS staff can be made with TEKKEN at the same time that security for the event is being arranged with the company. If your event is being held in a location where TEKKEN are not the designated security company you will need to arrange SCS separately with TEKKEN by ringing manager John Mc Carthy (0879836434)

The individual groups: i.e the Students’ Union, Societies, Clubs, that hire SCS for an event and make use of their services are ultimately responsible for paying the individuals working as SCS at their event(s).

**RESPONSIBILITIES - SCS STAFF**

1. Introduce selves to relevant security, first aid and hotel management at the beginning of night.
2. Maintain a highly visible presence around the premises and its perimeter of the event location at all times.
3. Go to the aid of any students that they feel require support and provide assistance to students directly or indirectly by assessing situations.
4. Liaise with security staff in the hotel and organising committee members on a regular basis.
5. Link with security staff to ensure that any students who are ejected from the premises are sent home safely or deemed to be competent to make their own way home.
6. In the event that a student is deemed to be unable to arrange their own way home the SCS will organise a taxi on their behalf. If the student is unable to pay for their taxi, SCS will prepay for the students’ journey. SCS will take note of the student's number as well as the taxi number plate and provide SU/Societies and Clubs with these details so that reimbursement can be sought. To fund this the SU/Societies and Clubs will ensure that they have provided appropriate funds to TEKKEN in advance of any event they organise.
7. SCS are required to be first aid trained and to provide first aid to students if and when necessary. If the situation is outside of their competencies to refer to on-site medical team if necessary or medical authorities where appropriate. In serious situations they are required to stay with the student until relevant medical authorities take over.
8. Teams are to be observant and vigilant at all times when on patrol.
9. Must treat people and students they meet with respect and conduct their work in a completely non-judgmental, non-aggressive, non-threatening manner.
10. They are to maintain confidentiality at all times. Incidents of a serious nature cannot be discussed outside of the SCS Team involved.
11. SCS shall wear separate uniform to security (‘safety team’ uniform) so that they are easily recognisable and differentiable from security staff. TEKKEN will provide SCS with this uniform.
12. SCS team will be required to help security staff load students on buses and stay at the venue until the last bus is leaving.
13. Members of SCS team/Tekken security on duty will report anything of note to the event organiser within 24 hours of close of the event.