

PART B: Chapter Management

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THE ROLE OF ALUMNI CHAPTERS

Alumni Chapters are formed on the basis of a common professional, industry, faculty, geographic or other special interest area. At the time of publication, QUT collaborates with 11 faculty/discipline-based chapters, three interstate chapters, eight official international chapters and numerous informal alumni networks and contacts around the world.

Each chapter is led by a **committee of volunteer alumni members** who have been elected to official positions. Chapters also work with a dedicated liaison staff member from the Alumni Office who provides valuable advice and support.

Chapters play an important role in QUT's overall alumni engagement strategy by assisting the university to identify and involve alumni in activities that complement QUT's aims and which facilitate networking, professional development and social connections across the alumni community.

Some of the key roles of Alumni Chapters include:

- Offering a point of contact for alumni to remain connected to each other and QUT
- Organising a range of activities, programs and social events which serve the personal and professional needs of alumni and which build affinity with the university
- Assisting the Alumni Office to identify 'lost' alumni, maintain accurate and up-to-date contact records, and keep informed of alumni achievements
- Promoting and enhancing QUT's reputation, outreach and profile by assisting with local student recruitment, marketing and other activities
- Providing valuable feedback and insights to QUT on alumni needs and interests to help inform

future alumni engagement programming

- Identifying opportunities for alumni to offer their skills and expertise for the benefit of QUT, students and other alumni
- Helping to support QUT's strategic aims whenever possible.

Additionally, interstate and international chapters are responsible for:

- Providing local knowledge and networks through advice and mentoring to new graduates or other alumni moving to the region
- Being a point of contact, information and local knowledge for QUT delegations, faculties and individual academic/professional staff visiting or undertaking QUT-related programs in the region.

Expectations of Alumni Chapters

Although each Alumni Chapter will have formed because of a unique set of circumstances and goals, all chapters are required to:

- Create a set of **Chapter Rules (B-B1)** to be approved by the Alumni Board and ratified by the chapter membership at a general meeting/AGM
- Hold an Annual General Meeting
- Hold **open elections** for volunteer committee positions **at least every 2 years** in accordance with chapter rules
- Hold an annual **chapter planning day (B-F1)** and provide the Alumni Office with a list of planned activities for the year
- Hold a minimum of 4 chapter committee **meetings** per year
- Provide an **Annual Chapter Report (B-G1)** to the Alumni Board for inclusion in the Alumni President's annual report
- Extend **participation and membership** to all QUT alumni who meet the chapter's criteria as outlined in the chapter's rules
- Agree and adhere to a strict **Code of Conduct (B-D1)** for chapter officials which maintains and enhances the public image and reputation of QUT Alumni, the Alumni and Development Office and QUT
- Maintain **strict confidentiality of data (B-E1)** provided to committee members and adhere to conditions placed on its use including signing a **compulsory confidentiality form**
- Provide full **contact details** of all committee members to the Alumni Office and pass on event attendee lists and updated contact details of alumni
- Maintain regular **communication** with their **alumni liaison officer**, including supplying meeting minutes and seeking advice on activities and resources
- **Respond** in a timely manner to queries from alumni contacting the chapter
- Establish a meaningful connection between alumni and the university through a **stimulating program of activities** which provide opportunities for networking, personal and professional development and mutually beneficial outcomes
- Ensure at least one chapter representative participates in **professional development activities** offered by the Alumni Office, including the QUT domestic or international alumni leaders' conferences/planning days
- Identify opportunities to **involve current students** in chapter activities where appropriate and develop a student-alumni engagement strategy
- **Manage funds** raised through chapter activities in a responsible, transparent and accountable manner.

Establishing a New Alumni Chapter

New Chapters are normally instigated by one or more alumni who express an interest in establishing a chapter for a specific cohort, activity or region.

The QUT Alumni Board is responsible for approving the establishment of any new alumni chapter, and will only do so if it is satisfied that the chapter will appropriately represent alumni, uphold the objectives and goals of

QUT locally and internationally, and be sustainable.

Running an alumni chapter requires a great deal of commitment, time and motivation from the founding group and the decision to proceed should be considered carefully.

The establishment of a new chapter is a joint effort between the alumni volunteers, the Alumni Office and Alumni Board. Sometimes it may

also include support from a specific QUT faculty, school, institute or division. All interested parties should meet regularly during the development phase to ensure all opportunities and requirements have been considered.

The **Establishment Checklist** below has been devised to provide new chapters with the best possible opportunity for sustained success.

Chapter Establishment Checklist

To be undertaken in collaboration with the Alumni Office

- ☑ **Contact the QUT Alumni Office** to advise your interest in establishing a chapter.
- ☑ Determine the **geographic or discipline boundaries** of the chapter.
- ☑ **Survey the target group** to gauge the level of interest in a new chapter and to identify potential leaders, organisers and members.
- ☑ Hold a **planning meeting** with interested individuals to
 - **reach consensus** on the feasibility of an alumni chapter and the membership parameters
 - **review the purpose**, objectives, expectations and requirements of the alumni chapter
 - **identify initial volunteer committee members** according to people's interest, skill level and time availability
 - choose a suitable **Chapter name**.
- ☑ Identify at least **20 Charter Members** who have indicated their interest and willingness to support the new chapter. These charter members will be responsible for electing the inaugural committee holders.
- ☑ Create the draft **Chapter Rules (B-B1)** for approval by the Alumni Office.

- ☑ Devise a draft **activities plan** for the chapter's first year of operation. New chapters are encouraged to concentrate on a small number of quality activities/events rather than undertake too many activities.
- ☑ Complete the **QUT Alumni Chapter Approval Request Form (B-A1)** and supply required documentation. The form must be signed by all charter members and accompanied by the draft chapter rules, and a draft outline/plan of activities for the first year.
- ☑ Submit the Approval Request Form to the **QUT Alumni Board** for consideration. The Board may request changes to the plan or seek further information before making their final decision. All new chapters are officially confirmed at the Alumni AGM.
- ☑ If the Chapter is approved, a member of the Alumni Office will be allocated as the chapter **'liaison'** to work with the committee to plan and promote the **Chapter Launch**.
- ☑ The Chapter must plan to hold an **annual general meeting** within 12 months of establishment and invite nominations from its membership for election to the chapter committee.

Maintaining Chapter Status

- ☑ The chapter must meet the expectations outlined on page B1. Failure to meet these expectations may result in the chapter being made 'inactive' by the Alumni Board.

Inactive Chapters

- ☑ An inactive chapter is one that has **no record of activity or active leadership for 2 years** OR which does not continue to maintain all the expectations of a chapter as outlined in this manual and in the chapter's rules.

A word about Incorporation

*Unless required by the laws of a specific country, QUT alumni chapters are **NOT** encouraged to register as incorporated groups.*

Incorporation exposes volunteer committee members to a range of liabilities and responsibilities that they may not be in a position to maintain. Forming a chapter under the auspices of QUT will provide a sound degree of protection to volunteers and ensures a level of support which gives chapters a better chance of long-term sustainability.

Any requests for incorporation will be considered on a case-by-case basis and must be formally approved by the Alumni Board.

Alumni Chapter Structure

Alumni Chapters are operated by a volunteer organising committee of at least five and up to 11 key office holders. This will include positions tasked to oversee specific activities and general committee members who support the other roles.

The size of a committee will be determined by its membership. Chapters with a large or diverse membership base and significant programming activity will require more positions to ensure workload is spread evenly. Chapters with smaller cohorts may decide to combine some positions, for example secretary/ treasurer, and events/ communications.

Having an **uneven number of positions assists with committee voting** by providing a majority vote for committee decision-making processes.

It is recommended that key positions such as President, Vice-President and Secretary be held by only one person as **sharing roles between two or more people can cause role confusion and dilutes responsibility.**

If a chapter feels it needs more than one Events or Communications Coordinator, **one person should still be designated as the primary contact** for the portfolio.

Remember, your **alumni liaison officer is a non-voting committee member** and must be included in all correspondence and meetings.

Refer to Role Descriptions (B-C1) for full details of duties and expectations.



SUGGESTED POSITIONS

● President/Chair (essential)

Has primary responsibility for the chapter and is the key contact for the Alumni Office. The President provides leadership to the chapter, chairs committee meetings, and compiles the annual report. **Must be elected** by the membership.

● Vice-President/Vice-Chair (essential)

Serves as the understudy to the President and assists in managing the chapter. They may focus their attention on a specific portfolio. The Vice-President leads the group in the President's absence.

● Secretary (essential)

Prepares the agendas and minutes from committee and general meetings, maintains records and attends to general business and correspondence.

● Treasurer (optional)

May be necessary if a chapter holds its own funds and is responsible for accurate financial accounting, payments and reports. The Alumni Office may provide support in this area. May be combined with the Secretary role where appropriate.

● Events Coordinator (essential)

Oversees the chapter's event calendar and recruits volunteers to assist with activities. They work closely with the alumni liaison officer to ensure adherence to event management requirements.

● Communications/ Marketing Coordinator (optional but recommended)

Responsible for the chapter's communication plan including email invitations and overseeing the chapter's social media presence. Works closely with the Alumni Office to ensure consistent and timely messaging.

● Membership Coordinator (optional)

This may be combined with the Secretary role. Has responsibility for the recruitment and retention of members and following-up contacts. Seeks to find 'lost' alumni and learn more about current members' careers and interests. Looks at options for other membership levels and services. Works with the alumni liaison officer to ensure member information is held in the central alumni database.

● Student Engagement Coordinator (optional)

Develops a plan for involving students in chapter activities, educating students about the alumni program and encouraging them to maintain their contact after graduation. Identifies ways the chapter can help with transitioning students to alumni roles.

● Sub-Committees (as required)

Where necessary, chapters may establish sub-committees to manage particular projects or aspects of the chapter's operation. This is a good way to involve other volunteers or students who cannot commit to a full position, and is an effective way to utilise people's specific talents and develop the skills of possible future members.

Sub-committees would typically be formed for events, communication activities or special projects. They are chaired by an official chapter committee member and all volunteers are bound by all the normal code of conduct regulations and other expectations of chapters.

Recruiting Committee Members

Characteristics & Qualities of Successful Chapter Leaders

Accepting a role on a chapter committee is an important responsibility and should not be entered into lightly. Chapter leaders are representing not only their membership, but also the university more broadly and therefore have a high level of expectation placed upon them.

Most importantly chapter leaders:

- Believe in, and are committed to, the chapter’s goals and inspiring a shared vision
- Model a high standard of behaviour, and conduct their activities in a professional, ethical and transparent manner
- Enter into their roles understanding that it requires a level of personal and time commitment
- Always act in the best interests of the chapter, not for personal gain or self-interest
- Understand the limitations of their skills and knowledge and know how to enable others to act and use their unique talents
- Know when to seek help and delegate tasks effectively
- Provide constructive feedback to others and also seek feedback for themselves
- Deal effectively with conflict and accept differences of opinion
- Undertake succession planning to identify and cultivate future leaders for the long-term sustainability of the chapter
- Generate a sense of goodwill and show genuine interest in others
- Have initiative, are positive problem-solvers, good communicators and listeners,
- Are flexible and open to opportunities
- Talk positively about their experiences with others
- Are not afraid to tap into their contacts and networks for ideas and support
- Enjoy themselves and ensure others are having fun too.

Recruiting Chapter Committee Members

A effective chapter committee is built on three key elements:

1. **SKILLS**—Aim to build a team with a diverse range of skills and experiences to cover the full breadth of tasks to be undertaken. **Every role is important to the effective functioning of the chapter.**
2. **ATTRIBUTES**—it’s not useful if everyone is an ideas person but no one wants to execute the plan. Chapters need a mix of leaders, ideas-people, planners and doers to set goals and get things done.
3. **EFFORT**—everyone on the committee needs to put in time and effort to their roles. Additional volunteers should be called upon to support activities where appropriate .

People are more likely to commit to a committee role if they understand that the position has defined time limits.

It is recommended that **chapter leaders hold their office for no more than 3 terms (maximum 6 years)**. This is to prevent burn-out and to ensure that the chapter continues to evolve and revitalise itself through new ideas and energy. It also signals to potential committee members that the chapter values change and revitalisation for long-term sustainability.

Another key to success is the ability to draw-in additional interested alumni into the chapter who have the potential to step into committee positions in the future.

Identifying potential committee members can be achieved by:

- Reviewing the membership base and identifying possible volunteers based on their discipline and/or professional experience

- Providing opportunities, through surveys or specific calls for expressions of interest for people to self-identify as potential committee volunteers
- Contacting people who have a long history of supporting the chapter (eg through regular event attendance) and asking if they have an interest in taking on a more active role in the management of the chapter. Start with small support roles and gradually build up responsibility over time if a volunteer shows a keen interest
- Consider recruiting alumni who were active student leaders. Some of the most loyal alumni chapter volunteers have a background of active and sustained service in student associations. These volunteers are a great resource as they have a closer connection with the university and experience with volunteer committees and activities.

When recruiting volunteers to the committee be honest about the responsibility and time commitment involved.

Don’t assume that busy people would not be interested—sometimes people relish being busy and are the most effective at getting things done.

Succession Planning

All committee members should be tasked with the responsibility of identifying suitable successors to their roles. This is achieved through proactively getting to know members better, not only at events but also meeting up with them at other times to discuss their interests and ability to take on additional responsibilities.

Have an ‘order of succession’ so it’s clear who may be in line for leadership BEFORE they are expected to take over and make sure they are aware of this!

Committee Management—the basics

Committee Culture

What kind of committee does your chapter aspire to have? This is an important question as it sets the tone for how your team functions during the good times, as well as the more challenging phases of the chapter cycle. Questions to discuss and agree on as a team include:

- **How social?**

Does your committee prefer formal meetings or informal get-togethers at a coffee shop or someone's house? Will members be 'expected' to socialise outside of meetings? If some members socialise more than others, ensure that these get-togethers do not become pseudo-meetings at the exclusion of other members.

- **How focused?**

Does the committee have big plans for the chapter or are you content to keep a few key activities going? What expectations are there regarding the work that needs to be undertaken and each member's commitment to this? What are people's different motivations for being involved with the committee and do these match with the aims of the chapter?

- **How active?**

How much activity will members be expected to engage in? Is there a fair and clear distribution of workload across all members? Are some roles expected to do more than others? Is there potential for burn-out if this is not identified and managed properly? Aim to build capacity in all roles to avoid 'martyrdom'.

- **How much time?**

What are the REAL expectations regarding time commitment to chapter business and is this sustainable? Remember to factor in committee meetings, activity planning and follow-up, project work and attendance at chapter and other Alumni and QUT events.

- **How communicative?**

How will the committee keep in touch and share information between meetings to ensure everyone stays in the loop?



- **How welcoming?**

Are new-comers welcome? How will they be supported and inducted into their roles and by whom?

- **How resourced?**

What resources, tools, networks and equipment will be available to the committee to undertake their roles? Will members be expected to cover their own costs? Ensure all members are clear about what is and isn't possible to avoid problems.

- **How empowered?**

How will important decisions be made? How much authority and responsibility is devolved to each member and in what circumstances? Be clear about when members can act independently and when things need to be discussed as a group.

- **How reflective?**

It is important that the committee avoids a 'group-think' mentality in its planning and activities. How will the team review and evaluate its performance in a candid, open and transparent manner?

- **How supportive?**

Life has a way of interfering in our best laid plans. Are there support mechanisms in place when people experience problems, need to reconsider their involvement or wish to raise issues and concerns? It is important that people feel they can be honest and open about their circumstances without feeling guilty or that they are abandoning the chapter. The earlier issues are identified and discussed the sooner solutions can be put in place to minimise the impact on everyone.

Committee Meetings

Regular committee meetings allow for team building, better communication and planning.

Everyone's time is precious, so sound meeting preparation will make the best use of people's time.

- **Scheduling**

The **frequency** of meetings will be determined by the scope of the chapter and proximity of committee members but it is recommended that committees should aim for a **minimum of four meetings per year**. More meetings may be required in the lead-up to a significant event or project.

Timing meetings to fit in with committee members' schedules is critical to maximise attendance and participation. Consider the lifestyle, family, work and study responsibilities of members.

Where members can't attend a meeting, consider using telephone conference or Skype facilities as a way of still involving these members.

Try to set the years' meeting schedule in advance so that committee members can make arrangements to attend as many meetings as possible.

- **Involvement of committee members**

The President, as meeting Chair, must ensure that the whole committee is involved in setting meeting agendas by seeking input into the agenda and items to be added for discussion.

Committee Management—the basics

Keeping Records

The Secretary is responsible for collating the meeting agenda, distributing papers, taking minutes and circulating post-meeting action sheets (B-11). It is important that all committee members read these items.

Managing meetings

Generally a meeting can proceed once a **quorum** is present. This is generally considered to be at least 50% plus 1 of the eligible voting members.

The Chair should ensure that meetings move at a good pace and don't get side-tracked or transfixed on one issue at the expense of other discussion points.

Allocate timeframes for discussion on each item and appoint a member as the time-keeper to alert the group when times are running over.

Ensure that all actions and decisions taken have been recorded and read back to the group before the meeting ends. These will also be distributed in the post-meeting action sheet so all members know what was agreed to.

A simple 'show-of-hands' should suffice in deciding on a particular course of action provided an opportunity to express different points of view has been given. It helps to have an uneven number of committee members as this provides an obvious majority vote. If there is an even number of members, voting usually continues until a decision is made or a vote can be delayed to a later time. On some occasions, the President can have the final casting vote.

It is important to be flexible and exercise judgement in managing the agenda. Each member should be given the opportunity to provide an update on their activities, express ideas and identify concerns at meetings.

However, if the committee is involved in a heated discussion which is not reaching a resolution try taking a time-out or 'park' the issue until

another time. If the issue is a critical one—relating to finance, risk or conduct—these must be dealt with in a timely and sensitive manner.

Contact your alumni liaison officer if you need assistance with tackling these issues.

Remember being involved in an Alumni Chapter is meant to be an enriching experience. Keep your perspective and have fun!

TIP: Refer to your Chapter Rules for specific details on how your chapter management committee meetings should be conducted. These may differ from chapter to chapter.

Communication

Whilst committee meetings are an important part of management activity, it is critical that members communicate regularly between activities. This can be achieved via your official chapter email address established by the Alumni Office or members can utilise a range of other methods including on-line groups, discussion boards or communicator tools.

Teleconferences are also recommended where it is more prudent to have discussions in person to ensure that information is not misconstrued.

What to do when things aren't going according to plan

Firstly—DON'T PANIC!

All chapters go through cycles of activity and renewal. It is not uncommon for a chapter to have peaks and troughs of activity and complete changes in committee membership.

Sometimes chapters have to consider the difficult, but necessary choice to close should it no longer have a continued supply of volunteers or providing value to its members, irrespective of how active the chapter once was.

What to do next:

1. Act early

If you have concerns about how the chapter is progressing or its potential longevity, you should seek advice from your alumni liaison officer sooner rather than later. The earlier issues are identified and addressed, the more likely a workable and timely solution can be implemented.

2. Define the issue

What exactly is the key problem or concern? Is it a lack of volunteers to take on management roles? Is there a need to refocus the chapters' strategies or refine the membership base? Has the chapter been too ambitious or

underestimated the expectations? Do the volunteers lack the skills and resources to perform their tasks? Has the chapter been superseded by another organisation or service?

Talk through all the possible reasons and gather evidence from your members to help inform your decisions.

3. Devise a plan

Your alumni liaison officer will work with the chapter to develop a plan for rejuvenation. This might include a new recruitment plan, revised communication strategy or review of the chapters' core purpose and goals.

4. Accept what you can change—and what you can't

More often than not, chapters are able to rebound from a period of instability or inactivity with renewed focus and energy.

However, sometimes the best course of action is to dissolve the chapter. This should never be seen as a personal failure—instead chapter members should celebrate their past achievements and the work that was done to meet an identified need at a particular time.

The Alumni Office is available to help members identify other volunteer opportunities at QUT matching their interests and skills.

Chapter Planning & Reporting

ANNUAL PLANNING DAY

Chapters are encouraged to hold a dedicated planning day each year to devise or review chapter plans, discuss forthcoming activities and desired projects, establish an event schedule and consider volunteer recruitment and training activities.

All chapter committee members, your alumni liaison officer and other important associates and supporters should be included in the discussion.

Typically these planning days occur towards the end of the calendar year in preparation for the following year. Alternatively, planning can coincide with a financial year cycle.

Your alumni liaison officer can assist you with developing an agenda and finding a suitable venue for this activity. They can also help with stationery and other event support.

Planning Day Agenda

The focus of your planning will be dependent on the development stage of your chapter. New chapters will focus on setting **mission and goals**, whilst more seasoned chapters will revisit their long-term plans and revitalising **strategies (B-F1)**.

Key discussion points:

- **Review**—what worked well the previous 12 months and what opportunities/areas are there for improvement?
- **Vision**—why does your chapter exist and where do you want to be? Is this still relevant for your membership? Do you need to revision or reposition your chapter to better meet the needs of your current and future membership?
- **Objectives**—what are your key aims in the short-term (next 12 months) and longer-term (three-five years)? Ensure your plans are realistic, achievable and measurable by confining activities to no more than five key objectives.

- **Finances**—what is the current financial position of the chapter and what strategies can be implemented to grow the funding base to support chapter plans?
- **Recruitment plan**—review your current committee and volunteer base to identify skills gaps and succession planning strategies. How will you identify and bring new volunteers on board in the lead-up to the next general meeting?
- **Events program**—review the previous year’s activities and determine what key events you want to undertake and map out a draft calendar. Look for opportunities to collaborate with other chapters and organisations.
- **Special programming**—does your chapter want to undertake any special projects over the coming year/two years? How does this contribute to your chapter goals? What resources—time, people, money—would be required?
- **Member Communication and Engagement strategy**—how will you learn more about your membership base and involve them in your activities? What tools and new communication methods/technologies can you utilise which will increase the chances for members to find and connect with you?
- **Measures and evaluation**—include key measures of success to evaluate how well you are tracking against your goals.

Other Reporting

▶ Chapter Annual Report

All chapters are required to submit an **annual report (B-G1)** to the Alumni Board. This forms part of the Alumni President’s report presented at the Annual General Meeting, Volunteer and Donor Reception held in October each year.

The annual report includes an update on the following areas:

- Committee members
- Changes to chapter rules or focus
- Activities and events
- Communications
- Service & scholarships (if applicable)
- Recruitment activities
- Financial report (B-G2)
- Proposed activities for the coming year.

▶ Annual General Meeting Reporting

Chapters must prepare a comprehensive report to be delivered by the President and Treasurer at the chapter’s **annual or biennial general meeting** (refer to your chapter rules for the specific reporting requirements and timelines of your chapter). The report covers the same areas as the annual report submitted to the Alumni Board.

The chapter report is made available to members either electronically or in hard copy at the general meeting.



Annual/General Meetings & Elections



All Alumni Chapters are required to hold a **General Meeting within 12 months of establishing a new chapter and at least every two years after that to elect members to the Chapter Committee.**

- ▶ **Australia-based chapters** are encouraged to hold a general meeting for chapter members annually (AGM), with elections held at every second AGM.
- ▶ **International Chapters** are not normally required to hold an annual meeting, instead they report to their members and hold elections every two years (biennially).

NOTE: The following information relates to General Meetings involving elections only. Chapters should refer to their Chapter Rules for specific details on how to conduct general meetings and elections. These may differ from chapter to chapter.

Elections are an important part of the life-cycle of a chapter, ensuring that new ideas, skills and energy are injected into the committee on a regular basis.

It also allows an opportunity for committee members who feel they can no longer commit their full time and resources to the chapter, to step down without feeling like they are abandoning the group.

Unless your chapter rules stipulate otherwise, **all positions become open for nomination at the same time and no member should hold**

any one position for more than three terms (six years maximum).

Only alumni eligible for full **membership** can be nominated for committee positions and vote in elections.

The chapter may decide whether it allows for other members, such as students, associate or life members, to hold honorary positions on the committee (in a non-voting capacity) and how they are selected to these roles.

The General Meeting process involves three distinct steps:

1. **Call for nominations (B-J1)**
2. **Notice of ballot & voting period open**
3. **Election to positions**

Call for Nominations

Approximately five to six weeks prior to the General Meeting a **notice of election** goes out to the chapter membership calling for nominations for the committee positions.

This notice of election must include the following:

- the positions available including full role descriptions
- the terms of office for each position
- procedure for nominating candidates
- nomination close date (normally two weeks prior to the AGM).

Unless the chapter rules state otherwise, a person may nominate for more than one position but must

submit a separate nomination for each position.

The nomination must be signed by both the candidate and a nominator. Self nominations are possible, but should be seconded by another member.

The Alumni Office (or nominee such as a faculty or other QUT representative) will act as the returning officer.

The returning officer is responsible for confirming the eligibility of candidates and nominators and determining whether a ballot is required for any position.

- For positions where **only one nomination is received**—the returning officer will declare the election for that position without conducting a ballot at the AGM.
- If **more than one nomination is received for a position**, this position must be decided by ballot at the AGM.
- If **no nomination has been received** for any one position, nominations can be called from the floor at the meeting.

Voting Period— Notice of Ballot

Where a ballot is required to be conducted the returning officer will proceed to a 'notice of ballot' and the voting period is opened.

The returning officer will send a notice to the chapter membership which includes the following information:

- A notice of ballot including identification of the positions in which ballots will occur and the names and statements of all candidates for those positions listed in alphabetical order.
- Details on how to cast a vote.
- The final due date for votes—in the case of paper/email ballots, these must be received by the starting time of the meeting.

Ballots (B-J2) can also be cast in person and close 15 minutes after the starting time of the meeting.

Annual/General Meetings & Elections

NOTE: Most chapters will rely on voting at the General Meeting itself rather than postal votes, however you should give members the option to submit a postal vote prior to the meeting if they request one.

Counting of Votes

The returning officer/scrutineers count the votes in a private space removed from the main meeting. It is recommended to have more than one scrutineer. This allows one person to check the eligibility of people to vote in the election and another to count the votes. Keeping these two activities separate helps to maintain the integrity and confidentiality of the voting process.

Annual General Meeting and Declaration of Election

The General Meeting is chaired by the President. The Secretary records the meeting proceedings.

► Format of the Annual General Meeting

1. General Meeting opened by the current Chapter President.
2. Minutes of last meeting confirmed (where they exist) - normally distributed to attendees on arrival, or left on seats.
3. Chapter President presents the chapter report with the Treasurer/Secretary presenting the financial statements.
4. Questions taken from members.
5. All committee positions vacated.
6. Returning Officer declares ballot results.
7. Presentations (such as service certificates) and final remarks.
8. General Meeting declared closed by current President.

► Order of announcement of ballot results

- Confirmation of positions declared unopposed (pre-ballot)
- Results of election for remaining vacant positions starting with the most senior role first

- Results are based on a 'first-past-the-post' system where the candidate who receives the highest number of votes is declared the winner
- In the case of a tied vote, a candidate is **excluded** by a lot drawn by the returning officer (in other words, the name that is left in the hat is the one who is elected to the position)
- If a member has nominated for more than one position they must decide to take the most senior position available (immediately making their votes received for other positions null and void), or forfeit election to that position and await the voting results for one of the other roles.
- No person can be elected to more than one position unless it has been agreed to officially combine positions eg Secretary/Treasurer
- Nominations from the floor can be received for any remaining vacant positions and can be voted on by show of hands (in the case of only one nominee) or another ballot (two or more nominees).
- The returning officer is required to publish the election results to the chapter membership and can confirm total number of votes received overall, but is **not required to publish the number of votes received for any one candidate** unless chapter rules state otherwise.

Transitioning to a new committee

It is normal practice for the outgoing committee to have one final meeting after the AGM to complete their tasks and hand over to the incoming committee members.

It would be unusual, though not improbable, to have a complete change of committee at a general election, however normally one or two members will continue in their positions or step into new roles. This is helpful as it provides a level of continuity and transfer of chapter knowledge.

Committee handover

Regardless of how many new members come onto the committee, **there should be a formal process for handover between members.** This transition should include an explanation/handover of:

- Chapter rules, plans and strategies and key reports
- Overview of chapter regulations, including code of conduct and relevant policies
- Financial reports and procedures
- Information on signature events and special programs
- Details of sponsorship agreements
- Log-in details for chapter social media sites/access to online tools
- Any survey results and feedback from members
- Contact details for other key contacts (internal and external) who have a close relationship with the chapter.

Ideally, an outgoing member of the chapter (or continuing President) should personally introduce new members to key contacts.

Departing members should make themselves available for a short period of time after the handover for questions, but then reduce their involvement to allow the new member to take full responsibility and ownership of their role.

Filling committee positions between elections

Even the most dedicated committee members will experience changes in their personal and professional circumstances which may affect their ability to continue their involvement in chapter management/operations.

In these cases, the committee member can submit a written resignation (via email) to the chapter President and Secretary. If possible, two weeks notice should be given.

The committee can then appoint or elect a volunteer to hold the position in a temporary capacity until the next General Meeting without holding a formal election.

Code of Conduct & other Legalities

QUT's Code of Conduct provides a framework of ethical principles, obligations and standards to guide the behaviour and conduct of its community including students, staff, council and committee members, consultants/contractors and **volunteers who contribute to or act on behalf of the university.**

NOTE: It is expected that ALL Alumni Chapter volunteers sign a 'Code of Conduct Agreement' (B-D1) accepting the standards outlined by the university.

Overview of Code

Alumni chapter volunteers must conduct themselves and perform their duties in a manner consistent with the following **four key ethical values**:

1. Integrity and impartiality

Chapter members are placed in a position of trust and should act in ways which maintain public confidence in the university and which advance the cause of the alumni and university community more broadly. Volunteers, regardless of the position of their duties, must act with honesty, impartiality and propriety.

QUT values social justice, equal opportunity and a safe and supportive environment. In their dealings with others volunteers are expected to treat people fairly, honestly and responsively, and with proper regards to their rights and obligations.

Additionally, alumni chapter volunteers are required to:

- **Identify and manage any conflicts of interest** (whether actual, perceived or potential in nature)—including financial interests, personal relationships, personal benefits or conflicts between duties to QUT and other organisations. A **register of disclosed interests** should be maintained by the chapter for this purpose.
- **Avoid improper use of position**—including actions which may result in detriment to the chapter,

alumni community or QUT or which result in real, potential or apparent advantage to a volunteer or any other person in the chapter, or an abuse of this position for personal gain.

- **Be responsive and courteous**—and to act in a respectful and prompt manner in dealings with requests or enquiries from students, staff, alumni or others.
- **Avoid discrimination or harassment of others by treating all people equitably and fairly**—regardless of sex, gender, sexuality, race, disability, religion, marital or parental status, age, political or religious conviction or any other factor irrelevant to a person's ability to access the services provided by QUT.

Volunteers must also not engage in behaviours which are unwelcome, distressing, offensive or humiliating to others regardless of whether this occurs face-to-face, in writing, via email or via social networking sites. Such behaviour may amount to harassment and may be unlawful under antidiscrimination laws.

- **Respect the privacy of others**—the collection, access, management, disclosure and use of personal information in the course of official chapter or volunteer duties is strictly controlled by the **Information Privacy Act 2009** and **QUT's Privacy Policy**.
Volunteers needing to access data for official chapter or alumni activities are required to sign a **Data Confidentiality Form** which is recorded on the volunteer's record in the alumni database.
- **Respect differing opinions and make fair decisions**—based on giving fair consideration to the views and contributions of others.
- **Conduct any supervisory responsibilities of other volunteers having regard to:**
 - Acting equitably, consistently, honestly and courteously in all their dealings with volunteers

- Ensuring volunteers understand expected performance standards and obligations
- Providing a safe working environment that complies with workplace health and safety
- Providing equitable access to training, development and promotion opportunities
- Accommodating reasonable requests for observing access for disabilities, illness, family responsibilities and cultural and religious observations.

2. Promoting the Public Good

QUT values and promotes an expertly managed and sustainable environment. Volunteers must ensure that **university resources are used economically and efficiently** and in a manner and for purposes consistent with the goals of the chapter, alumni program and QUT.

Resources, including intellectual property, must **only be used for legitimate purposes** and appropriately authorised and acknowledged. Volunteers must also ensure that resources are treated with due care and secured against theft and misuse.

3. Commitment to the system of government

- **Compliance**—When undertaking QUT responsibilities or activities, volunteers must comply with both the **letter and spirit** of the State and the Commonwealth laws **AND** QUT statutes, rules, policies and decisions which are derived from the QUT Act and the QUT Manual of Policy and Procedures. **Activities must also comply with the laws of the jurisdiction/ country in which they are carried out.**
- **Reducing fraud, corruption and maladministration**—QUT does not tolerate corrupt or fraudulent conduct or maladministration. Volunteers have a responsibility to report suspected fraud or corrupt conduct to the Alumni Office.

Code of Conduct & other Legalities continued

4. Accountability and transparency

Volunteers must exercise proper care and attention in performing their chapter activities and carry out their duties to the best of their ability and to the highest standards possible.

Consistent with these values, volunteers are expected to:

- Act in a professional and conscientious manner
- Be accountable for their conduct and decisions
- Be aware of the performance standards expected of them for their duties
- Exercise proper care and caution especially where giving information or advice
- Ensure their actions and decisions supported by adequate documentation or evidence
- Exercise due diligence in creating a safe working environment and avoid actions which may harm themselves or others
- Not carry out their duties whilst under the influence of alcohol or drugs
- Maintain the confidentiality and security of QUT business information and not access or use information where not authorised

to do so for QUT business purposes

- Appropriately use information technology resources.

Managing Conflict, Performance and Discipline Issues

It would be nice, but naive, to think that volunteer organisations do not experience personality clashes and discipline issues. In reality, any time you bring together a diverse group of people with different backgrounds, viewpoints and motivations, there is the potential for conflict to arise.

Often, if problems are identified and addressed early the chapter can continue to function effectively. On some occasions though, conflict can escalate or the work of a volunteer may become disruptive or counter productive to the activities of the chapter. These situations can impact on the morale and focus of the chapter and usually result in good volunteers leaving the committee or, worse still, walking away from the chapter completely.

It is important that conflict and personality problems are handled sensitively to minimise fall-out and continued 'bad-blood' between volunteers. Sometimes volunteers are completely unaware of the

impact of their behaviour on their fellow members and are shocked when their behaviour is brought to their attention.

It is important that volunteers are aware and understand that their activities and behaviour, and those of the chapter, are bound by a **Code of Conduct** as well as chapter rules. Ultimately, everything they do is a representation of your chapter, the alumni program and QUT more broadly. If problems are not addressed in a timely, sensitive and firm manner, many years of hard work can unravel very quickly. Reputation is everything.

Tips for minimising conflict:

- **Cultivate a culture of honesty and acceptance of people's right to express alternative opinions**

Chapters should encourage people to share their opinions and ideas honestly and openly without fear of retribution.

If the same group (usually a vocal majority) of people are constantly shutting down others' ideas this can be dangerous as it leads to narrow thinking, tunnel vision and over-confidence. It is better to encourage broad discussion on topics to identify the **BEST** solution to a problem, not just the most popular one.

Other Liability and Insurance

Chapters must **NOT enter into any contract or arrangements**, or speak officially on behalf of, or for, QUT without prior discussion and approval from the Alumni Office.

Insurance cover for alumni chapter and volunteers is included in QUT's insurance policy. Coverage includes **Public and Products Liability, Professional Indemnity and Directors and Officers Liability.**

To the full extent permitted by the law, QUT, or anyone who is, or has been, a member of the management committee and any other officer, is entitled to indemnity against any

liability which results directly or indirectly from serving or having served in that capacity, and for legal costs of defending an action for liability incurred while in that capacity.

Chapters are required to comply with all QUT policies related to chapter activities including, but not limited to, financial procedures, health and safety, privacy and information to name a few.

Additional insurance may be required for high-risk activities.

Chapters should always discuss plans with their alumni liaison officer to ensure that insurance implications of events and activities are fully explored and understood.

Insurance coverage may be limited to certain geographical regions and additional insurance required for specific activities.

Key Related Documents

- QUT Code of Conduct
- QUT Blueprint4
- Public Sector Ethics Act 1994 (Old)
- QUT Act 1989
- Information Privacy Act 2009
- QUT Privacy Policy
- QUT Manual of Policy and Procedures (MOPP)
- Conflict of Interest
- Social Justice Policies
- QUT Corruption & Fraud Control
- Spam Act 2003
- Insurance
- Financial Management
- Risk Management

Code of Conduct & other Legalities continued

● Be concise and clear

When managing conflict or behavioural problems it is important to be very clear about what the behaviour is and the impact it is having. Specific examples are needed to reinforce the point. It is not sufficient to say 'people feel uncomfortable around you' or 'you are hostile in meetings'.

Clear, concise examples will help to illustrate your concerns and focus on the behaviour, not the person.

● Get to the cause of the problem

Try to pinpoint what is causing the conflict or behaviour. Is it a communication problem? Is it a lack of information or training to fulfil a task? Is it a misunderstanding of the role of the chapter or responsibility of key people? Could the person be experiencing stress in their work or personal life? Do two members have fundamentally opposed views on an issue that extends beyond the bounds of the chapter? Is the person unaware or unwilling to adhere to the code of conduct provided to them?

It is important not to jump to conclusions about the cause of the problem without digging deeper and working through the issue with the person or people involved.

● Tackle the problem privately

People can become more hostile if they feel they are being publicly chastised or disciplined. Try not to allow meetings to escalate into a screaming match. If discussions are getting out of hand, call a time-out to let people calm down or postpone the meeting to another time.

Arrange to meet privately with the person/s involved to work through the issues.

Ideally it is best for the person/s involved to resolve their conflict directly with each other. If this is not possible, then someone may act as a mediator or assistance can be sought from the Alumni Office.

● Focus on solutions

Approach the situation with the aim of arriving at a considered and workable solution. Negotiation is the key. Not everyone may receive the exact outcome they want, and some give and take is usually required.

● Problem Presidents

Sometimes, the President is the culprit of the conflict. This presents a dilemma for the rest of the committee who may feel they are not able to contradict or challenge the President's viewpoint or approach to activities.

Sometimes the President will respond to a personal approach by someone on the committee who they respect. If this does not work, the committee can approach the Alumni Office to seek advice and assistance.

Consequences of Non-Compliance with the Code of Conduct

The QUT Code of Conduct extends to volunteers acting on behalf of the university and volunteers should therefore treat the requirements of this code as directions from QUT.

A volunteer whose conduct falls below the standards may be dealt with in accordance with relevant university procedures.

Consequences may include having their association with a chapter, the alumni program and QUT terminated, or rights of access to QUT services, facilities and infrastructure revoked.

Some breaches of conduct may also have consequences under criminal or civil provisions of general law.

If you are concerned about a possible breach of this code you should alert the Alumni Office immediately, who will take the appropriate action.

Disciplinary process

All effort should be made to deal with possible breaches of the code quickly and effectively before problems escalate. This can usually be done internally by the committee or Alumni Office and may include an investigation and providing the volunteer with an appropriate right of reply.

Your Chapters Rules will outline the process for **removal from the management/executive committee**.

This may be done at a General Meeting of the Chapter if a majority of the members present vote in favour of removing the member.

Before a vote of members is taken on removing a member from the office, the member must be given a full and fair opportunity to show cause why he or she should not be removed from office.

Generally, a member has no right of appeal against their removal from office in this manner.

In cases of serious misconduct QUT, as the Chapter Trustee, has the right to instigate disciplinary procedures.

This may include:

- ▶ Notifying the volunteer in writing with sufficient detail of the precise nature of the misconduct and requesting a written response from the volunteer
- ▶ Suspension whilst an alleged breach is investigated
- ▶ In the most serious cases, immediate termination of the volunteer's association with QUT may occur.



Chapter Financial Management

For the most part, QUT Alumni Chapters are required to be self-sufficient, as they will receive little to no financial support from QUT.

As such the university actively encourages alumni chapters to undertake fundraising for specific purposes or factor in a small percentage towards administrative costs into ticket prices for events. Funds can also be raised for scholarships or bursaries, or chapters may seek sponsorship from organisations for events and programs.

For protocol purposes and to ensure coordination of effort, the Alumni Office requests chapters **work directly with your alumni liaison officer prior to undertaking fundraising activities**. They will provide you with suggestions on prospects and appropriate fundraising options and strategies.

Financial Management

For the vast majority of alumni chapters, the Alumni Office (or in some cases, a faculty) will assist you with your account management, as the account will be kept at QUT.

However, the chapter committee is ultimately responsible and accountable for the sound financial management of its funds. A clear and transparent accounting process must be adopted in accordance with the rules governing the management of chapter finances. Your alumni liaison officer will work closely with you to ensure all paperwork is submitted to allow chapters to expend funds.

The income and assets of the chapter must be used solely to promote chapter objectives and must not be distributed among chapter members.

Chapters that accumulate large financial reserves may be asked to use excess funds for the further development of the chapter, the development of a local alumni program, or for the benefit of the university or students (eg through bursaries or scholarships).

Alumni chapters are discouraged from having their own bank accounts independent of QUT, as this exposes chapter management to significant liability and risk.

If there is a legal requirement to hold a bank account (as may be the case for some international chapters) then this must be discussed with the Alumni Office to ensure all the appropriate checks and balances are in place and expectations/responsibilities involved.

Record Keeping and Reporting

Chapters must adopt sound accounting practices to record all revenue raised and expenses incurred. Records and accounts must be reported in English and show full and accurate details of the financial affairs of the chapter.

• Committee meeting reporting

The Treasurer/Secretary should provide a written financial report at each committee meeting, such as an income/expenditure statement. For QUT held accounts, a simple statement from your alumni liaison officer will suffice.

• General Meeting reporting (annual or biennially)

The Treasurer/Secretary must prepare a complete financial report (**B-G2**) which is presented to the membership at the chapter General Meeting.

Auditing the accounts offers a safeguard against inappropriate use of resources.

For incorporated chapters it is a legal requirement that the annual financial report presented at the General Meeting be accompanied by an audit certificate from an authorised auditor.

For all other chapters, it is not necessary for accounts to be formally audited, but is it strongly



recommended for chapters with large financial reserves or complex activities.

Another chapter member (not a committee member) with appropriate financial skills might be able to undertake this task on a volunteer or low-cost basis.

A copy of the financial statement must be forwarded to the Alumni Office following its acceptance at the General Meeting.

• Annual reporting

Chapters are also required to attach a financial statement to their annual chapter report which is submitted to the Alumni Board prior to the Alumni AGM each year.

Financial Statements

Financial statements for annual and general meeting reporting must contain the following details:

- **Income and expenditure** for the financial year just ended
- Chapter **assets and liabilities** at close of year
- And **mortgages, charges and securities** (if any) affecting the property of the chapter at the close of the year.

NB: Chapter funds held in QUT accounts are able to be rolled over to subsequent years. There is no requirement to expend all funds within a calendar or financial year.

Chapter Finances continued...

CHAPTER INCOME

There are a number of potential sources of income for chapters to explore to assist with covering operational costs, and to invest in larger projects or long-term activities.

Membership fees

Membership of QUT Alumni is complimentary to all graduates of the university and other constituents recognised under the Alumni Statute.

Alumni chapters do not generally require members to pay fees unless the group is formed for a unique cohort or purpose.

Membership fees should never be used as a purely fundraising vehicle. However, the university understands the importance of having a sound financial basis from which to plan activities and appreciates that it may be necessary for some chapters to charge membership fees to operate successfully.

If a chapter wishes to consider charging members fees, approval must first be sought from the Alumni Office and Alumni Board. Fees must be clearly outlined in the Chapter's rules.

If fees are charged, members must be informed about what the funds are used for. Whilst chapter activities should not be limited to financial members, it is recommended that some special discounts or services be available exclusively to financial members as part of a tiered fee structure.

Membership Fees vs Membership Categories

Remember there is a difference between a **membership fee** which is paid up-front to the chapter regardless of subsequent involvement in activities and a **tiered-fee structure for activities based on membership levels/categories** which is applied for each specific activity or event.

Possible membership structures

- **Complimentary membership**—no fees are charged for anyone interested in participating in chapter events. One pricing structure for events applies to everyone.
- **Complimentary membership for FULL members only—This is the most common chapter membership structure.** No fees are charged to constituents who meet the criteria for full membership of the chapter (eg alumni) but associate and other members may be charged an annual fee OR different pricing rate for events and activities.
- **One-off membership 'joining fee'**—may give subsequent access to discounted event tickets or other services or be a one-off goodwill payment to help the chapter's work.
- **Annual membership fees**—charged at the beginning of each financial year. Detailed records must be kept and members provided with clear information regarding due dates etc. Members receive discounted rates for events and activities.
- **Complimentary or limited-time free membership**—may be offered to recent graduates for the first year.
- **Associate membership**—different membership rates can be charged for other membership categories to JOIN the chapter OR associate members (students, friends/family, life/honorary members, corporate members) are charged a different rate to attend events and activities.

Ensure that **student membership** rates are kept at a reasonable price level to encourage involvement.

Corporate membership may involve companies charged a flat fee which provides for three-five staff members to attend each event.

CHAPTER EXPENSES

All chapters incur expenses in their general day-to-day operations. These must be factored into financial planning and strategies put in place to raise the necessary funds to cover costs.

Additionally, chapters may wish to accumulate funds to put towards larger initiatives or projects. These may require specific fundraising strategies to reach targets.

Typical operational expenses:

- **Event Expenses**
 - Venue & equipment hire
 - Catering & staff hire
 - Suppliers—musicians, decorations
 - Speaker fees (inc transport, gifts, accommodation)
 - Lucky door prizes
- **Incidental costs**
 - Complimentary event tickets for VIP guests
 - Certificates for volunteers
 - Thank you events (no-cost to volunteers)
 - Parking
 - Training & development
 - Merchandise
- **Projects**
 - Occasional underwriting of partial/full event costs for key events
 - Chapter history projects
 - Student scholarships & bursaries
- **Supplies**
 - Stationery
 - Banners & signage
 - Equipment rental
- **Communications**
 - Postage
 - Phone calls/text messages
 - Printing
 - Advertising
 - Newsletters
 - Social media development/maintenance
 - Community projects
 - Reunions

Chapter Finances continued...

Collecting fees and making payments

The introduction of electronic and on-line payment systems has helped to streamline and standardise processing for collection of chapter funds such as membership fees and event payments. Receipts are generated automatically with no delay.

Consult with your alumni liaison officer regarding your requirements. The Alumni Office is able to establish **on-line payment portals** for your activities. These automatically direct the funds to your QUT account, which assists in record keeping and reporting.

Whilst electronic payments are preferred, it is important to ensure members still have access to traditional forms of payment such as personal cheques submitted in person or by post and over-the-phone payments. **Members are discouraged from emailing or faxing payments as the security of these cannot be guaranteed.**

Procedures for recording membership fees

Chapters that collect membership fees must keep accurate membership lists, noting whether or not members are currently financial and the amount and form of their payments. Details of current members and expiry dates must be shared with your alumni liaison officer who will ensure the member's record is kept up to date. Chapters should keep a record of when renewal notices are due.

Event income and expenditure

● Event Ticketing

Your alumni liaison officer can establish an on-line payment system to collect payments for events and activities.

It is important that you advise your liaison well ahead of time as **it can take up to 10 working days for an event registration site to go 'live'**.

Supply clear instructions regarding different pricing structures, final RSVP date (when final numbers are required for catering purposes) and maximum ticket numbers.

As cancellations or refunds of payments incur an administration cost, it is recommended that **a minimum price of \$15 be charged for any paid event**. Your registration form should clearly state whether refunds are available and the last date they can be received. Generally, refunds should cease at least five working days prior to the event.

Payments to attend international events must be made in Australian currency and may incur a foreign exchange fee for the payee.

If payments are available on the night, your alumni liaison officer must be advised to ensure a receipt book is available. Chapters do not have access to 'floats' so exact payments are required as change may not be available.

● Event contracts

Payment for event activities such as venue hire, catering, suppliers etc is often required prior to the event.

You **MUST** consult with your alumni liaison officer regarding any payments to determine if funds are available.

Chapter representatives DO NOT have the authority to sign contracts or agreements with external suppliers. These **MUST** be forwarded to your alumni liaison officer who will arrange for the appropriate approvals and ensure that correct QUT financial procedures and policies are followed.

GST and FBT

Chapters should be mindful of taxation regulations which need to be factored into pricing and expenditure. Most services will attract GST (goods and services tax) so ensure you know the 'real costs' of your activities. If QUT staff are offered 'complimentary' tickets to an activity or don't personally pay, this may incur FBT (Fringe Benefits Tax) if the event is run at a loss. The real

cost of complimentary tickets must be factored into your ticket pricing decisions to ensure no 'surprise' shortfalls after the event.

Your alumni liaison officer can provide further advice and guidance on these and other financial procedures.

Other Expenditure

All expenditure must be approved or ratified at a chapter committee meeting.

- **General expenses**—costs incurred for postage, stationery etc can often be managed within the university and charged against accounts. Payments to external suppliers must go through your alumni liaison officer.

Please note that there are **strict guidelines regarding payment methods and approval limits**. For instance, there are limits to how much can be charged to corporate credit cards and different levels of expenditure require approval from senior staff. The university has a strict 30 day payment policy for invoices paid via EFT and this can have implications for suppliers expecting prompt payment.

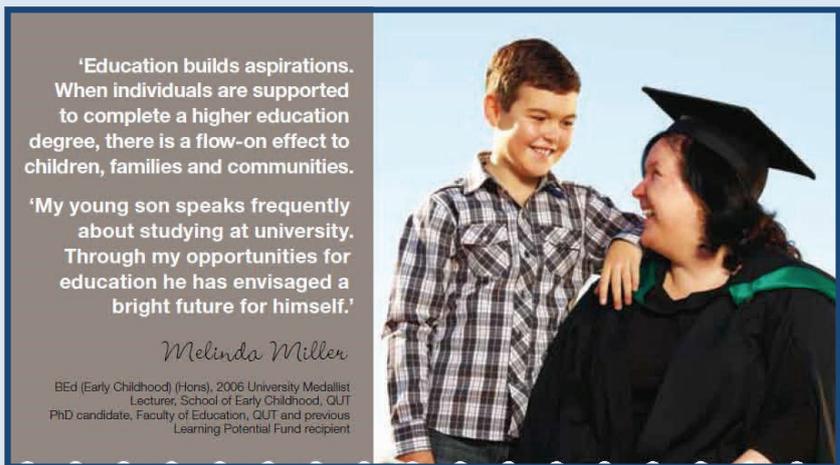
- **Reimbursements to volunteers**—chapters should avoid the situation of volunteers making payments out of their own funds where possible. However, reasonable costs may be reimbursed but must receive prior authorisation from the committee. It is essential that original receipts or tax invoices are available for all instances of reimbursement or payment of expenditure.

Volunteers should be made aware that reimbursements may take up to one month to process and all payments will be made via EFT to a nominated personal account. **Cash reimbursements are NOT available under any circumstances.** Your alumni liaison officer will assist you with processing reimbursements and other payments.

Other sources of income

In addition to collecting membership fees and/or profits from event ticket sales, chapters should investigate **other opportunities to generate income** for their activities and special programs.

It is important to **discuss these opportunities with your alumni liaison officer before embarking on any strategies and plans**. Assistance and advice on developing fundraising and gift management plans is available within the Alumni and Development Office.



Sponsorship

Sponsorship is one of the most commonly used methods to secure additional funds and in-kind support.

Entering into a sponsorship agreement involves planning and commitment. It is important to choose sponsors wisely to ensure a good fit with the chapter's 'brand' and purpose. It is better to have one or two key sponsors over the long-term, than many sponsors who don't have an obvious synergy with your chapter or whose products/services are not relevant to your members.

A good sponsorship arrangement provides many mutual benefits for both the sponsor and the chapter.

1. Why a sponsorship?

What does the chapter hope to achieve through sponsorship? Do you need cash or in-kind support for events such as free/discounted venue hire or prizes? Are you looking for a longer-term partner to provide a range of benefits to chapter members? Will the sponsor be a source of speakers or funding for projects such as scholarship programs? What types of services, products or companies do your members use or would find valuable?

2. Research

Before contacting any potential sponsor it is important to research the organisation. Find out as much as you can about their corporate goals and vision, particularly their corporate social responsibility priorities, as this will provide you with a good understanding of the

types of opportunities they would be open to and obvious synergies/shared aims you can highlight. Is your membership base their preferred customer/audience? What other groups/causes do they support and do these groups share similar characteristics with your chapter? Do they support project-based activities or one-off events?

3. Proposal

Companies receive numerous requests for sponsorship every year, so it is important to ensure your proposal is individualised to each sponsor to give it the best chance of being considered. Remember to obtain the name and position of the person to address the proposal to. And above all, the proposal needs to look professional and interesting to peak the interest of the sponsor.

What to include in your proposal:

- ▶ An **overview of your chapter**, its mission and goals, membership profile (age, demographics etc) and key achievements.
- ▶ The type of **sponsorship relationship** you are seeking eg. one-off event, year-long sponsor for all activities, long-term partner etc.
- ▶ The **benefits and opportunities** for the sponsor, including recognition, information on how the partnership fits with and furthers the sponsor's business and community service goals.
- ▶ Details of the **level of support being sought** from the sponsor

such as in-kind support (free venue hire, catering, prizes etc) or monetary support.

- ▶ Contact details of the chapter's sponsorship manager.

Fundraising

There are many different forms and applications of fundraising available to chapters. These include:

Raising funds for Chapter Activities

- ⇒ Special projects such as oral histories/reunions
- ⇒ Establishing benefits packages or development programs for members

Raising funds for QUT Activities

- ⇒ Scholarships for students experiencing financial difficulty (Learning Potential Fund)
- ⇒ Research or discipline-based scholarships/projects (particularly if related to the chapter's membership)
- ⇒ Special education initiatives such as school outreach programs
- ⇒ Cultural collections, infrastructure and capital programs

Raising funds for other groups/causes

- ⇒ Support for local charities and community initiatives
- ⇒ Support for regional emergency relief and disaster programs.

Remember that donations to chapters **must be processed by the Alumni and Development Office** to meet the requirements for tax deductibility in Australia.

Risk Management

QUT has a strong commitment to **Risk Management**. The aim is not to be risk averse, but to optimise opportunities and to proactively negate problems for the purpose of achieving stated goals and objectives. Taking the time to consider and manage risks will ensure that chapters can move forward with their activities with confidence and in a responsive and planned manner.

Risk management is an integral component of annual planning and should also be undertaken whenever the chapter plans a major event or activity.

All committee members have responsibility for the identification and effective management of risk in relation to their activities.

RISK MANAGEMENT PROCESS

1. Establish the Context

Establish at what level the risk process is being applied (eg overall chapter planning or specific activity) and assess external and internal environment including stakeholders.

Categories of risk:

- ▶ **Strategic/Reputational**—activities or events that effect the chapter’s objectives or the chapter’s, alumni program or university’s reputation, brand or both
 - ⇒ **Examples**—changes in alumni or chapter management policies, activities that generate adverse publicity such as association with a controversial person or issue
- ▶ **Financial**—activities which may result in a loss of funding for chapter activities
 - ⇒ **Examples**—running a series of events at a loss, not factoring/anticipating ‘hidden’ costs, relying on one source of income which could be withdrawn at short notice

6 STEP RISK MANAGEMENT PROCESS

- ⇒ Establish the Context
- ⇒ Identify Risks
- ⇒ Analyse Risks
- ⇒ Evaluate Risks
- ⇒ Treat Risks
- ⇒ Monitor & Review

- ▶ **Operational**—risks which effect ongoing management processes including health and safety, systems and processes, human resources
 - ⇒ **Examples**—not undertaking succession planning for committee positions, failure to meet interests of members resulting in inactivity of chapter
- ▶ **Compliance**—activities or behaviour which affects compliance with internal and external procedures, regulations and laws
 - ⇒ **Examples**—behaviour resulting in disciplinary action from failure to comply with Code of Conduct, complaints relating to use of data or failure to comply with privacy/spam act.

2. Identify Risks

Determine the most appropriate method of identifying risks and sources of risk which could have an impact on the chapter’s activities.

Some possible tools for identifying risks include:

- ⇒ SWOT analysis at planning days
- ⇒ Physical audit/inspections
- ⇒ Surveys and interviews
- ⇒ Previous events and incident reports
- ⇒ Benchmarking against other chapters/peer organisations.

3. Analyse the Risks

Understanding the nature and determining the level of risks provides input into decisions on what course of action to take.

Steps in risk analysis:

- (a) Identify the **adequacy and effectiveness of existing controls**.
 - Ratings:**
Good—Satisfactory—Poor
- (b) Determine the **likelihood** of consequences occurring from an adverse risk event.
 - Ratings:**
Probable—Possible—Improbable/Highly Unlikely
- (c) Determine the **consequences** should the risk occur
 - Ratings:**
Major—Moderate—Minor

4. Rate and evaluate the Risks

Determine whether each risk requires treatment and assign a risk rating: **High-Medium-Low**

5. Treat the Risks

Determine the most appropriate treatment options and how they will be implemented.

Examples of risk treatments include:

- ⇒ **Avoid** the risk
- ⇒ **Share** the risk
- ⇒ **Accept** and **Reduce** the risk
- ⇒ **Retain** and **Monitor** the risk

6. Monitor & Review

Monitor the risks and assess the effectiveness of treatment strategies on an annual basis and after every major event or incident.

Consider how effective risk treatments have been in minimising risks and whether further controls or improvements can be made.

What benefits/opportunities have been derived by having an effective risk management plan in place?

Use the Risk Management Worksheet (B-H1) to map out your action plan.

PART B: APPENDICES

Chapter Management

APPENDICES	B-A to B-J
A: Chapter Approval Request Form	B-A1 to B-A4
B: Sample Chapter Rules	B-B1 to B-B8
C: Committee Role Descriptions	B-C1 to B-C9
D: Alumni Volunteer Code of Conduct Agreement	B-D1
E: Confidentiality Form & Data Request Form	B-E1 to B-E2
F: Chapter Strategic Plan	B-F1
G: Chapter Annual Report & Chapter Financial Report	B-G1 to B-G2
H: Risk Management Worksheet	B-H1
I: Meeting Agenda template & Post-Meeting Action Sheet	B-I1 to B-I2
J: AGM Nomination Form & Ballot Form	B-J1 to B-J2



Alumni Chapter Approval Request Form

This form is to be used to request the establishment of a formal QUT Alumni Chapter. Please complete and forward with the appropriate documentation to the QUT Alumni Office:

Email: alumni@qut.edu.au
 Fax: +61 7 3138 1514
 Mail: QUT Alumni Office, GPO Box 2434, Brisbane QLD Australia 4001

SECTION A: CHAPTER IDENTIFICATION

Proposed Chapter Name: _____

Purpose of the Chapter: _____

Describe the alumni membership base you want to reach:

- Faculty/disciplines/courses included:
- Geographic reach (city/country/regions):
- Specific interest group or restricted cohort:
- Age group/s:
- Other criteria or membership requirements/levels:

- Membership restrictions:

Will membership fees be charged or different rates charged for activities/events for different levels of membership?

SECTION B: ALUMNI INTEREST IN CHAPTER ESTABLISHMENT

Did you conduct an initial interest survey of alumni? YES NO

If yes, how many people responded to the initial interest survey and what were the key findings?

Are there a minimum 20 alumni willing to commit to the activities of the chapter and be charter members?

- YES—Attach the completed list of charter member signatories at the end of this form
- NO—This a **compulsory** part of the process to establish an alumni chapter and must be completed before proceeding with this request

Has your group held any informal alumni events so far and what were the overall results of those events, including how many attended?

Are there any other QUT alumni chapters or internal/external groups or organisations that cater to your proposed membership group and if so, what point of difference does the proposed chapter offer to members?

Has a meeting been held of interested alumni to discuss plans for establishing the chapter?



Alumni Chapter Approval Request Form

SECTION C: CHAPTER VOLUNTEER LEADERSHIP

Provide the names, QUT degree/s and graduation years and contact details of the alumni who will serve as the chapter's foundation committee for the first 12 months of the chapter's operation.

ROLE	NAME	DEGREE/YEAR	CONTACT DETAILS (Address, Email, Ph)
PRESIDENT			
VICE-PRESIDENT			
SECRETARY			
TREASURER (optional)			
EVENTS COORDINATOR			

Other Committee Members (list by title):

Has any additional support (in-kind, endorsement, logistical or financial) been granted by any other person/s or area/s of the university such as a Faculty or other department? If yes, provide details:

Has any additional support (in-kind, endorsement, logistical or financial) been granted by any other person/s or organisation/s external to the university such as sponsors or partners? If yes, provide details:

SECTION D: CHAPTER OPERATIONS AND PLANNING

Ensure you have attached the following documents to your submission:

- Draft Chapter Rules
- Draft Activity Plan—first year of events and activities
- List of Charter Member signatories
- Written statement of support or letter of recommendation from an official QUT representative (eg. Faculty Executive Dean, Head of School, Alumni & Development Office staff member)

Submission prepared by:

Name	Signature	Date



Alumni Chapter Approval Request Form

ATTACHMENT: CHARTER MEMBER SIGNATORIES

We, the undersigned, agree to be charter members of the >

Name Signature Alumni/Student ID (if known)	QUT Degree/s Year Graduated Other affiliation (eg staff, student)	Contact address Contact email Contact phone
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

A minimum of 20 charter signatories is required for chapter establishment



Alumni Chapter Approval Request Form

ATTACHMENT: CHARTER MEMBER SIGNATORIES

We, the undersigned, agree to be charter members of the >

Name Signature Alumni/Student ID (if known)	QUT Degree/s Year Graduated Other affiliation (eg staff, student)	Contact address Contact email Contact phone
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		

A minimum of 20 charter signatories is required for chapter establishment

Sample Chapter Rules



QUT ALUMNI
<INSERT CHAPTER NAME HERE>
CHAPTER RULES
(UNINCORPORATED ASSOCIATION)
<DATE>

1) Meaning of words and expressions

- i. A reference to writing includes any mode of representing or reproducing words in tangible and permanently visible form, and includes facsimile transmissions and email transmissions.
- ii. In these rules—
 - (a) “**Alumni Board**” means the board of the QUT Alumni.
- iii. “**Full Member**” means a person who has been admitted as a member of the Chapter in accordance with these rules.
 - (a) “**QUT**” means the university named Queensland University of Technology, a statutory body corporate established pursuant to the *Queensland University of Technology Act 1989*.
 - (b) “**QUT Alumni**” means the entity of that name established pursuant to the *Queensland University of Technology Act 1989*.
 - (c) “**QUT Alumni Office**” means the person or persons authorised by QUT from time to time (whether operating under that name or another name) to keep the QUT Alumni register.
 - (d) “**Trustee**” means QUT.

2) Chapter established

The unincorporated association named **<INSERT CHAPTER NAME HERE>** (“**the Chapter**”) is established under these rules.

3) Objects and purposes

- i. The Chapter shall be a non-profit unincorporated association, and no parts of its funds or property shall ever be used, expended or conveyed for the personal or individual benefit of any member nor shall any member ever have any right, title, claim or interest to any such funds or property by virtue of his/her membership.
- ii. The objects and purposes for which the Chapter is organised are to—**<modify for specific purpose of chapter>**
 - (a) establish and maintain a communications link and cooperation between alumni of the university and QUT for a maximum flow of ideas, information and services;
 - (b) cooperate with QUT in recruiting students and promoting its reputation;
 - (c) encourage alumni in support of QUT, broad participation in alumni activities, and alumni involvement in QUT-related volunteer activities;
 - (d) offer stimulating programs and activities including professional development activities offered in conjunction with the university, to QUT Alumni, parents of students and others;
 - (e) raise funds to support QUT; and
 - (f) do any thing which is incidental to, or conducive to the promotion of, the objects and purposes.

4) Classes of members **<list all agreed membership categories>**

- i. The membership of the Chapter consists of **Full Members**, and any of the following classes of members—
 - (a) **Associate Members** – anyone who doesn’t meet the definition of what our chapter terms a ‘full member’
- ii. The number of members in any class is unlimited.

5) Membership

- i. The management/executive committee may determine eligibility criteria for Full Members and Associate Members. **<list eligibility criteria for each membership category>**

6) Membership fees **<If membership fees are agreed include the details here, otherwise the below statement applies>**

- i. No membership fees will be charged for any class of membership.
- ii. Future membership fees may only be introduced with approval from both the Alumni Office and the Alumni Board.

Sample Chapter Rules



<INSERT CHAPTER NAME HERE>
CHAPTER RULES
(UNINCORPORATED ASSOCIATION)
<DATE>

7) Register of members

- i. The Alumni Office will maintain a register of members for the committee on the university's official Alumni database.
- ii. The members of the Chapter are those members whose details are on the register of members.
- iii. The register is open for inspection by members of the management/executive committee, as long as those members have signed a confidentiality agreement, and abide by all of the Australian privacy laws which apply.

8) Membership of management/executive committee also

- i. The management/executive committee of the Chapter consists of up to **<suggest an odd number>** full members.
 - (a) There shall be at least **<suggest four (4)>** official positions: **President** (who must be elected according to QUT Alumni policies and procedures); **Vice-President, Secretary** and **Events Coordinator**.
 - (b) Office bearers will hold their positions for a term of two (2) years.
 - (c) No official office bearer may hold any one position for longer than three (3) terms (maximum six (6) years).
 - (d) In addition, the Trustee must have a non-voting representative who sits on the management/executive committee as a permanent position. This individual must be invited to all official meetings, events, and occurrences of the chapter.
- ii. Every two (2) years (biennially) at a general meeting or at every second annual general meeting **<choose which applies for the chapter>**, the Chapter must hold an election for the President, and **<include other positions which must be elected such as official office bearers>**. Other positions may be also be elected at the general meeting or annual general meeting AGM. **<choose which applies>**
- iii. The President of the chapter must be elected and will hold their position for two (2) years.
 - (a) Any full member of the chapter is eligible for nomination for the presidency. A member may be nominated by another member or self-nominate for the position.
- iv. Up to **<insert number>** remaining management/executive committee members will be elected or appointed by the full members at the biennial general meeting/every second annual general meeting and hold their positions for two (2) years.
- v. The management/executive committee must consist of at least **<suggest five (5)>** full members.
- vi. The management/executive committee may delegate responsibility for an area to an individual member of the management/executive committee. For example, the management/executive committee may delegate responsibility for membership, communications, or event planning to a member or subcommittee of the chapter management/executive committee.

9) Electing the management/executive committee

- i. A member of the management/executive committee may only be elected as follows—
 - (a) any member of the Chapter may nominate another member (the “candidate”) to serve as a member of the management/executive committee;
 - (b) members can nominate themselves as candidates;
 - (c) the nomination must be in writing, signed by the candidate and the members who nominated him or her and given to the Secretary;
 - (d) The election of officers will take place at the biennial General Meeting or every second Annual General Meeting. Each member present at the biennial general meeting/annual general meeting may vote for any number of candidates not more than the number of vacancies;
 - if the number of nominations for any positions exceeds the number of vacancies for said positions, a secret ballot will be held at the meeting.
 - if the number of nominations for any positions meets the number of vacancies for said positions, the candidates nominated shall be deemed to be elected.
 - nominations will not be taken from the floor; unless vacancies exist after the other conditions of 9(d) have been met.

...continued over

Sample Chapter Rules



<INSERT CHAPTER NAME HERE>
CHAPTER RULES
(UNINCORPORATED ASSOCIATION)
<DATE>

9) Electing the management/executive committee (continued)

- (e) Every second year, the Secretary will call for nominations to fill the positions of the management/executive committee. Nominations will close two (2) weeks before the date of the biennial General/Annual General Meeting.
- (f) A list of the candidates' names in alphabetical order, with the names of the members who nominated each candidate, must be distributed to the members of the chapter electronically, at least 10 days preceding the biennial general/annual general meeting.
- (g) If required by the management/executive committee, balloting lists must be prepared by the Secretary containing the names of the candidates in alphabetical order.
- (h) The Trustee may appoint such persons as members of the management/executive committee as it sees fit upon written notice to the secretary.

10) Resignation or removal from office of management/executive committee member

A management/executive committee member may resign from the committee by giving written notice of resignation to the Secretary.

- i. The resignation takes effect on—
 - (a) the day and at the time the notice is received by the Secretary; or
 - (b) if a later date is stated in the notice—this specified date.
- i. Other than a member appointed by the Trustee, a member of the management/executive committee may be removed from office at a general meeting of the Chapter if a majority of the members present at the meeting vote in favour of removing the member.
- ii. Before a vote of members is taken about removing the member from office, the member must be given a full and fair opportunity to show cause why he or she should not be removed from office.
- iii. A member has no right of appeal against the member's removal from office under this section.
- iv. In cases of serious misconduct or breaches of the QUT Code of Conduct, the Trustee may suspend or terminate a members' involvement with the Chapter in accordance with the university's stated disciplinary procedures.
- v. A member appointed by the Trustee may be removed and replaced by the Trustee providing written notice to the Secretary.

11) Vacancies on management/executive committee

- i. If a casual vacancy happens on the management/executive committee, the continuing members of the committee may appoint another member of the Chapter to fill the vacancy until the next biennial/annual general meeting.
- ii. The continuing members of the management/executive committee may act despite a casual vacancy on the management/executive committee.
- iii. However, if the number of committee members is less than the number fixed under these rules as a quorum of the management/executive committee, the continuing members may act only to—
 - (a) increase the number of committee members to the number required for a quorum; or
 - (b) call a general meeting of the Chapter.
- iv. The Trustee may appoint a person to fill a vacancy if the vacancy arises due to a person appointed by the Trustee ceasing to hold office.
- v. If the vacancy on the management/executive committee is that of the President, the Vice President will become the acting President for no more than two (2) months, during which time, the committee MUST elect someone from the management/executive committee to fill the remaining term of the President.

12) Functions of management/executive committee

- i. Subject to these rules, the management/executive committee has—
 - (a) the general control and management of the administration of the affairs, and funds of the Chapter in accordance with the policies and procedures of QUT; and
 - (b) authority to interpret the meaning of these rules and any matter relating to the Chapter on which the rules are silent in accordance with the policies and procedures of the QUT Alumni Office.

...continued over

Sample Chapter Rules



<INSERT CHAPTER NAME HERE>
CHAPTER RULES
(UNINCORPORATED ASSOCIATION)
<DATE>

12) Functions of management/executive committee (continued)

- ii. The management/executive committee must exercise its powers in accordance with the policies and procedures of the QUT Alumni Office and the Alumni Board.
- iii. The management/executive committee may request the Trustee to exercise the powers of the executive committee from time to time.

13) Meetings of management/executive committee

- i. The management/executive committee may meet and conduct its proceedings as it considers appropriate.
- ii. The management/executive committee must meet at least **<suggest minimum of four times per year>** to exercise its functions.
- iii. The management/committee must decide how a meeting is to be called. The President may call a meeting at any time by giving seven (7) days notice to each member of the management/executive committee.
- iv. At a management/executive committee meeting, a quorum is present if at least 50% +1 of the eligible voting members are present.
- v. A question arising at committee meeting is to be decided by a majority vote of committee members present at the meeting and, if the votes are equal, voting must continue until a decision is made, or the vote may be delayed until the next committee meeting.
- vi. Management/executive committee members must not vote on a question about a contract or proposed contract with the Chapter if the member has an interest in the contract or proposed contract, and if the member does vote the member's vote must not be counted.
- vii. The President or, if there is no President or if the President is not in attendance within 10 minutes after the time fixed for a management/executive committee meeting, the Vice-President is to preside as Chair at the meeting.
- viii. If the President and the Vice-President are absent from a management/executive committee meeting, the members may choose one (1) committee member to preside as Chair at the meeting.
- ix. If a quorum is not present within 30 minutes after the time fixed for a executive/management committee meeting called on the request of committee members, the meeting lapses.
- x. If a quorum is not present within 30 minutes after the time fixed for a management/executive committee meeting called other than on the request of committee members, the meeting is to be adjourned to—
 - (a) the same day, time and place in the next week; or
 - (b) a day, time and place decided by the committee.
- xi. If, at an adjourned meeting mentioned in rule 13(x) above, a quorum is not present within 30 minutes after the time fixed for the meeting, the meeting lapses.

14) Delegation of management/executive committee powers

- i. The management/executive committee may delegate the whole or part of its powers to a subcommittee consisting of the Chapter members considered appropriate by the committee.
- ii. A subcommittee may only exercise delegated powers in the way the management/executive committee decides and in accordance with the policies and procedures of the QUT Alumni Office.
- iii. A subcommittee may elect a chairperson of its meetings.
- iv. If a chairperson is not elected, or if the chairperson is not present within 10 minutes after the time fixed for a meeting, the members present may choose one (1) of their number to Chair the meeting.
- v. A subcommittee may meet and adjourn as it considers appropriate.
- vi. A question arising at a subcommittee meeting is to be decided by a majority vote of the members present at the meeting and, if the votes are equal, the question is decided in the negative.

Sample Chapter Rules



<INSERT CHAPTER NAME HERE>
CHAPTER RULES
(UNINCORPORATED ASSOCIATION)
<DATE>

15) Acts not affected by defects or disqualifications

- i. An act performed by the management/executive committee, a subcommittee or a person acting as a member of the management/executive committee is taken to have been validly performed.
- ii. Rule 15(i) above applies even if the act was performed when—
 - (a) there was a defect in the appointment of a member of the management/executive committee, subcommittee or person acting as a member of the management executive committee; or
 - (b) A management/executive committee member, subcommittee member or person acting as a member of the management/executive committee was disqualified from being a member.

16) Resolutions of management/executive committee without meeting

- i. A written resolution signed by each member of the management/executive committee entitled to receive notice of a committee meeting is as valid and effectual as if it had been passed at a committee meeting that was properly called and held.
- ii. A resolution mentioned in rule 16(i) above may consist of several documents in like form, each signed by one (1) or more members of the committee.

17) Trustee

- i. QUT is the Trustee of the Chapter.
- ii. All real and personal property of the Chapter must be held by and vested in the Trustee upon trust for the members of the Chapter.
- iii. All contracts and legal proceedings by or on behalf of the Chapter must be made or conducted by the Trustee or an appointee of the Trustee.
- iv. The Trustee must acquire, hold, deal with and dispose of the property of the Chapter and any contracts and legal proceedings as directed by the executive, provided this is in accordance with QUT policies and procedures.
- v. The Trustee may decide upon and settle the form of title (including trusts) to be accepted by the Trustee in respect of the matters set out in this rule.

18) Biennial general meeting/annual general meetings <choose whichever applies to the chapter>

- i. An annual general meeting must be held at least once each year. A biennial general meeting must be held every two (2) years.
- ii. Notice of the biennial general/annual general meeting will be forwarded to all registered members by e-mail at least four (4) weeks prior to the biennial general/annual general meeting.

19) Business to be conducted at biennial general/annual general meeting

- i. The following business must be conducted at each biennial general/annual general meeting—
 - (a) receiving the biennial/annual financial statement for the chapter;
 - (b) presenting the biennial/annual statement to the meeting for adoption;
 - (c) electing or appointing members of the management/executive committee every second year;
 - (d) the official copy of the chapter's annual report which is required to be submitted to the Alumni Office; and
 - (e) transacting any other business.

20) Special general meeting

- i. The Secretary may only call a special general meeting by giving each member notice of the meeting within seven (7) days after—
 - (a) being directed to call the meeting by the management/executive committee; or
 - (b) being given a written request signed by—
 - at least 33% of the members of the Chapter presently on the management/executive committee; or
 - at least the number of ordinary members of the Chapter equal to double the number of members of the Chapter presently on the management/executive committee plus one (1); or

...continued over

Sample Chapter Rules



<INSERT CHAPTER NAME HERE>
CHAPTER RULES
(UNINCORPORATED ASSOCIATION)
<DATE>

20) Special general meeting (continued)

- ii. A request mentioned in rule 20(i) above must state—
 - (a) why the special general meeting is being called; and
 - (b) the business to be conducted at the meeting.

21) Notice of general meeting

- i. The Secretary may call a general meeting of the Chapter.
- ii. The Secretary must give at least seven (7) days notice of the meeting to each Chapter member.
- iii. The management/executive committee may decide the way in which the notice must be given.
- iv. However, notice of the following meetings must be given in writing—
 - (a) a meeting called to hear and decide a proposed special resolution of the Chapter.
- v. A notice of a general meeting must state the business to be conducted at the meeting.

22) Quorum for, and adjournment of, general meeting

- i. Subject to rule 22(v), a quorum is present at a general meeting if the number of members present is the number equal to the number of members on the management/executive committee at the time of the general meeting plus one (1).
- ii. No business may be conducted at a general meeting unless a quorum of members is present when the meeting proceeds to business.
- iii. If a quorum is not present within 30 minutes after the time fixed for a general meeting called on the request of members of the management/executive committee or the Chapter, the meeting lapses.
- iv. If a quorum is not present within 30 minutes after the time fixed for a general meeting called other than on the request of members of the management/executive committee or the Chapter, the meeting is to be adjourned to—
 - (a) the same day, time and place in the next week; or
 - (b) a day, time and place decided by the executive committee.
- v. If, at an adjourned meeting, a quorum under rule 22(i) is not present within 30 minutes after the time fixed for the meeting, the members present form a quorum.
- vi. The chairperson may, with the consent of any meeting at which a quorum is present, and must if directed by the meeting, adjourn the meeting from time to time and from place to place.
- vii. If a meeting is adjourned under rule 22(vi), only the business left unfinished at the meeting from which the adjournment took place may be conducted at the adjourned meeting.
- viii. The Secretary is not required to give the members notice of an adjournment or of the business to be conducted at an adjourned meeting unless a meeting is adjourned for at least 30 days.
- ix. If a meeting is adjourned for at least 30 days, notice of the adjourned meeting must be given in the same way notice is given for an original meeting.
- x. In this rule—
 - (a) “**member**” includes a person attending as a proxy or representing a corporation or other body that is a member.

23) Procedure at general meeting

- i. Subject to these rules, at each general meeting—
 - (a) the President or, if there is no President or if the President is not in attendance within 15 minutes after the time fixed for the meeting or is unwilling to act, the Vice-President is to preside as Chair; and
 - (b) if the Vice-President is absent or unwilling to act as Chair, the members present must elect one (1) of their number to be chairperson of the meeting; and
 - (c) the chairperson must conduct the meeting in a proper and orderly way; and

...continued over

Sample Chapter Rules



<INSERT CHAPTER NAME HERE>
CHAPTER RULES
(UNINCORPORATED ASSOCIATION)
<DATE>

23) Procedure at general meeting (continued)

- (d) each question, matter or resolution must be decided by a majority of votes of the members present; and
 - (e) each member present and entitled to vote is entitled to one (1) vote only and, if the votes are equal, the Chair has a casting vote as well as a primary vote; and
 - (f) a member is not entitled to vote at a general meeting if the member's annual subscription is in arrears at the date of the meeting (in the case of paid membership fees); and
 - (g) voting may be by a show of hands or a division of members, unless at least 20% of the members present demand a secret ballot; and
 - (h) if a secret ballot is held, the chairperson must appoint two (2) members to conduct the secret ballot in the way the chairperson decides; and
 - (i) the result of a secret ballot as declared by the chairperson is taken to be a resolution of the meeting at which the ballot was held; and
 - (j) a member may vote in person or by proxy or by attorney and—
 - on a show of hands, each person present who is a member or a representative of a member has one (1) vote; and
 - in a secret ballot, each member present in person or by proxy or by attorney or other properly authorised representative has one (1) vote; and
 - (d) an instrument appointing a proxy must be in writing, and—
 - if the appointer is an individual—signed by the appointer or the appointer's attorney properly authorised in writing; or
 - if the appointer is a corporation—either under seal or signed by a properly authorised officer or attorney of the corporation; or
 - if the instrument appointing a proxy is in electronic form it must be in a form approved by the Secretary;
 - (e) a proxy may be a member of the Chapter or another person; and
 - (f) the instrument appointing a proxy is taken to confer authority to demand or join in demanding a secret ballot; and
 - (g) each instrument appointing a proxy must be given to the Secretary before the start of the meeting or adjourned meeting at which the person named in the instrument proposes to vote; and
 - (h) the Secretary must ensure full and accurate minutes of all questions, matters, resolutions and other proceedings of each management/executive committee meeting and general meeting are entered in a minute book or kept in a tangible, permanent and written form; and
 - (i) the Secretary must ensure the minute book for each general meeting is open for inspection at all reasonable times by any member who previously applies to the Secretary for the inspection.
- ii. To ensure the accuracy of the minutes recorded under rule 23(i)(h)—
- (a) the minutes of each management/executive committee meeting must be signed by the chairperson of the meeting, or the chairperson of the next management/executive committee meeting, verifying their accuracy; and
 - (b) the minutes of each general meeting must be signed by the chairperson of the meeting, or the chairperson of the next general meeting, verifying their accuracy; and
 - (c) the minutes of each biennial general/annual general meeting must be signed by the chairperson of the meeting, or the chairperson of the next meeting of the Chapter that is a general meeting or biennial general/annual general meeting, verifying their accuracy.

24) Indemnity and insurance

- i. QUT Alumni chapters are covered and indemnified by QUT insurance policies.
- ii. No rules written into these chapter rules may override any of the current insurance coverage which QUT or the Alumni Office has. It is the responsibility of the management/executive committee to work with the Alumni Office to understand the insurance and indemnity coverage which applies to their chapter.

Sample Chapter Rules



<INSERT CHAPTER NAME HERE>
CHAPTER RULES
(UNINCORPORATED ASSOCIATION)
 <DATE>

25) By-laws

- i. The management/executive committee may make, amend or repeal by-laws, not inconsistent with these rules, for the internal management of the Chapter.
- ii. A by-law may be set aside by a vote of members at a general meeting of the Chapter.
- iii. An amendment to a by-law is of no effect unless approved by the Trustee.

26) Alteration of rules

- i. These rules may be amended, repealed or added to by a special resolution carried at a general meeting.
- ii. An amendment, repeal or addition to the rules is of no effect unless it is approved by the Trustee.

27) Funds and accounts

- i. Records and accounts must be kept in the English language showing full and accurate particulars of the financial affairs of the Chapter.
- ii. All amounts must be deposited in the financial institution account as soon as practicable after receipt.
- iii. All expenditure must be approved or ratified at a management/executive committee meeting.
- iv. The Treasurer (or other appointed committee member) must, as soon as practicable after the end of each financial year, ensure a statement containing the following particulars is prepared—
 - a) the income and expenditure for the financial year just ended;
 - b) the Chapter’s assets and liabilities at the close of the year;
- v. Following adoption of the statement prepared under rule 27(iv) by the members of the Chapter under rule 19(b), the management/executive committee must submit the statement to the Trustee for consideration in accordance with the policies and procedures of QUT Alumni Office.
- vi. The income and property of the Chapter must be used solely in promoting the Chapter’s objects.

28) Documents

The management/executive committee must ensure the safe custody of books, documents, instruments of title and securities of the Chapter.

29) Financial year

The financial year of the Chapter closes on December 31st each year.

The management/executive committee of the <INSERT CHAPTER NAME HERE> (“Chapter”) have approved and adopted these rules as the Rules of the Chapter.

Signed: _____

Date: _____

Witnessed by the Trustee: _____

Date: _____

Role Description: President

► RESPONSIBLE TO

QUT Alumni Board and Chapter Membership

► CHAPTER COMMITTEE REQUIREMENT

Essential—Must be elected by charter members (at chapter establishment) or chapter membership at a general meeting.

► SUMMARY DESCRIPTION

Working closely with the Alumni Office, the President directs the administration of the chapter and has the primary responsibility for the development and implementation of chapter goals and objectives in line with those of QUT.

► TERM

Minimum 1 term (2 years). Maximum 3 terms (6 years).

► MAIN DUTIES AND RESPONSIBILITIES

1. Ensures the chapter meets official QUT Alumni chapter criteria and continues to operate in a manner consistent with QUT objectives and chapter guidelines.
2. Works with the Alumni Office to develop annual goals and action plans for the chapter and provides leadership to ensure the continued progress of the chapter towards its objectives.
3. Convenes and chairs all chapter committee meetings and the general meeting—arranges the meeting schedule, sets agendas and ensures their advance distribution; submits items requiring determination to the chapter committee; ensures all follow-up action from meetings is completed.
4. Oversees the process for the election of chapter committee members.
5. Selects portfolios that require sub-committees and appoints chairs in discussion with other executive committee members.
6. Has primary responsibility for compiling and submitting the chapter's annual report to the Alumni Office.
7. Attends the annual Domestic Alumni Leaders' or biennial International Alumni Leaders' planning days and ensures appropriate chapter representation.
8. Promotes chapter membership and member involvement in chapter planning and activities.
9. Is the key chapter contact for the Alumni Office and Alumni Board.

► POSITION QUALIFICATIONS

Essential

1. Must be an alumnus of QUT as defined by the Alumni Statute and meet the membership criteria of the chapter
2. Must have 'active' alumni status—defined by having current contact details and receiving regular correspondence from QUT Alumni
3. Demonstrated leadership and management skills.

Desirable

1. Prior service on the chapter committee in another role (usually Vice-President)—preferably minimum of 2 years
2. Attendance at volunteer leadership training and activities run by the Alumni Office
3. Experience with leading teams or volunteers.

► OTHER REQUIREMENTS/RESTRICTIONS

- Only one person can hold the role of President at any one time
- Must agree to Code of Conduct requirements and sign data confidentiality form
- Must attend 80% of committee meetings (in person or via phone)
- Encouraged to participate in other Alumni and QUT events where requested
- Must provide input and feedback to Alumni Office when requested on alumni programming issues or nominate another committee member to do so.

Role Description: Vice-President

► RESPONSIBLE TO

President and Chapter Membership

► CHAPTER COMMITTEE REQUIREMENT

Essential—Must be elected by charter members (at chapter establishment) or chapter membership at a General Meeting

► SUMMARY DESCRIPTION

The Vice-President deputises for the President in all areas of the President's responsibility in effectively managing the chapter, especially in the area of monitoring the chapter's adherence to QUT guidelines. The Vice-President usually succeeds the President.

► TERM

Minimum 1 term (2 years). Maximum 3 terms (6 years).

► MAIN DUTIES AND RESPONSIBILITIES

1. Attends all chapter committee meetings and in absence of the President, chairs these meetings and the general meeting.
2. Acts for the President in his/her absence as requested.
3. Assists the President to manage the chapter by monitoring the chapter's adherence to the Chapter Resource Manual, university guidelines and chapter rules.
4. Assists in the identification and recruitment of volunteers for sub-committees, special events and other involvement in conjunction with other committee members.
5. Ensures the provision of necessary support and training for volunteers.
6. Coordinates any chapter awards and nominations for other alumni awards given by QUT.
7. May take on additional portfolio responsibilities such as Student Engagement or Membership Coordinator roles for smaller chapters, or oversee identified chapter projects.
8. May be requested to accept the role of President in an interim capacity (possibly until the next chapter general election) in circumstances where the President is no longer able to serve in that position.

► POSITION QUALIFICATIONS

Essential

1. Must be an alumnus of QUT as defined by the Alumni Statute and meet the membership criteria of the chapter
2. Must have 'active' alumni status—defined by having current contact details and receiving regular correspondence from QUT Alumni
3. Demonstrated leadership and management skills.

Desirable

1. Prior service on the chapter committee in another role—preferably minimum of 12 months
2. Attendance at volunteer leadership training and activities run by the Alumni Office
3. Experience with leading teams or volunteers.

► OTHER REQUIREMENTS/RESTRICTIONS

- Only one person can hold the role of Vice-President at any one time
- Must agree to Code of Conduct requirements and sign data confidentiality form
- Must attend 80% of committee meetings (in person or via phone)
- Encouraged to participate in other Alumni and QUT events where requested.

Role Description: Secretary

► RESPONSIBLE TO

President and Chapter Membership

► CHAPTER COMMITTEE REQUIREMENT

Essential — May be combined with another role such as Treasurer or Membership Coordinator.

► SUMMARY DESCRIPTION

The Secretary works with the President to prepare and distribute meeting agendas, takes the minutes of chapter committee meetings, maintains chapter committee records and ensures information is distributed to the committee members, the Alumni Office and other key contacts.

► TERM

Minimum 1 term (2 years). Maximum 3 terms (6 years).

► MAIN DUTIES AND RESPONSIBILITIES

1. Works with the President to prepare and distribute meeting agendas for chapter committee meetings and the chapter General Meeting. Ensures all agendas and other official committee correspondence is submitted to the Alumni Office.
2. Attends all chapter committee meetings and accurately records minutes and action notes. Once approved by the president, the secretary distributes completed minutes to chapter committee member and the Alumni Office within 2 weeks of the meeting.
3. Forwards copies of meeting papers and minutes to members absent from meetings.
4. Prepares official chapter correspondence.
5. Maintains chapter committee records regarding chapter meetings and activities.
6. Under the direction of the President, assists to conduct the process for the election of chapter committee members.

► POSITION QUALIFICATIONS

Essential

1. Must be an alumnus of QUT as defined by the Alumni Statute and meet the membership criteria of the chapter
2. Must have 'active' alumni status—defined by having current contact details and receiving regular correspondence from QUT Alumni
3. Excellent organisation skills and attention to detail.

Desirable

1. Knowledge of meeting procedures
2. Sound computer skills.

► OTHER REQUIREMENTS/RESTRICTIONS

- Only one person can hold the role of Secretary at any one time
- Must agree to Code of Conduct requirements and sign data confidentiality form
- Must attend 80% of committee meetings (in person or via phone)
- Encouraged to participate in other Alumni and QUT events where requested.

Role Description: Treasurer

► RESPONSIBLE TO

President and Chapter Membership

► CHAPTER COMMITTEE REQUIREMENT

Optional — May be combined with another role such as Secretary.

► SUMMARY DESCRIPTION

The Treasurer is responsible for appropriate use of chapter funds and monitoring and maintaining the chapter's financial accounts in conjunction with the Alumni Office. They report regularly to the committee on the chapter's finances and complete post-event/activity reconciliation of funds. They also provide annual financial reporting as part of the chapter annual report and full reporting every two years at the chapter General Meeting.

► TERM

Minimum 1 term (2 years). Maximum 3 terms (6 years).

► MAIN DUTIES AND RESPONSIBILITIES

1. Ensures the chapter is focused on the responsible use of funds provided for its activities (especially funding provided by QUT, membership fees or fundraising activities).
2. Works with the Alumni Office to ensure that funds are banked and accounts paid.
3. Monitors the financial reports sent to the chapter by the Alumni Office and identifies any error or missing/unexpected transactions.
4. Ensures that adequate accounts and records are maintained of the chapter's financial transactions. Including accurate and up-to-date records of all income and expenditure and manages the chapter's cash flow.
5. Attends all chapter committee meetings and reports on the chapter's financial position.
6. Works with the chapter committee and the Alumni Office or to set appropriate event fees.
7. Collects any outstanding fees at events and arranges for the deposit of funds to the chapter's financial institution account as soon as possible.
8. Provides a reconciliation of funds after each event and arranges for prompt payments.
9. With the President, facilitates making written requests for funding support, if special funding is needed, either from fundraising efforts or from QUT.
10. Provides the annual financial report that forms part of the chapter annual report and general meeting report and arranges auditing processes if required by the chapter's rules.
11. Coordinates the preparation of budgets for the forthcoming year, describing potential sources of income and expenditure.
12. If incorporated, ensures annual returns and audited financial statements are filed with the relevant government department as required by the Associations Incorporation Act, 1981.

► POSITION QUALIFICATIONS

Essential

1. Must be an alumnus of QUT as defined by the Alumni Statute and meet the membership criteria of the chapter
2. Must have 'active' alumni status—defined by having current contact details and receiving regular correspondence from QUT Alumni
3. Knowledge of accounting and financial procedures
4. Excellent organisation skills and attention to detail.

Desirable

1. Sound computer skills

► OTHER REQUIREMENTS/RESTRICTIONS

- Only one person can hold the role of Treasurer at any one time
- Must agree to Code of Conduct requirements and sign data confidentiality form
- Must attend 80% of committee meetings (in person or via phone)
- Encouraged to participate in other Alumni and QUT events where requested.

Role Description: Membership Coordinator

► RESPONSIBLE TO

President and Chapter Membership

► CHAPTER COMMITTEE REQUIREMENT

Optional — Position may be combined with Secretary role.

► SUMMARY DESCRIPTION

The Membership Coordinator is responsible for coordinating all aspects of recruitment and retention of members and assisting the Alumni Office to maintain accurate, current and complete membership records. They convene, set the agendas and chair any membership/recruitment sub-committee meetings. They also establish an annual membership recruitment and retention plan, including any plans to expand membership to other groups (associate members and friends) in liaison with the Alumni Office. The Membership Coordinator may also be responsible for the recruitment, induction, training and support of volunteers for larger chapters.

► TERMS

Minimum 1 term (2 years). Maximum 3 terms (6 years).

► MAIN DUTIES AND RESPONSIBILITIES

1. Attends all chapter committee meetings and reports on current membership and recruitment efforts.
2. Convenes, sets agendas and chairs any membership/recruitment sub-committees to assist in recruitment efforts.
3. Establishes a recruitment plan and carries out recruitment and retention strategies in line with the plan including identifying possible opportunities to expand membership base where appropriate (associate members/friends etc).
4. Reports to the committee on current membership and recruitment efforts.
5. Attends all chapter events—solicits membership information changes and submits updated information to the Alumni Office and welcomes new members into the chapter.
6. Conveys membership issues to the Alumni Office.
7. Works with the Events/Communications Coordinator, to send information about the chapter and its activities to prospective members.
8. May be responsible for the recruitment, induction, training and support of volunteers for larger chapters.

► POSITION QUALIFICATIONS

Essential

1. Must be an alumnus of QUT as defined by the Alumni Statute and meet the membership criteria of the chapter
2. Must have 'active' alumni status—defined by having current contact details and receiving regular correspondence from QUT Alumni
3. Excellent organisational and communication skills.

Desirable

1. Experience with leading teams or volunteers

► OTHER REQUIREMENTS/RESTRICTIONS

- Only one person can hold the role of Membership Coordinator at any one time
- Must agree to Code of Conduct requirements and sign data confidentiality form
- Must attend 80% of committee meetings (in person or via phone)
- Encouraged to participate in other Alumni and QUT events where requested.

Role Description: Events Coordinator

► RESPONSIBLE TO

President and Chapter Membership

► CHAPTER COMMITTEE REQUIREMENT

Essential — Position may be combined with the Communications Coordinator role.

► SUMMARY DESCRIPTION

The Events Coordinator establishes the number and type of events the chapter will hold in line with its and QUT's objectives and is responsible for the delivery of a successful events program. They recruit and direct volunteers for events and activities, create sub-committees as required, and chairs these meetings. The Events Coordinator works closely with the Communications Coordinator and Membership Coordinator to ensure a coordinated approach to chapter programming.

► TERM

Minimum 1 term (2 years). Maximum 3 terms (6 years).

► MAIN DUTIES AND RESPONSIBILITIES

1. Attends all committee meetings, reports on event programming and arrangements, and solicits committee input on programming needs.
2. Working with the committee and the Alumni Office, establishes an events plan which meets the chapter's goals, and the needs and interests of members and implements the event plan in an organised, timely and efficient manner.
3. Convenes, sets agendas and chairs an events sub-committee to assist with event planning and implementation and ensures fair distribution of tasks to deliver successful events.
4. Makes initial contact with event suppliers to gather details on function facilities, menus, audio-visual systems, seating, health and safety and other arrangements to plan and effectively implement successful events.
5. Provides timely and relevant details to the Alumni Office on all aspects of an event prior to booking facilities (internal and external) and entering into contracts; seeks approval to go ahead with planned arrangements.
6. Works with the Alumni Office to invite and make arrangements for QUT/special guests and speakers, plan lucky door prizes and arrange gifts and awards as appropriate.
7. Works with the Treasurer and the Alumni Office to set appropriate event fees to cover costs and to arrange registrations for event attendance.
8. Works with the Communications Coordinator to provide timely and relevant details to the Alumni Office so that appropriate event publicity can be organised.
9. Attends all chapter events and is responsible for correct set-up and other arrangements (eg signage, food/beverage, AV etc). May also be responsible for making introductions and/or leading the event.
10. Carries out post-event evaluations and reports the results to the chapter committee and the Alumni Office on the *Event Evaluation and Report Form*.

► POSITION QUALIFICATIONS

Essential

1. Must be an alumnus of QUT as defined by the Alumni Statute and meet the membership criteria of the chapter
2. Must have 'active' alumni status—defined by having current contact details and receiving regular correspondence from QUT Alumni
3. Excellent organisation skills (including time and project management skills) and attention to detail.

Desirable

1. Experience working in events, facilities or similar
2. Experience with leading teams or volunteers

► OTHER REQUIREMENTS/RESTRICTIONS

- There may be more than one Event Coordinator, though is preferable to have one identifying person to oversee the portfolio
- Must agree to Code of Conduct requirements and sign data confidentiality form
- Must attend 80% of committee meetings (in person or via phone)
- Encouraged to participate in other Alumni and QUT events where requested.

Role Description: Communications Coordinator

► RESPONSIBLE TO

President and Chapter Membership

► CHAPTER COMMITTEE REQUIREMENT

Optional — Position may be combined with the Events Coordinator role.

► SUMMARY DESCRIPTION

The Communications Coordinator (may also be known as the Marketing or Promotions Coordinator) establishes the communication/promotional strategy for the chapter in line with its and QUT's objectives. They work closely with other committee members, particularly the Events Coordinator, to design, develop and distribute key communication messages such as event invitations, presentations, membership drives etc. They have overall responsibility for devising and maintaining an active social media presence (where appropriate). The Communications Coordinator may assist in preparing funding and sponsorship proposals and act as chapter spokesperson if deemed appropriate by the chapter.

► TERM

Minimum 1 term (2 years). Maximum 3 terms (6 years).

► MAIN DUTIES AND RESPONSIBILITIES

1. Attends all committee meetings, reports on communication programming and arrangements, and solicits committee input on communication needs.
2. Works with the committee and the Alumni Office to establish a communications plan which meets the chapter's goals, and the needs and interests of members.
3. Convenes, sets agendas and chairs a Communications sub-committee if necessary to assist with maintaining the chapter communication plan and ensures fair distribution of tasks to deliver successful programs.
4. Works with the Alumni Office to prepare copy, and design and produce material (printed and electronic) for event invitations, newsletters, chapter website and other communications where appropriate.
5. In consultation with the Alumni Office, produces or arranges the production of relevant media releases, public service announcements and news articles, and distributes them to appropriate local media to inform the membership/community about relevant events and activities to increase the profile of the chapter and QUT in the community.
6. Works with the Membership Coordinator to develop communications to promote the chapter and recruit members.
7. Ensures that chapter communications are maintained at the highest possible quality and in adherence with Alumni Office and QUT regulations regarding corporate identity and the use of QUT/chapter logos.
8. Oversees the maintenance and updating of the chapter's social media presence (Facebook/LinkedIn/Twitter) to ensure the integrity and relevance of the sites to members.
9. If also taking on a sponsorship role, works closely with other committee members to prepare concise and professional fundraising/sponsorship proposals and oversees communication with sponsors.

► POSITION QUALIFICATIONS

Essential

1. Must be an alumnus of QUT as defined by the Alumni Statute and meet the membership criteria of the chapter
2. Must have 'active' alumni status—defined by having current contact details and receiving regular correspondence from QUT Alumni
3. Excellent organisation, writing and oral communication skills and attention to detail.

Desirable

1. Experience working in marketing, communications or events roles
2. Experience with social media communication tools
3. Experience with leading teams or volunteers.

► OTHER REQUIREMENTS/RESTRICTIONS

- There may be more than one Communications Coordinator, though is preferable to have one identifying person to oversee the portfolio
- Must agree to Code of Conduct requirements and sign data confidentiality form
- Must attend 80% of committee meetings (in person or via phone)
- Encouraged to participate in other Alumni and QUT events where requested.

Role Description: Student Engagement Director

► RESPONSIBLE TO

President and Chapter Membership

► CHAPTER COMMITTEE REQUIREMENT

Optional — Position may be combined with Membership Coordinator/Secretary for smaller chapters, or incorporated into the Vice-President's duties.

► SUMMARY DESCRIPTION

The Student Engagement Director is responsible for identifying and coordinating all aspects of the chapter's engagement with current and recently graduated students. They play a vital role in establishing alumni-student links which enhance student recruitment and experience, provide support to student associations, and educate future chapter members about alumni involvement. They set student engagement plans in conjunction with the Alumni Office and recruit other alumni to support and assist with engagement programs such as pre-departure briefings (international), mentoring, networking and transition to alumni activities.

► TERM

Minimum 1 term (2 years). Maximum 3 terms (6 years).

► MAIN DUTIES AND RESPONSIBILITIES

1. Attends all chapter committee meetings and reports on current student engagement initiatives.
2. Convenes, sets agendas and chairs any student engagement sub-committee to assist with engagement efforts.
3. Establishes a student engagement plan and carries out activities in relation to the plan and in consultation with Alumni Office and other areas of the university as appropriate.
4. Seeks interest and coordinates the involvement of alumni in student engagement activities including career mentoring programs; pre-departure and returning home workshops/events for international students; supporting local student associations at QUT through mentoring/guest speaking or co-sponsoring of activities; providing contact/liaison for students on study tours/exchanges (international); and identifying opportunities for work placements, work experience and internships.
5. Works with relevant QUT areas, through the Alumni or International Offices, to assist or otherwise support QUT marketing and recruitment activities held locally and overseas, such as trade fairs and events to promote QUT to potential students, parents and other interested people.
6. Forwards records of alumni involvement in student engagement activities and conveys student engagement issues to the Alumni Office.
7. Works with the Events/Communications and Membership Coordinators to send information about student engagement activities to alumni and prospective members.

► POSITION QUALIFICATIONS

Essential

1. Must be an alumnus of QUT as defined by the Alumni Statute and meet the membership criteria of the chapter
2. Must have 'active' alumni status—defined by having current contact details and receiving regular correspondence from QUT Alumni
3. Excellent organisation skills and communication skills.

Desirable

1. Past member of student association or past active student leader
2. Experience with leading teams or volunteers.

► OTHER REQUIREMENTS/RESTRICTIONS

- Only one person can hold the role of Student Engagement Director at any one time
- Must agree to Code of Conduct requirements and sign data confidentiality form
- Must attend 80% of committee meetings (in person or via phone)
- Encouraged to participate in other Alumni and QUT events where requested.

Role Description: General Committee Member

► RESPONSIBLE TO

President

► CHAPTER COMMITTEE REQUIREMENT

Optional.

► SUMMARY DESCRIPTION

General committee members provide general support to chapter activities including sub-committees. They participate in meetings and provide comments and feedback on chapter plans and may take on specific projects roles as deemed appropriate by the chapter based on specific sets or time availability.

► TERM

Minimum 1 term (2 years). No maximum.

► MAIN DUTIES AND RESPONSIBILITIES

General Committee Members may be called upon to provide a range of support and assistance which could include (but is not limited to):

- Suggesting ideas for events, facilities or locations
- Serving as a local contact for arranging venues
- Attending chapter events and assisting with logistics such as registration, welcoming committee etc
- Contacting other alumni in area to encourage involvement
- Providing information to other alumni as a general contact/liaison
- Providing specialised services in a voluntary capacity eg web and publication design, project management, writing and research for special projects, creative skills, filming, photography, music, transport, deliveries etc
- Sourcing sponsors or identifying sources of give-aways/prizes etc
- Representing the chapter/QUT at other activities such as community events or with community partners
- Supporting other QUT or Alumni Office activities as a volunteer eg Achievement Awards, graduate reunions etc.

General Committee Members must only carry out agreed activities and keep the committee informed of progress and any issues that have arisen against allocated tasks.

► POSITION QUALIFICATIONS

Essential

1. Willingness and desire to be a team player
2. May be an alumna of QUT or eligible for chapter membership under another category stated in the Chapter's Rules eg associate member, friend, honorary member
3. Must have 'active' status on the alumni data base—defined by having current contact details and receiving regular correspondence from QUT Alumni.

Desirable

1. Experience with volunteer committees.

► OTHER REQUIREMENTS/RESTRICTIONS

- There are no restrictions on the number of general members, though chapters are advised to keep the numbers to a manageable and relevant size for the level of chapter activity
- Must agree to Code of Conduct requirements and sign data confidentiality form
- Must attend 80% of committee meetings (in person or via phone)
- Encouraged to participate in other Alumni and QUT events where requested
- General Committee members can be appointed by the committee without election and may have voting rights dependent on the Chapter's rules (determined by rules governing different membership levels).

QUT Code of Conduct



Queensland University of Technology
Alumni and Development

Alumni Volunteer Code of Conduct Agreement

Declaration of Agreement [For use by QUT Alumni Volunteer & Chapter Members]

The **QUT Code of Conduct** applies to the following members of the University community:

- All staff members (whether full-time, part-time, ongoing, fixed-term, casual or sessional)
- QUT Council or members of other University committees whether they hold office by election, nomination or appointment
- Visiting and adjunct academics or other academic or research collaborators
- **Volunteers who contribute to or act on behalf of the University**
- Individuals who have been granted access to QUT property, services or infrastructure
- Consultants and independent contractors undertaking services for QUT.

The Code of Conduct can be found online in QUT’s Manual of Policy and Procedures (MOPP)

www.mopp.qut.edu.au/B/B_o8_o1.jsp

A summary of the Code of Conduct is also included in the Alumni Chapter Resource Manual provided to all Alumni Chapters.

The Code of Conduct outlines the following:

- | | |
|------------------------------------------|-----------------------------------|
| • Policy principles | • Application |
| • Integrity and impartiality | • Promoting the public good |
| • Commitment to the system of Government | • Accountability and transparency |
| • Consequences of non-compliance | |

By signing this declaration, I confirm and accept that:

- My conduct as an alumni volunteer is governed by the standards defined in the QUT Code of Conduct
- I will abide by all the provisions of this Code of Conduct when representing QUT and its alumni
- My failure to comply with the standards of the Code of Conduct may result in termination of my alumni chapter membership or involvement as an alumni volunteer supporting QUT’s alumni program

I have read and understood the QUT Code of Conduct and agree to comply with its provisions

Full name of Alumni Volunteer: _____

Alumni Chapter, Committee or program: _____

Volunteer Position/Role: _____

Signature: _____

Date: _____

QUT Alumni and Development Office, A Block, QUT Gardens Point Campus, 2 George Street | Brisbane QLD 4000 Australia
Phone +61 7 3138 1657 | Fax + 61 7 3138 1514 | alumni@qut.edu.au

www.alumni.qut.edu.au | www.giving.qut.edu.au

Confidentiality Form



Queensland University of Technology
Alumni and Development

DATA CONFIDENTIALITY Alumni and Development Office

Attention: QUT Alumni and Development Office

Email: alumni@qut.edu.au

CONFIDENTIALITY AGREEMENT [FOR USE BY QUT WIDE STAFF OR OFFICIAL ALUMNI CHAPTER MEMBERS]

QUT collects personal information about its graduates and others with links to the University in pursuit of its functions. In doing so, QUT has obligations, imposed by the Queensland Government's privacy regime, for the protection of personal privacy. QUT's obligations for the protection of information privacy are fully outlined in the privacy policy at MOPP F/6.2

<http://www.mopp.qut.edu.au/F/F_o6_o2.jsp>.

The Alumni and Development Office of QUT grants access to personal information held in its database, Raisers Edge, to:

- employees of the office
- other staff of QUT (eg in faculties)
- Alumni volunteers
- representatives of Alumni chapters and groups.

This information is solely for the purposes of advancing QUT's development activities or to enhance relations with Alumni. The personal information is confidential to QUT and must not be used for any other purpose or disclosed to any other person or group.

In accordance with QUT's privacy policy, I agree that all information accessed or received by me from the Raisers Edge database held by the QUT Alumni and Development Office may be used on a confidential basis for QUT development activities only, and must not be disclosed to any other person.

Name:

Date:

Signature:

Phone:

Email:

Alumni & Development Office Contact:

Relationship to QUT:

Staff—<Name of Faculty/School/Department>

Chapter volunteer—<Name of Alumni Chapter>

Other (please specify):

QUT Alumni and Development Office, A Block, QUT Gardens Point Campus, 2 George Street | Brisbane QLD 4000 Australia
Phone +61 7 3138 1657 | Fax + 61 7 3138 1514 | alumni@qut.edu.au

www.alumni.qut.edu.au | www.giving.qut.edu.au

Request for Alumni Data

To request Alumni data, please complete this form and return it to the Alumni Office with a signed copy of the Confidentiality Agreement Form.

Email: alumni@qut.edu.au Fax: +61 7 3138 1514

Please Note that the Alumni Office requires a minimum of 7 days notice for an Alumni Data List to be produced.

REQUESTOR'S DETAILS

Full Name:		
Telephone:		Date:
Email:		
Faculty/Institute/Division/Chapter		
For what purpose is the data required? Please send to the Alumni office a copy of the material being sent to alumni once distributed.		

ALUMNI INFORMATION (the more details provided, the more targeted your list will be)

Degree(s)/Course Names (attach list if necessary)	<i>Eg MBA, BBus(Accy) etc</i>
Degree Type: Undergraduate / Postgraduate / Masters / PhD / Other	
Year(s) of course completion <i>Between and</i>	
Location <i>Postcode/City/State/Country/Region</i>	
Other alumni criteria (please specify) <i>E.g. title, suffix</i>	

What information do you require in the data?

Include mailing address (Mailed to preferred address only)	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Home phone	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Business phone	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Mobile phone	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Email Address	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Position & Organisation Name	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Degree(s)	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Class Year	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Other (please specify) e.g course code, major.	<input type="checkbox"/> YES	<input type="checkbox"/> NO

The SPAM ACT 2013

The list provided is a **ONE-TIME USE ONLY** and needs to be destroyed after use. For future contacts or mailings an updated list must be provided by the Alumni and Development Office.

In accordance with the Spam Act 2003, any emails sent from data provided **MUST CONTAIN AN UNSUBSCRIBE FEATURE**.

When sending a bulk email, all emails must be placed in the BCC: section of the email to ensure the individuals privacy is maintained.

After the material is distributed via email or post the **Alumni and Development Office needs to be notified of: Requests to unsubscribe: Bounced emails; Updates to email addresses; Updates postal address; Return to senders; Any other additional updated information such as additional business details.**

This ensures that all details are kept up-to-date for future use.

State Government Information Standard No 42 - Information Privacy (IS42)

QUT complies with State Government Information Standards. QUT regards all information supplied or collected as private. Information supplied, is only to be used for the administrative and educational purposes of the University. Under no circumstances will QUT reveal, sell or distribute to a third party any personal information that is supplied. The university may distribute aggregated statistical information for reporting purposes, but personal identifying information will not be distributed to any third parties.

Template: Chapter Strategic Plan

<NAME> ALUMNI CHAPTER - STRATEGIC PLAN (2014-2016)				
Chapter Mission				
Chapter Vision				
Strategic Area	Strategic Area #1 (eg Events)	Strategic Area #2 (eg Membership)	Strategic Area #3 (eg Communication)	Strategic Area #4 (Projects)
Objective				
Priorities				
Key Initiatives				
Outcomes & Measures				

<NAME> ALUMNI CHAPTER - OPERATIONAL PLAN (current year)			
Activity & Key Projects	Timeline	Responsibility	Budget & Resources
STATISTICS & FIGURES			
Membership Profile	Financial Position		Engagement



Alumni Chapter Annual Report

For period <date> to <date>

Chapter Name:	<i>Insert Chapter Name</i>	
Chapter Mission/Purpose:	<i>What is the main purpose/mission/vision of the chapter?</i>	
Number of Chapter Members:	<i>Include nos of alumni members and associate members/friends (Alumni Office can assist)</i>	
Executive Members:	Committee Position:	Term:
<i>Include full list of executive members including any that joined/left the committee during the year</i>	<i>Position title</i>	<i>Note if position was held for full period or length/dates of term</i>
Date of next General Meeting/Committee Election:		<i>When will next elections be held?</i>
Chapter Activities & Events		
Event/Activity Name	Date & Number of Participants	Highlights & Outcomes
<i>List all chapter events and other activities</i>	<i>Include number of event attendees or activity participants</i>	<i>List key outcomes and any highlights from the activity (inc speakers, funds raised etc?)</i>
Chapter Communications		
<i>What types of Chapter Communications did your chapter produce and send during the year (eg e-newsletters, invitations, membership drives , social media use etc)</i>		
Chapter Community Service and Philanthropy		
<i>Did your chapter undertake any public service/community work or fundraising activities (for the chapter, QUT or other) during the year?</i>		
Membership Recruitment and plans for the coming year		
<i>What efforts did you make during the year to promote membership and what plans do you have for the future membership drives and programs?</i>		
Planning Activities		
<i>Have you had a planning session for the upcoming year? If so, please attach a copy of the minutes/outcomes from the planning session? What are the key activities planned?</i>		
Chapter Rules — <i>Have you made any changes to your Chapter Rules or procedures? If so, please attach a copy.</i>		
Chapter Financial Report — <i>Attach your latest financial report</i> <i>If your chapter charges Membership Fees, also include details of different membership levels (if applicable) and attach a list of current and lapsed members and details</i>		
Additional Comments — <i>include any other information or updates your chapter would like to report on</i>		
Prepared by (name)	Position	Signature and Date

Template: Chapter Financial Report (2 year)

<CHAPTER NAME> <FINANCIAL STATEMENT> FOR YEAR/TWO YEAR PERIOD ENDING <DATE>		
ITEM	PERIOD ENDING <2014>	PERIOD ENDING <2013>
BALANCE /RETAINED FUNDS (carry over)	\$	\$
REVENUE/INCOME/		
Membership fees	\$	\$
Event Ticket Sales/Receipts	\$	\$
Other Sales (books etc)	\$	\$
Gifts/Donations	\$	\$
Sponsorship	\$	\$
Interest received	\$	\$
TOTAL REVENUE/INCOME	\$	\$
EXPENDITURE		
Hospitality (Catering)	\$	\$
Rental/Venue Hire	\$	\$
Equipment	\$	\$
General Consumables	\$	\$
Travel & related costs	\$	\$
Donations/Sponsorships/Prizes	\$	\$
Publications & Promotions	\$	\$
Training & Development	\$	\$
Fringe Benefits Tax	\$	\$
Other fees and charges	\$	\$
TOTAL EXPENDITURE	\$	\$
PROFIT/LOSS	\$	\$
CLOSING RETAINED FUNDS	\$	\$
Prepared on behalf of <Chapter Name> Name: Signature: Date:		

Risk Management Worksheet

Risk Category	Description of Risk	Adequacy & Effectiveness of Existing Controls	Likelihood & Consequence of Occurring	Consequence of Adverse Event Occurring	Risk Rating	Treatment Option	Treatment Description
		Good Satisfactory	Probable Possible	Major Moderate	High Medium	Avoid Share	
Strategic/Reputational							
Financial							
Operational							
Compliance							

CHAPTER: _____ SIGNED BY: _____

FOR YEAR OF: _____ DATE: _____

Template: Meeting Agenda

**<CHAPTER NAME>
COMMITTEE MEETING
AGENDA**

Meeting is scheduled to meet in <room/building>, <time> on <date>.

- * **1. APOLOGIES, WELCOME AND FINAL STARRING (*) OF AGENDA**
Any member may nominate an un-starred item for discussion. All remaining items will be taken as noted or adopted as appropriate. Members are requested to declare any conflict of interest with business items on the agenda at the opening of the meeting.

- * **2. CONFIRMATION OF MINUTES**
The minutes of <Chapter's> meeting of <date of last meeting> are attached.

- 3. REPORTS**
- * **3.1** President's Report <Name>
- * **3.2** Treasurer's Report <Name>
- * **3.3** Event Coordinator's Report <Name>
<include all standard reports and who will be reporting>

- 4. SUBMISSIONS**
- * **4.1** Submission 1 <Name>
- * **4.2** Submission 2 <Name>
<include all submissions and who will present the submission>

- * **5. GUEST SPEAKER**
<Allocate time to any guest speakers>

- 6 ITEMS FOR INFORMATION**
- 6.1** Post-meeting action sheet for meeting <date of last meeting>
<include any other items to be circulated to members but not for discussion, unless starred>

- 7. GENERAL BUSINESS**
- 8. NEXT MEETING**
The next meeting will be held on <date of next meeting>

Prepared by:
 <Name of Secretary>
 Phone
 Email

Template: Post-Meeting Action Sheet

<CHAPTER NAME> COMMITTEE MEETING POST MEETING ACTION			
From meeting held <date of meeting>.			
Item	Action	Action Officer	Action Taken
2	<u>CONFIRMATION OF MINUTES</u>		
	<Key points and any business arising from previous minutes>	<Who is responsible>	<Date completed>
3	<u>REPORTS</u>		
3.1	President's Report <Key points and any business arising from report>	<Who is responsible>	<Date completed>
	<Include key points and any business arising from reports>	<Who is responsible>	<Date completed>
4	<u>SUBMISSIONS</u>		
4.1	Submission 1 <Include key points and any business arising from submission>	<Who is responsible>	<Date completed>
	<include all submissions and who will present the submission>	<Who is responsible>	<Date completed>
5	<u>GUEST SPEAKER</u>		
	<Include key points and any business arising from speaker's presentation>	<Who is responsible>	<Date completed>
6	<u>ITEMS FOR INFORMATION</u>		
6.1	<Include key points and any business arising from items for information>	<Who is responsible>	<Date completed>
7	<u>NEXT MEETING</u>		
	Meetings for the remainder of <year> are scheduled for <list all dates that have been set>	All members	<Date completed>
	<u>Distribution List:</u> Members Alumni Office <other partners/key contacts>		

Chapter Committee Nomination Form



<NAME OF CHAPTER>

NOMINATION FORM

Chapter Management/Executive Committee Member

Nominations are called for volunteer positions on the management/executive committee of the <Name of Chapter> for a two (2) year term from <year> to <year>.

Alumni who meet the requirements for full membership of the <Name of Chapter> are eligible for nomination. Nominators must also be eligible to vote in this election by virtue of meeting the requirements for full membership of the chapter.

Completed nominations forms must be forwarded to the QUT Alumni Office at alumni@qut.edu.au.

Nominations close at 5.00pm (local time) <date—at least 2 weeks prior to election>.

The election will be conducted at the <Name of Chapter> Annual General Meeting to be held on <date> at <Venue>, <Time>.

Queries can be directed to <name>, <position title>, <phone>, <email>.

COMMITTEE POSITION (choose only one position per nomination form)

- President**
- Vice-President**
- Secretary**
- Treasurer**
- Events Coordinator**
- Communications Coordinator**
- Student Engagement Coordinator**

Refer to role descriptions for full details of all positions

NOMINATION (completed by the nominator)

I wish to nominate _____ for election to the Management/Executive Committee of the <Name of Chapter>

Nominator (name):

Address:

Email: _____ **Phone:** _____

Signature: _____ **Date:** _____

NOMINEE (completed by the candidate standing for election)

I agree to stand for election to the Management/Executive Committee of the <Name of Chapter> in the above category.

Nominee (name):

Address:

Email: _____ **Phone:** _____

The nominee may provide a statement of not more than 100 words to be included with the ballot form:

Signature: _____ **Date:** _____

The personal information collected in this nomination form is used to administer this particular election. The election category, names of nominees and the number of votes obtained may be disclosed to the electors in the specific category, included in the minutes of the Annual General Meeting and/or published on QUT Alumni website and in related materials.

Chapter Committee Ballot Form



<NAME OF CHAPTER>

BALLOT FORM

Chapter Management/Executive Committee Member

Voting Instructions: Please read the **Nominee Statements** attached and **place a cross (X)** in the box beside the name of the candidate you wish to vote for against each position. **Only one (1) vote can be registered in each position/category.**

You must place a vote for **at least one category/position** listed on this form. You do not need to vote for each position.

Votes will be deemed informal/invalid if:

- (a) More than one box per position/category has been marked
- (b) No vote has been cast for any nominee listed on the ballot form
- (c) Contains any means by which the name of the voter may be identified (do not write your name on the ballot form)

POSITION/CATEGORY	CANDIDATES (votes may only be cast for one person per category)
President	<input type="checkbox"/> Candidate 1 <input type="checkbox"/> Candidate 2 <input type="checkbox"/> Candidate 3
Vice-President	<input type="checkbox"/> Candidate 1 <input type="checkbox"/> Candidate 2 <input type="checkbox"/> Candidate 3
Secretary	<input type="checkbox"/> Candidate 1 <input type="checkbox"/> Candidate 2 <input type="checkbox"/> Candidate 3
Treasurer	<input type="checkbox"/> Candidate 1 <input type="checkbox"/> Candidate 2 <input type="checkbox"/> Candidate 3
Events Coordinator	<input type="checkbox"/> Candidate 1 <input type="checkbox"/> Candidate 2 <input type="checkbox"/> Candidate 3
Communications Coordinator	<input type="checkbox"/> Candidate 1 <input type="checkbox"/> Candidate 2 <input type="checkbox"/> Candidate 3
Student Engagement Director	<input type="checkbox"/> Candidate 1 <input type="checkbox"/> Candidate 2 <input type="checkbox"/> Candidate 3

When completed, fold your ballot form and place in the designated box or hand it to the election returning officers/scrutineers.

If submitting this ballot by post, place it in the ballot envelope included and post to QUT Alumni Office, GPO Box 2434, Brisbane QLD 4170 to arrive by 5.00pm, <select date>.