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|  | **ACTIVITY PROPOSAL FORM Event Management Services** |

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| Event |  | | |
| Title |
| Proposed date(s) |  | | |
| Venue |  | | |
| Expected number of delegate registrations |  | Contracted Minimum Number of Delegate Registrations |  |
| Target market  *(for delegates)* |  | | |
| Partners involved |  | | |
| Previous offerings (if any) |  | | |

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| Event Owner (Client) | Overall responsibility for the success of the activity |
| Organisation (QUT Division, Faculty, School or Centre ) |  |
| Authorised officer (Name, email and phone number) |  |
| Other key staff involved  (Name, email and phone number) |  |
| Finance Officer (Name, email and phone number) |  |
| Surplus account code |  |

This proposed CPE activity and budget is approved, with QUT Events providing the attached schedule of services. I understand and accept the terms and conditions, including that the risk for this activity is borne by the Event Owner. If the activity incurs a loss, the Event Owner will fund any outstanding expenses, including the quoted QUT Events Fees.

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| **Client Approval** |  | | |
| HOS or Dean Signature | | Name | Date |

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| **QUT Events Acceptance** |  | | |
| QUT Events Manager Signature | | Name | Date |

The Office of Commercial Services manages new continuing education programs valued in excess of $10,000 ([MOPP C5.2](http://www.qut.edu.au/admin/mopp/C/C_05_02.html)).

QUT Events is part of Continuing Professional Education, a cost recovery entity within the Office of Commercial Services that partner with Division/Faculty offering continuing education activities such as conferences, professional (non-award) training.

QUT Events provides commercial, financial, logistical and marketing support services. These are designed to complement the event owner’s leadership roles in event strategy, program structure and delivery, marketing, sponsorship and overall responsibility.

**Please call Jason Thomas on 3138 9367 to discuss QUT Events services and budget for the proposed conference.**

**SCHEDULE OF CONFERENCE MANAGEMENT SERVICES**

QUT Events offers two flexible service packages for Conference activity management:

**1. Registration Service**

This service provides the minimum set of services to ensure sound governance (financial and reputation) of the event.

The charge for this service is per delegate registered in the QUT Events event management database (minimum of 100 registrations). This includes all delegates registered by QUT Events, including complimentary registrations for committee, speakers, chairpersons, sponsors, trade exhibitors, volunteers, VIP’s, and guests.

**2. Custom Activity Management Services**

This builds on the Registration Service, offering a range of optional services to provide a comprehensive event management service. Services are quoted and delivered as a combination of the Registration Service fee plus a Custom Services fee.

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| QUOTATION FOR QUT EVENTS EVENT MANAGEMENT SERVICES | | |
| Registration Services | $40 per delegate  (for a number delegates equal to or greater than the Contracted Minimum Number of Delegates) | Minimum of: $4,000 |
| Speaker Management | $65 per submission based on a minimum number of 50 submissions | Minimum of: $3,250 |
| Custom Services | For those specified in the schedule of Custom Activity Management Services |  |
| Terms and Conditions | Quote is valid till |  |
|  | GST is additional (if applicable).  Payment - Client authorises QUT Events to deduct the quoted fees on or after the date the Conference commences.  Expenses are additional. This includes but is not limited to, audio visual, catering, communications, courier, design & printing, advertising, delegate satchels and any venue charges.  Inclusions of the total management fees are: - office expenses; general postage, photocopying, phone calls - credit card merchant fees (Amex, Mastercard, Visa) - web hosting and related data charges  Additional QUT Events event management services are charged at the rate of $600 per day plus expenses. Additional services are those not specified in this Schedule of Conference Management Services.  Cancellation fee of 45% of the total quoted fee if cancellation occurs more than 6 weeks prior to the published commencement date for the event or 85% if cancellation occurs within 6 weeks of the event commencement date. | |

**Schedule of Registration Services**

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| QUT EVENTS  REGISTRATION SERVICE: | SPECIFY THE REQUIRED CPE DELIVERABLES |
| Delegate Registration |  |
| * Liaise with the client contact | Provide an online report of delegate registrations and statistics.  Provide informal event management advice and recommendations. |
| * Answer enquiries from potential delegates (phone, fax, email) | QUT Events to create the conference email address [conferencename@qut.edu.au](mailto:conferencename@qut.edu.au) and respond to most queries within three working days of receipt of each. |
| * Receive delegate registrations via web site, fax or post (and enter into events data base system) | If web based registration, client to link the CPE online registration form for this conference to the client developed and hosted web site.  If a client website is not available a hosted page can be created at an additional charge of $100. |
| * Send acknowledgement email | Within three working days of receipt of registration.  Re-confirmation one week prior to the conference.  Additional emails (above the norm) sent to the database charged at $200 per mail-out. |
| * Name Badges | Two days prior to the event, prepare name badges for delegates that registered with QUT Events.  Option of name badges for any non QUT Events registered complimentary registrations at a negotiated fee. |
| Travel and Accommodation |  |
| * Offer two ‘preferred’ accommodation options on the event registration form | Delegates to book travel independently  QUT Events will liaise with the relevant hotels to secure an accommodation block for the conference. This block will be managed by QUT Events.  As part of the terms and conditions of managing the block, all rooms remaining must be released at 30 days out from the conference, and we will cease to accept any new bookings. |
| * Manage accommodation bookings for delegates who register through CPE for the ‘preferred’ hotels | Include confirmation of accommodation booked within the delegate acknowledgement email.  Delegate to provide and agree to credit card details being passed to the hotel as security on the booking. Delegates to pay accommodation charges directly to the hotel.  Declaration: QUT Events receive a 10% commission from selected hotels as a fee for service managing the accommodation block on their behalf. This cost is not passed on to the delegate, rather paid for by the hotel. |
| Financial Management |  |
| * Prepare the event budget (with the client contact) | Budget attached. |
| * Manage a QUT account dedicated to the event. QUT Events to manage all transactions on the account and ensure correct GST processing | Provide delegates with tax invoices/receipts.  Bank all moneys and process credit card payments  [\*Visa, MC, Amex. Not Diners].  Refund fees for cancelled registrations.  Make payment for budgeted and approved items.  Complete the account reconciliation within three months of the event. |
| Marketing | Plus any additional Custom Services |
| * Registration of the activity as a QUT Events event. | Link to the conference site from [www.cpe.qut.edu.au](http://www.cpe.qut.edu.au)  List the event on QUT NewsManager. |
| Registration Desk | Plus/Replaced by any additional Custom Services |
| * Welcome delegates during official registration times | One uniformed QUT Events staff member in attendance per 100 delegates to welcome from 30 minutes prior to the published opening through to the published close of the initial official registration period (max 3 hours). |

**Schedule of Custom Activity Management Services**

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| QUT EVENTS CUSTOM SERVICES: | SPECIFY THE REQUIRED QUT EVENTS DELIVERABLES |
| Event Management |  |
| * Active liaison with Client contact and/or committee members | QUT Events Event Manager assigned to the event.  Provide event management advice and recommendations |
| * Committee meetings | QUT Events to attend up to 8 one hour meetings  QUT Events to provide advise and recommendations to committee on all agenda items. |
| Marketing |  |
| * Create and host the conference web site - 5 tabs (using QUT Events standard templates – eg: [www.fyhe.qut.edu.au](http://www.fyhe.qut.edu.au)) | Initial information to be provided by the client  (Images and logo’s to be in agreed format)  Incorporate on-line registration  Regular updates to the site with Client supplied information (newsletters…) |
| * Assist client develop the Conference program | Provide advice on recommended format, options, social activities… |
| * Co-ordinate the creation, production and mail/e-mail of: | QUT Events to arrange: |
| * + First announcement | Promotional Postcards  Email to target audience |
| * + Call for abstracts | Email to target audience |
| * + Second announcement | Email (with link to web site) |
| * + Program and Registration brochure | Email (with link to web site) |
| * + Newsletters | To be created by the client and made accessible to delegates from the conference web site |
| * Co-ordinate creation and placement of media advertising and PR | Secure entry in newspaper “what’s on” diary postings  Target publications are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Develop and issue media release(s) on \_\_\_\_\_\_\_\_\_\_\_\_  Create advertisement (design/size/format) \_\_\_\_\_\_\_\_\_\_  Book and place advertising for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Speakers |  |
| * At the direction of the client, invite speakers, session chairs and panel members (This is additional to the Marketing call for abstracts) | Client to provide accurate and complete information  QUT Events to send email invitation |
| * Monitor speaker acceptance | Receive and acknowledge abstracts and papers |
| * Manage the peer review process of abstracts/papers submitted   An increase in the number of papers to be presented or an extension to the schedule for submission of abstracts, papers or their review will incur additional CPE fees | Conference requires \_\_\_ papers to be presented.  Each paper to be blind reviewed by two independent reviewers and rated against the Client’s criteria  Client to nominate adequate reviewers and ensure reviewers provide their assessment by the due date  Provide a report to the Client’s program committee |
| * Correspond with speakers on presentation requirements | Ensure Speakers and AV briefed accordingly |
| * Arrange/ensure speaker travel and accommodation | Email confirmation to each speaker |
| * Arrange gifts for speakers… | Gift standard |

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| Venue |  |
| * QUT Events to confirm client requirements and secure venue * Client to approve contract with the venue (QUT Events enters into as agent for the client) | Plenary room  Breakout rooms  Trade expo  Delegate work room (refer Technical Services)  Functions (refer Hospitality) |
| * QUT Events to brief the venue on operational requirements | *Develop the event brief for submission to the venue  (Submit a final confirmed event brief and review with the venue manager one week before the event)* |
| Catering |  |
| * QUT Events to engage and co-ordinate a commercial catering firm to provide: |  |
| * + Welcome function | *As required* |
| * + Daily     - On arrival | *Conference package to fee quoted in the budget*  *Tea and Coffee on arrival* |
| * + - Morning Tea | *Tea, coffee and selection of finger food* |
| * + - Lunch | *As required* |
| * + - Afternoon Tea | *Tea, coffee and selection of finger food* |
| * + Conference dinner/ gala themed event | *As required* |
| * + Other | *n/a* |
| Sponsors and Exhibitors |  |
| * Assist in the creation of Sponsorship Materials | *Prepare sponsors and exhibitors packages (from Client supplied material)*  *In conjunction with the Client, invite and secure sponsors and exhibitors* |
| * Co-ordinate with sponsors, exhibitors, venue and exhibition suppliers | *Confirm entitlements and ensure agreed signage*  *Prepare and distribute the exhibitors manual*  *Co-ordinate on the day setup* |
| Technical Services |  |
| * QUT Events to co-ordinate the provision of:   + Screens | *As required* |
| * + Laptop with PowerPoint | *As required* |
| * + Data projector | *As required* |
| * + Microphones (lapel, handheld, lectern) | *As required* |
| * + Standby equipment | *As required* |
| * Delegate work room for delegates to use to review presentations, email…. | *Provision if allowed for in the budget* |
| * QUT Events to co-ordinate provision of AV technical support staff | *One technical services staff to be in attendance for the whole conference (budget allowing)* |
| Social Program |  |
| * Special functions –VIP Events, Tours, Partner events… | *Specify each activity, your specific requirements, pre-event and any on-site assistance required*  *Highlight if these functions are included in the standard conference registration or priced as an optional extra* |
| Delegate Satchels |  |
| * Acquire delegate satchel  (to approved budget) | *As required* |
| * Coordinate printing of a Conference booklet for inclusion in the satchel | *Booklet to include information on venue logistics, local points of interest, the updated program and presentation abstracts* |
| * Manage the packing of the delegate satchels | *Specify inclusions such as pad, pen, gift …*  *Co-ordinate with sponsors to include vendor material* |
| At the Conference |  |
| * Attend registration desk for the full conference duration   + Distribute satchels   + Answer delegate enquiries   + Provide on-site co-ordination | *1 uniformed QUT Events staff member to be present at all times*  *Second QUT Events staff member to assist with delegate movements to special functions* |
| * Distribute and collect delegate feedback survey |  |
| Post the Conference |  |
| * Conference web site | *After the conference, upload the conference proceedings to the site and continue to host the site for a further six months* |
| * Report to the client | Submit report within ten weeks covering   * *Online delegate feedback survey (if undertaken)* * *Implementation* * *Financial* |

**ACTIVITY BUDGET**

Below is a draft budget, estimating the planned expenses for all aspects of the conference.

Actual expenses are charged at cost. QUT Events will keep the Event Owner informed of any variances to the planned expenses.





Please contact CPE for a copy of the standard Excel budget worksheet (as above).