

Student Guide Scheme – Guidance note and Agreement

All students that wish to join the Student Guide Scheme are required to sign this document to indicate their acceptance of the requirements and standards of the Scheme.

This document is written to complement the Registration Agreement for Student Workers and explain the terms of the Scheme. Please ensure you read this document and the Registration Agreement for Student Workers.

Those students involved in the Student Guide Scheme will:

General requirements of the Scheme

- Be registered as a current UEA student for the full period that you are invited to join the scheme. Any break in university study, such as intercalation, will result in involvement in the Scheme being terminated. (Please note that you may continue to be a Student Guide if you are studying for an intercalated Medical degree). If you undertake a period of time where you are not studying at the university please email the Student Guide Scheme immediately
- Complete all Student Guide training as required
- Ensure you only agree to work where it does not conflict with your study commitments, these must always take priority
- Wear a Student Guide t-shirt and lanyard at all times (if the weather permits, coats and hoodies are also required to be worn in place of your own items of clothing) while working and return all items at the end of each event
- Whilst giving a campus tour to a group of 10 or more people you must always ensure you are using one of the events team microphones and speakers

Confidentiality

- Not disclose to any unauthorised person any confidential information, whether read or viewed electronically or manually held data, relating to the University, its staff, students, prospective students or any visitors to the University. In this context an authorised person is the member of staff for whom you are working
- If access to a system is given to undertake any work you must only use this access for the purposes given
- Not retain, extract, copy or in any way use any data accessed during the course of the duties for any other purpose
- If carrying out work involving personal data subject to the provisions of the Data Protection Act 1998 you will be advised and will be briefed; understand that by knowingly or recklessly acting outside the scope of this Agreement may incur criminal and/or civil liabilities; and recognise that any breach of confidential information will lead to instant dismissal from the Scheme
- Undertake to seek advice from the responsible member of staff in the event of any doubts or concerns about responsibilities, visitors or stakeholders or the authorised use of confidential information

Register for Student Workers, Allocation and Hours of work

- Completing the Register for Student Workers form does not entitle you to any work from the Student Guide Scheme

Please return to the Recruitment Events Team

Recruitment and Outreach, LSB 0.20, University of East Anglia

- It is your responsibility to ensure that you fully complete the form and provide documentary evidence of your entitlement to work in the UK before you are due to work
- Only once you have completed the Register for Student Workers, attended the required training sessions and completed the necessary paperwork will you then become a member of the Student Guide Scheme
- The Student Guide Scheme will advertise available work to members of the Student Guide Scheme via email
- Shifts will be allocated to those who have applied to work by the deadline given but work is not always guaranteed. You may not be asked to work every event for your school, there will be instances where specific skills/ knowledge/ experience are required and in these cases the work will be allocated to students on this basis
- Details of work, such as shift time, will be emailed to those allocated
- The Student Guide Scheme will not usually email those who are not booked to work for an event. If you do not receive a booked to work email, you must assume that you are not working
- At times you may be allocated a reserve role, this means that you may be contacted at a later date to be asked to work. If you are allocated as a reserve and become unavailable, please let us know immediately by emailing Student.Guides@uea.ac.uk. You are not paid for being a reserve if you do not end up working.

Cancellations and Sickness

- When you become unable to work you need to let the Scheme know immediately once you find out you are unavailable. Please email Student.Guides@uea.ac.uk with the reason why you need to cancel your shift.
- If you become unable to work on the day please call the contact number you have been given before you are due to start work.

Financial Arrangements

- Payment is in arrears in accordance with the payroll calendar (provided on the Student Guide Scheme webpages) timesheets will be submitted by the Recruitment Events Team or the team that books you to work.
- Rate of Pay (at August 2015) is as follows:
 Hourly rate: £8.70 (includes holiday entitlement)
- It is your responsibility to ensure you sign in AND out during an event.
- It is your responsibility to keep a track of the hours you have worked and been paid.
- Please be aware that you will only be paid from the advertised start time of each event, no earlier unless specifically requested.
- Any lunch breaks undertaken will be unpaid.

Behaviour and Communication

- Meet expected standards of behaviour, including punctuality, reliability, wearing suitable clothing, not using your phone for personal reasons and maintaining a professional manner.
- Follow instructions from the Recruitment Events Team, or the member of staff supervising the area you are working in at the time.
- Follow the programme for the day and do not leave the event without permission from the event lead.
- Communicate with the team either via email, phone or face to face in a polite and professional way at all time.
- Be flexible and understanding about the requirements of your role – you may be asked to change roles at short notice, for example.

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Termination

- Participate in all training; failure to do so will result in the termination of your participation in the Scheme.
- Three or more cancellations within a week of the instance of work will mean that you will no longer be able to be a member of the Student Guide Scheme (there are some exceptions to this and exceptional circumstances will be taken into account).
- Any of the below actions will result in a warning being given, if 3 warnings are given you will no longer be able to participate in the Scheme
 - Contravening any of the above
 - Not turning up to work without contacting the Student Guide Scheme and member of staff running the event you are booked to work for
 - Lateness with no explanation or apology
 - Bad Feedback from Visitors, Events team, Admissions Staff or Academic Staff
 - Unwillingness to complete certain job roles, or roles allocated to them
 - Negative attitude
 - Not remaining at the event at all times and not seeking permission from a member of staff to leave
 - Lack of engagement or rudeness to visitors and staff members
- Any of the below actions will result in immediate removal from the Student Guide Scheme if it reasonably considers that you have committed any serious breach of its terms or committed any act of gross misconduct, non-exhaustive examples are:
 - Theft, fighting, misuse of drugs or alcohol or any other acts or omissions which might bring the University into disrepute
 - Arriving for work in an unfit state, for example under the influence of drugs or alcohol
 - Falsifying start or finish times which would result in you being paid for a longer period of time than you worked.
 - Bad Feedback from Visitors, Events team, Admissions Staff or Academic Staff regarding inappropriate behaviour or otherwise.

We are happy and able to provide you with a reference unless your involvement in the Scheme is terminated.

I have read, understood and accepted the Code of Conduct.

Signed

Name

Date

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