

Student Accommodation Representatives Scheme

Code of Conduct 2017 18

Accommodation showcased at Recruitment Events must be well-maintained and tidy. Those employed by the scheme must be enthusiastic students, willing to chat to visitors about student life and able to showcase UEA accommodation in a positive and friendly manner. Accommodation showcased must also fit the requirements stated below:

Code of Conduct for the whole flat

Everyone in the flat must be in agreement that visitors can enter the flat during hours advertised by the Recruitment Events team.

Every member of the flat needs to sign an online registration form which includes the agreement with the Recruitment and Outreach Code of Practice so we have a record that the whole flat agrees to allow visitors into the flat. This is mandatory and you cannot join the scheme if the whole flat is not in agreement. Please note this does not mean that everyone in the flat has to allow visitors into their rooms; only those employed by the Student Accommodation Representatives Scheme are required to allow access to rooms.

Code of Conduct for scheme participants

At least 4 flat residents must be contracted by the Recruitment Events Team to participate in the scheme. The contracted flat residents will be referred to as Accommodation Reps throughout this document.

A Flat Liaison must be nominated to be the main point of contact between each flat and the Recruitment Events team.

Accommodation Reps must be contactable by mobile phone when they are working and notify the Recruitment Events team of any changes to their contact details.

Accommodation Reps who are working on an event must allow access to the flat at all times during the specified hours of work; one person may have to be on the door to the block throughout to swipe visitors into the flat.

Accommodation Reps must be registered for study at the University of East Anglia for the full period they are on the scheme and remain in the flat signed up to the scheme.

Accommodation Reps will be appointed to the scheme for a specified period (usually until the day they move out of their accommodation).

Accommodation Reps are required to maintain regular contact through email with the Recruitment Events team (accomreps@uea.ac.uk).

Accommodation Reps must only show their room when it does not conflict with study commitments.

Code of Conduct for the Flat Liaison

The Flat Liaison must ensure that all requests from the Accommodation Reps co-ordinator are met when their flat is working for an event.

The Flat Liaison must also liaise with fellow Accommodation Reps to organise who is available to work for each event and email this information back to Aisling.

Advise Recruitment Events team of any problems or feedback during or after each event, as appropriate. Please notify the scheme of any problem at the time.

Ensure that visitors can enter and exit the flat easily i.e. a person standing at the main entrance to the accommodation block and a person to assist tour guides in showing visitors around. It is the Flat Liaisons responsibility to ensure that this is done.

In the event of illness preventing availability for an event, ensure the Recruitment Events team is notified by phone (01603 593251) immediately so that a replacement can be arranged, or on 07557566070 on the day of the event.

Ensure the Recruitment Events team is notified immediately if any member of the flat is quarantined due to contagious illness (i.e swine flu, tuberculosis)

Training

As part of the scheme, all Accommodation Reps must attend a communications training session as well as Open Day and Applicant Day specific sessions. Accommodation Reps will be sent more information about training once they have been accepted onto the scheme.

Hours of Work

Work will be offered via email and will detail number of rooms, number of Accommodation Reps and number of hours required. Flats will be booked to work via email too.

Payment will be made according to the hours shown on the recruitment email unless immediately advised to Aisling Musgrove (accomreps@uea.ac.uk)

Most work available for Accommodation Reps will be on Applicant Day and Campus Tour events. At least two Accommodation Reps will be allocated to show their rooms at each Applicant Day and one Rep for Campus Tours. All terms for working on an Applicant Day and Campus Tour will be specified by email.

In the case of events other than Applicant Days, details of events and contact information for the event organiser(s) will be emailed to the flat representatives.

Financial Arrangements

Those who have been contracted to show their rooms will be paid by the hour at the standard Student Helper hourly rate of £8.91 (Sept 2017)

Hours will be logged on a Student Helper/Ambassador timesheet and payment will be made at the end of each month.

Security

Please ensure that visitors only look around the shared areas of the flat and the room(s) of the Accommodation Reps who are working. All other rooms should be occupied or locked for security purposes. It is the occupant's responsibility to ensure that either they or an agreed person is present in their study/bedroom during scheduled visits. The university takes no responsibility for loss or damage to personal property. At no time must entrances to the flat be left unattended or unlocked.

Termination of Contract

The University reserves the right to terminate the contract of employment immediately if a flat;

- Contravenes the Outreach Code of Practice;
- An individual fails to comply with the Code of Conduct listed above;
- The kitchen and general areas are untidy/dirty;
- Any items deemed offensive by visitors are on display during specified working hours;
- Visitors are unable to access the corridor and/or other room(s) as agreed.

Please notify the Recruitment Events if you no longer wish to work on the Accommodation Reps scheme.