

# STUDENT SUPPORT SERVICE (SSS) STUDENT SUPPORT REPRESENTATIVE (REP)



## Terms and Conditions and Code of Conduct

Those students involved as a Student Support Rep will:

- Be registered for study at the University of East Anglia for the full period they are participating as a Rep.
- Complete all Student Support Rep training, briefing, and other engagement activities.
- Be required to maintain regular contact through email with staff in the Student Support Service.
- When working unsupervised outside of core office hours (9am-5pm) Student Support Reps must contact the assigned staff member to let them know they have started, finished, and any other required checks, to ensure your and others' safety.
- Only agree to take on duties where this does not conflict with study commitments e.g. attendance at lectures, tutorials and seminars.
- Volunteer at least 6 hours throughout the academic year (or pro rata).
- Log all volunteering and paid hour to the Student Support Service.
- Wear a Student Support Rep t-shirt and photographic ID (provided by the Student Support Service) at all events unless otherwise specified.
- Be responsible for washing and wearing the provided Student Support Rep t-shirt, and wearing the ID lanyard when working as a Rep; return the t-shirt to the Student Support Service at the end of the contract; and understand that lost t-shirts will be replaced at a cost to the Student Support Rep.
- Provide feedback on activities undertaken, and a reflective statement as requested.
- Sign and adhere to these Student Support Reps Terms and Conditions and Code of Conduct.
- Meet expected standards of behaviour when working as a Rep, including punctuality, reliability, wearing suitable clothing for the role, refraining from sending personal emails/texts or making personal telephone calls during working hours, not smoking while working, and maintaining a professional manner at all times.
- 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.
- Not retain, extract, copy or in any way use any data accessed during the course of the duties for any other purpose, and will only operate computer applications or manual systems when asked and trained to use.
- 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 as a Rep.
- Undertake to seek advice from the responsible member of staff in the event of any doubts or concerns about responsibilities, students' welfare or requirements, limitations, or the authorised use of confidential information.

### **Hours of work/volunteering:**

- Where Reps are unable to work the hours they have signed up for, they must give the Event Organiser at least 48 hours notice so a replacement can be found. In the case of illness the Event Organiser must be notified immediately by email to [isat@uea.ac.uk](mailto:isat@uea.ac.uk) before 9am.
- Details of work will be emailed out for Reps to over the summer. However, there will be certain instances where specific skills/knowledge/experience are required and in these cases, the work will be allocated to those students on this basis.
- Reps who complete at least 6 hours of volunteering a year (or pro rata) will be recognised by the University as a Student Support Rep. This includes a work related reference can be requested, a certificate of achievement will be provided, and the student will be reaccepted as a Rep in further years. Failure to volunteer at least 6 hours will result in not being recognised by the University as a Student Support Rep and not able to receive the above.
- Reps with Tier 4 visas or other visa restrictions must not exceed the hour conditions during term time. Volunteering does not count towards the number of hours worked.

### **Financial arrangements**

- The conditions of appointment for casual staff (amended August 2007) will apply with respect to holiday pay. Overtime and unsocial hours' payments will not apply.
- Payment will be one month in arrears on the basis of timesheets submitted by the Student Support Service to the Payroll office.
- Hourly Rate of Pay will be based on the Student Helper rate of £8.91 (includes holiday entitlement) (as of February 2018).
- All paid activities will be advertised as paid at the hourly rate unless specified prior to the event.
- All other activities will be assumed as volunteering.

### **Disciplinary Action and Dismissal**

- If a Rep contravenes the Terms and Conditions and Code of Conduct, and fails to meet the expected standards of work the University will consider this as misconduct and will take appropriate action in accordance with the Support Staff Disciplinary and Dismissal Procedure.
- Expected standards of work relate to punctuality/cancellation; unprofessional attitude towards staff/students; acting as a poor role model; lack of enthusiasm.

### **Agreement**

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

Signed

Name

Date