

RECRUITMENT & OUTREACH OFFICE (RAO)

STUDENT AMBASSADOR SCHEME



Code of Conduct

Those students involved in the Student Ambassador Scheme will:

- Be registered for study at the University of East Anglia for the full period they are invited to join the scheme.
- Be appointed to the Scheme for a specified period (usually until the 1st September following the end of their last year studying their degree).
- Be required to maintain regular contact through email with staff in the Outreach Office.
- When working unsupervised outside of core office hours (9am-5pm) Student Ambassadors must contact their assigned staff member to let them know they have arrived safely at their destination and when they are safely back on campus.
- Inform their Academic Adviser in their School of Study that they are involved in the Scheme.
- Complete all Student Ambassador training.
- If applying to be a Student Mentor or a Student Tutor, also commit to the relevant training.
- Only agree to take on duties where this does not conflict with study commitments e.g. attendance at lectures, tutorials and seminars.
- Work at least 24 hours per 12 month period of engagement on the Scheme (or pro rata).
- Wear a Student Ambassador t-shirt and photographic ID (provided by the Scheme Coordinators) on all events unless otherwise specified.
- Provide feedback on their activities within the Scheme, and a reflective statement as requested.
- Sign and adhere to the Recruitment and Outreach Code of Conduct.
- Meet expected standards of behaviour when working for the Scheme, including punctuality, reliability, wearing suitable clothing for the role, refraining from sending personal emails/texts or making personal telephone calls during working hours 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 asked and trained to use.

- If carrying out work involving personal data subject to the provisions of Data Protection laws 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.
- Be responsible for washing and wearing the provided Student Ambassador t-shirt, and wearing the ID lanyard when working for the Scheme; return the t-shirt to RAO at the end of the contract; and understand that lost t-shirts will be replaced at a cost to the Student Ambassador.

Hours of work:

- Where Ambassadors 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 phone before 9am, email contact is not sufficient.
- For certain events, there may be a longer period of notice required. This will be clearly stated on the correspondence issued at the time from the Outreach Office.
- Details of work will always be added to the online system for Ambassadors to apply for. However, there will be certain instances where specific skills/knowledge/experience are required and in these cases the work will be allocated to students on this basis.
- All Ambassadors may undertake more than 24 hours of work, subject to remaining compliant with work permit or entry requirements for paid employment whilst registered as a student.
- Those Student Ambassadors registering as a Mentor or Academic Mentor may also apply for work as a Student Ambassador over and above the mentoring hours.
- Ambassadors who fail to complete 24 hours per 12 month period of employment (or pro rata) work during the period of their contract will not be recognised by the University as a Student Ambassador. In this case a work related reference cannot be offered and the student may not be reaccepted onto the Scheme.
- Ambassadors can complete many hours work out of term time, for example, during the University's Summer Schools.

Criminal Records Check

- Appointment is subject to an enhanced disclosure check from the Disclosure and Barring Service (DBS).
- Ambassadors may have to be excluded from certain activities until their DBS disclosure is completed.

- Online DBS forms must be completed and submitted before a DBS check can be completed. Failure to do so will result in dismissal from the Scheme. For further information about the documents that will be required, please visit <http://www.homeoffice.gov.uk/agencies-public-bodies/crb/>.

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 Event Organiser, to the salaries and wages office.
- Rates of Pay will be based on point 2 of the University's Single Salary Spine. The current (2018-19) rate is as follows:
 - Hourly rate: £9.31 (includes holiday entitlement)
- All activities will be paid at the hourly rate unless specified prior to the event.
- Some activities may require a period of stay away from the University for which the University will meet specified costs, approved in advance and in accordance with the University's financial procedures.

Disciplinary Action and Dismissal

- If an Ambassador contravenes the RAO 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.
- In the event that an Ambassador uses a University pool car or hire car, they must adhere to the guidelines issued regarding car usage (a separate document will be provided in this instance). Failure to do so could also be considered as misconduct.

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

Signed

Name

Date

Recruitment and Outreach Office (RAO)

Oct 2018