

Student Ambassador Code of Conduct

Student Ambassador Scheme Version 3. 2019

Contents

As a student ambassador for UWE Bristol:.....	3
Contact the Student Ambassador Scheme	4
Three Strike Rule	4
Work Cancellations/Illness/Attendance.....	4
1.1 Events cancelled by the organiser	4
1.1.1 Less than 24 hours notice of cancellation	4
1.1.2 More than 24 hours notice of cancellation.....	4
1.2 Cancelling your shift.....	5
1.3 Late for work.....	5
1.4 Illness.....	5
1.5 No Show	6
Monitoring.....	6
Instant Dismissal.....	6

As a student ambassador for UWE Bristol:

I will:

1. adhere to the student ambassador job description and refer to the student ambassador handbook for guidance on what is expected of me.
2. be aware of how my behaviour could be inappropriate and interpreted.
3. be familiar with Health and Safety, with particular reference to working with young people.
4. be familiar with emergency procedures and the need to record accidents.
5. be responsible to the Recruitment & Outreach team. If there are any problems, I must notify the member of staff present or the student ambassador coordinator.
6. be reliable and have good time-keeping.
7. take pride in my work – having a pro-active attitude, show willingness and enthusiasm in undertaking the variety of tasks requested of me.
8. provide accurate information given about the University, Further and Higher Education and delivered in a positive way to all.
9. be required to attend training and briefing sessions delivered by the University and other parties.
10. promote equal opportunities.
11. adhere to on-site smoking policies.
12. adhere to the work cancellation policy set out below.
13. dress appropriately for work.
14. arrive to work clean, presentable and wearing the appropriate clothing as detailed in the event confirmation.
15. be responsible for submitting timesheets and/or expense claims within one month of working (*only applies to ambassadors once they have received their employee number*).
16. be responsible for accurately recording my start/finish times for jobs I work.

I will not:

1. use unacceptable language and comments.
2. take photographs of/or record students, unless asked to do so by a member of staff.
3. give out personal details such as phone number or email addresses to the young people I work with.
4. accept friend requests from young people on social networking sites.
5. arrive for work intoxicated or under the influence of drugs.
6. repeatedly sign up to work events and then drop out.
7. cancel work at short notice without a valid reason.
8. arrive for work late.
9. use my phone/listen to music and be otherwise disengaged when I am working.

Failure to comply with the above conduct will result in a strike on your record.

Contact the Student Ambassador Scheme

Email: Student.ambassador@uwe.ac.uk **Phone:** 0117 32 82698

Office Location: 2NAH007, Northavon House, Frenchay Campus

Office Hours: Mon to Thurs 07:30-16:30 and Fri 07:30-15:30

Three Strike Rule

Three recorded strikes on your record will result in you being removed from the student ambassador scheme, unless in exceptional circumstances where you may be removed immediately.

Strikes remain on your record for the duration of your employment as a student ambassador.

Reasons for strikes will include:

- No Show for work
- Failure to notify the scheme of your late arrival for work
- Poor behaviour – e.g. rude, disruptive, unprofessional, on phone
- Drinking alcohol or smoking whilst working and in your ambassador uniform
- Frequently dropping out of work
- Frequently late for work

This is not an exhaustive list

Strike Communication:

- Strike 1 – You will be sent an email
- Strike 2 – You will be sent an email and invited into the office for a meeting
- Strike 3 – You will be sent an email and removed from the student ambassador scheme

You will be notified by email if a strike is placed on your record with the reason why.

Work Cancellations/Illness/Attendance

From time to time events can be cancelled by the organiser – in which case we will contact you ASAP to inform you of this.

You may also find as an ambassador, that you need to cancel a shift you have signed up to. If you need to cancel a shift you have been confirmed as working – please follow the instructions below.

1.1 Events cancelled by the organiser

If an event/job is cancelled by the organiser, we will endeavour to inform you ASAP.

You will be sent an event cancelled email stating that you are no longer required to work.

1.1.1 Less than 24 hours notice of cancellation

If an event is cancelled with less than 24 hours notice of the event start time, you will be allowed to claim for the time you would have worked.

1.1.2 More than 24 hours notice of cancellation

If an event is cancelled with more than 24 hours notice from the event start time, you won't be able to claim for the time.

1.2 Cancelling your shift

Ambassadors must check their course timetables and diaries before committing to work.

We understand that timetables do change, so if you find you are suddenly unable to work a shift that has been confirmed to you, please inform us ASAP.

The sooner we know of a cancellation, the sooner we can replace your shift and offer the work to another ambassador.

If you need to cancel work which has been assigned to you, it is your responsibility to call/email the student ambassador scheme as soon as possible.

If you are cancelling your shift with:

- **More than 24 hours notice** – you must **email OR call** the student ambassador scheme and make sure you receive a response.
- **Less than 24 hours notice** – you must **call** the student ambassador scheme (during office hours) AND/OR the event organiser. If there is no response, please keep dialling.
 - **Strike on your record** - If you email your cancellation rather than calling (within the 24-hour notice period) this will be recorded as a no show for work and one strike will be placed on your record.

1.3 Late for work

We require good timekeeping from all of our student ambassadors.

If you are running late for work - it is your responsibility to **call** the student ambassador scheme AND/OR the event organiser to inform staff of your situation. We will then guide you on what to do.

In most cases we will still want you to come in for your shift – so please continue to make your way to your shift.

Once you have contacted us we'll also be able to then inform the event staff who are expecting you.

- **Strike on your record** - If you repeatedly fail to notify the student ambassador scheme when you are running over 15 minutes late for work.
- **Strike on your record** - If you are repeatedly late for work.

If you are late for work:

- You will record your start time on your time sheet as the time you actually arrived.
- The event organiser/student ambassador scheme will require an explanation for your late arrival.

1.4 Illness

If you are ill, it is your responsibility to **email or call** the student ambassador scheme to cancel your shift with as much notification as possible. This will aid the scheme in finding another ambassador to cover your role.

If cancelling your shift on the day of the event, you must **call** the scheme to inform us you are unwell.

If you feel unwell a few days before a shift, please inform us so we can prepare reserve ambassadors or inform staff ahead of time in case you need to cancel working.

If you are unwell but feel you can work, please consider whether your illness is contagious and if it would be appropriate for you to work.

Your health and the health of others comes first.

- **Strike on your record** - If you fail to notify the scheme that you are too ill to work - this will be recorded as a no show for work and one strike will be placed on your record.

1.5 No Show

Not showing up for work can cause huge implications to events, especially ones where you may be the only ambassador working.

If you do not show up for work without having contacted the student ambassador scheme with an explanation, your ambassador record will be marked as not attending work – 'No Show'.

You will be called on the day by the event organiser/student ambassador scheme to follow up on why you did not attend work.

A record of no shows will be kept on your ambassador record and may be referred to in a disciplinary.

- **Strike on your record** - If you fail to attend work - this will be recorded as a no show and one strike will be placed on your record.

Monitoring

Your attendance: Ambassador attendance and behaviour at work will be monitored, including start and finish times which will be noted by event organisers and passed on to the scheme.

Your performance: Members of staff and visitors to the University provide performance feedback on student ambassadors. This feedback is collated by the student ambassador coordinator and passed onto ambassadors to provide ongoing feedback to help your development.

We will ask you to come into the office to discuss your situation if there are **performance concerns**.

On receiving a discussion request, you will have 7 days within which to respond to us. If after 7 days you have not made contact with us, it may be deemed necessary to suspend you from the student ambassador scheme.

If at any point you feel personal circumstances are stopping you from working – please talk to us so we can discuss any issues with you.

Instant Dismissal

Examples for instant dismissal would include:

- Alcohol/Drugs – arriving to work whilst under the influence of alcohol or drugs.
- Harassment/bullying – towards fellow ambassadors, student, staff and visitors.
- Violence – towards fellow ambassadors, student, staff and visitors.
- Negligence of role
- Purposeful disregard for the role

This is not an exhaustive list