

# Student Ambassador FAQs

**Student Ambassador Scheme Version 3, August 2018**

## Common questions about the student ambassador scheme A-Z

Application .....	3
Who can apply?.....	3
Can international students apply?.....	3
What happens once I've submitted my application form? .....	3
Can I work as a student ambassador for more than one academic year? .....	4
Break in Studying.....	4
Can I work as a student ambassador if I suspend my studies?.....	4
I'm going on placement/study abroad as part of my course this year, can I still continue as an ambassador? .....	4
Cancelling Shifts .....	4
I need to cancel a shift I'm meant to be working – what do I need to do?.....	4
I'm sick but meant to be working – what should I do? .....	4
Change of Details.....	4
I've changed my address – who do I need to inform? .....	4
I've changed bank account – who do I need to inform? .....	4
Complaint.....	5
What happens if I do something wrong or I have a complaint?.....	5
Contacts.....	5
How can I contact the Student Ambassador Scheme? .....	5
How can I contact the Payroll Department?.....	5
DBS (Disclosure and Barring Service).....	5
Will I need a Disclosure and Barring Service check?.....	5
I already have a DBS check, do I need another one? .....	6
Employee Number.....	6
When will I receive my employee number? .....	6
I've forgotten my employee number .....	6
Expenses.....	6
I need to complete an expense form .....	6
What can I claim?.....	6
Finishing as an ambassador .....	6
What happens if I can no longer commit to being a Student Ambassador or I need to take a break? .....	6
Will I be able to get a reference once I've finished working as a Student Ambassador?....	7
Insurance.....	7
Are Student Ambassadors covered by insurance? .....	7

Pay .....	7
How will I be paid? .....	7
What is my jobcode and where do I find it? .....	7
How do I complete my timesheet? .....	7
When do I need to complete my timesheet? .....	7
How much will I be paid? .....	8
When will I be paid? .....	8
I've been taxed too much.....	8
What is a P60 and P45?.....	8
Support.....	8
Will I get any support? .....	8
Is there training to become an ambassador?.....	9
Who will I work with?.....	9
Uniform.....	9
Is there a uniform/dress code? .....	9
Working Hours.....	9
What will my working hours be? .....	9
Is there a maximum number of hours I can work?.....	10
Tier 4 visa work limitations .....	10

## **Application**

### **Who can apply?**

To apply, you must be a current UWE Bristol student with the right to work in the UK.

### **Can international students apply?**

International students can apply to work as a student ambassador.

It is your responsibility to check if you have the right to work in the UK. It is also your responsibility to check and adhere to any work limitations which may be set out on any UK visa/right to work documents you have. If you have any concerns about whether you have the right to work in the UK please contact us [student.ambassador@uwe.ac.uk](mailto:student.ambassador@uwe.ac.uk)

### **What happens once I've submitted my application form?**

You will receive an email confirming receipt of your application form.

If you successfully progress on from the application, you will be asked to attend a group interview. If you successfully pass the interview, you will need to complete payroll and

details forms, as well as online training modules and attend a student ambassador training session.

### **Can I work as a student ambassador for more than one academic year?**

Yes. If your conduct and performance was good (in line with competencies set out) during the previous academic year, you will be invited to continue working as a Student Ambassador.

## **Break in Studying**

### **Can I work as a student ambassador if I suspend my studies?**

No. If you suspend your studies you will also need to suspend your work as an ambassador.

### **I'm going on placement/study abroad as part of my course this year, can I still continue as an ambassador?**

Yes. It is important for us to have placement/study abroad students working at events such as Open Days in order to promote the importance of placement opportunities to new students.

## **Cancelling Shifts**

### **I need to cancel a shift I'm meant to be working – what do I need to do?**

Please refer to the Student Ambassador Code of Conduct for full guidance on protocol for cancelling shifts.

### **I'm sick but meant to be working – what should I do?**

Please refer to the Student Ambassador Code of Conduct for full guidance on protocol for sickness/cancelling shifts.

## **Change of Details**

### **I've changed my address – who do I need to inform?**

Email the Student Ambassador Scheme ([student.ambassador@uwe.ac.uk](mailto:student.ambassador@uwe.ac.uk)) and Payroll ([personnel.payroll@uwe.ac.uk](mailto:personnel.payroll@uwe.ac.uk)) from your UWE email account with the following details:

- Your name
- Your employee number
- Your new address

### **I've changed bank account – who do I need to inform?**

Email the Student Ambassador Scheme ([student.ambassador@uwe.ac.uk](mailto:student.ambassador@uwe.ac.uk)) from your UWE email account and we will send you a change of bank details form which you will need to complete.

## **Complaint**

### **What happens if I do something wrong or I have a complaint?**

It is extremely rare that this happens! If as an ambassador you have a complaint towards the scheme, please contact us ASAP. We aim to be approachable and supportive to all of our student ambassadors, and try to foster an open and honest relationship with them.

If there ever is an issue, we will talk with you in the first instance to try to find a suitable resolution. At all times, we will adhere to guidelines set out by UWE Human Resources.

## **Contacts**

### **How can I contact the Student Ambassador Scheme?**

You can contact us via:

- Phone: 0117 32 82698/84571
- Email: [student.ambassador@uwe.ac.uk](mailto:student.ambassador@uwe.ac.uk)

### **How can I contact the Payroll Department?**

You can contact payroll via:

- Phone: 0117 32 85110
- Email: [personnel.payroll@uwe.ac.uk](mailto:personnel.payroll@uwe.ac.uk)

## **DBS (Disclosure and Barring Service)**

### **Will I need a Disclosure and Barring Service check?**

The majority of ambassador events/jobs do not require a DBS check.

However, if you are offered a position/work that requires you to have regular contact with children or young people, you will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check.

This check will detail any warnings, cautions or criminal convictions you may have (spent and/or unspent) and will be used to help us make a decision about your suitability for participation. The check will entail completing an additional form and providing proof of identity. Full guidance will be given. You will not need to pay for the DBS check.

Certain types of caution or conviction may exclude you from participating in the student ambassador scheme. Certain types of caution or conviction might exclude you from participating in a particular role rather than the entire scheme.

The online application form asks you to declare whether you have ever received a warning, caution or been convicted of a criminal offence. If you have any concerns over something

which has happened in your past, we are more than happy to discuss this in confidence with you prior to undertaking your DBS check.

### **I already have a DBS check, do I need another one?**

It is UWE's policy not to accept checks from other organisations.

UWE will only accept DBS checks which have been processed by the University.

Once you have had a check carried out by UWE (whether for the ambassador scheme or your course), this will last you for the duration of your course (maximum of three years) provided you have no significant gaps (e.g. a placement year).

## **Employee Number**

### **When will I receive my employee number?**

Once your HR documents have been completed, these will be passed onto HR for processing.

As soon as your number is produced the Student Ambassador Scheme will email this number to you.

Please save and look after your employee number!

### **I've forgotten my employee number**

Your employee number will be noted on your pay slips which you are sent.

The Student Ambassador Scheme also keep note of your employee number.

## **Expenses**

### **I need to complete an expense form**

Please refer to the Guide to Claiming Expenses.

### **What can I claim?**

Please refer to the Guide to Claiming Expenses.

## **Finishing as an ambassador**

### **What happens if I can no longer commit to being a Student Ambassador or I need to take a break?**

Please speak to the Student Ambassador Coordinator as soon as possible. We do understand that your studies take priority, that deadlines sometimes get on top of you and that unforeseen events happen in life outside UWE.

We much prefer you to speak to us (in confidence) rather than simply stop working.

You can stop being an ambassador at any time.

## **Will I be able to get a reference once I've finished working as a Student Ambassador?**

Yes – we can provide references upon request. We are only able to provide basic employment references (e.g. confirmation of dates of employment) rather than a character reference.

## **Insurance**

### **Are Student Ambassadors covered by insurance?**

Students ambassadors are covered by UWE's Employer's Liability and Public Liability insurance.

UWE does not cover car insurance for ambassadors. If you use your car for work as an ambassador, it is your responsibility to ensure that your car insurance covers you for business use.

## **Pay**

### **How will I be paid?**

Student ambassadors are paid by BACS directly into your bank account and therefore need to complete a bank details form at the start of their employment.

Student ambassadors must complete online timesheets for all jobs/events they complete.

It is your responsibility to submit timesheets for work you have completed.

You will receive a pay slip for each month you submit a timesheet.

### **What is my jobcode and where do I find it?**

Jobcodes are unique codes for every event and ambassador. Each time you work, you'll be sent a jobcode as part of your invite to work and confirmation email.

You must keep your confirmation emails so that you can refer back to the jobcode in order to submit your timesheet.

### **How do I complete my timesheet?**

You must complete a timesheet for each job/event you work via the online timesheet.

### **When do I need to complete my timesheet?**

You must complete a timesheet AFTER each event/job you have worked.

**You have 1 month to submit your timesheet** from the date you worked.

*E.g. if you work on 24 Aug – you have until 24 Sep to submit your timesheet.*

## How much will I be paid?

Student ambassadors receive an hourly rate and are on the University pay scale at Grade A. Further information on rates of pay can be found in the Job Description.

Student ambassadors are employed on a temporary basis as casual workers and are not eligible to take paid holidays. As compensation for this, they receive an automatic up-lift in their hourly rate of pay, which is paid on a monthly basis at the same time as payment is made for work undertaken.

## When will I be paid?

Ambassadors need to submit timesheets before **09:00 on the 25<sup>th</sup> of the month** in order to be paid the following month.

- *E.g. Timesheet submitted 24 Aug is paid in Sep payroll.*
- *E.g. Timesheet submitted 26 Aug is paid in Oct payroll.*

## I've been taxed too much

All tax/national insurance queries should be directed to the payroll department via 0117 32 85110 or [personnel.payroll@uwe.ac.uk](mailto:personnel.payroll@uwe.ac.uk).

## What is a P60 and P45?

P60's are produced by payroll at the end of each tax year. A P60 summarises all the payments which have been made to you plus your tax and national insurance contributions for that tax year.

P45's are produced by payroll once you finish working for us and leave employment at UWE. They summarise the total amount you have been paid by an employer and your tax/national insurance contributions to date.

New employers will ask you for your P45 for tax purposes.

You must request your P45 from the payroll department. To do this you must email payroll ([personnel.payroll@uwe.ac.uk](mailto:personnel.payroll@uwe.ac.uk)) from your UWE email account asking for your P45 and confirm the postal address you want it sent to.

Please be aware you must have submitted and been paid for all your final timesheets **BEFORE** you request your P45.

## Support

### Will I get any support?

Your line manager is the Student Ambassador Coordinator.

We operate an 'open door' policy within Recruitment and Outreach and encourage you to discuss any issues with us. Staff will also support you during the majority of events you work.

## **Is there training to become an ambassador?**

All student ambassadors are required to undertake online pre-reading and attend a training day.

Attendance for the training day will be paid to students who complete the formal process of becoming an ambassador. This includes completing all required HR and payroll information, all pre-reading modules and attending the training day in full.

Only the training day is paid. Any pre-reading/online training modules which are required to be completed as a prerequisite to the training day are not paid.

## **Who will I work with?**

This very much depends on the event you are working.

As a student ambassador supporting an Open Day, you could be asked to work in teams of 2-10 or on your own giving campus tours to potential students and their families. During Undergraduate Open Days we require around 300-400 ambassadors to work.

Student ambassadors supporting campus visits for schools/colleges usually work in pairs with groups of up to 10 learners.

Student ambassadors who visit schools/colleges might be working in pairs to deliver talks or activities, on their own in the classroom alongside a teacher or on their own with an individual learner or a small group.

Some events you will also be working alongside UWE staff. These staff will be from the related department/service who requested ambassador support.

## **Uniform**

### **Is there a uniform/dress code?**

Student ambassadors are required to wear a student ambassador polo shirt/hoodie whilst working, which will be provided when you start.

For specific events, the dress code may be different e.g. smart attire for lectures or casual clothes for photo shoots. Any changes to the standard uniform will be highlighted in the work email.

## **Working Hours**

### **What will my working hours be?**

Work undertaken by student ambassadors is flexible and fits around your studies.

Student ambassadors are casual workers, and as a casual worker - the Student Ambassador Scheme is not obliged to offer you any work nor are you obliged to accept any.

As a scheme, we do expect the majority of ambassadors to work our large scale recruitment events such as Open Days and Applicant Days.

## **Is there a maximum number of hours I can work?**

The university advises all students to work no more than 16 hours per week (during term time). These 16 hours includes all types of work you may have (e.g. being an ambassador, working at a supermarket, etc.).

It is your responsibility to put your studies first!

## **Tier 4 visa work limitations**

Non-EU students will usually be studying at the University on a Tier 4 student visa issued by UK Visas and Immigration (UKVI). This visa will either be stuck inside your passport or on a biometric card (similar to a driving licence). It will clearly state the number of hours your visa allows you to work, if at all.

It is your responsibility to adhere to any work limitations you may have.