



**University of Brighton**

Student Recruitment & Outreach (SRO)  
Student Ambassador Handbook 2020-21

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## Key Contacts

**Email:** [StudentAmbassadors@brighton.ac.uk](mailto:StudentAmbassadors@brighton.ac.uk)

**Post:** Student Ambassador Coordinator, Mithras House 228, University of Brighton, Lewes Road, Brighton, BN2 4AT

**Phone:** 01273 642396 / 643417

**Mobile phone** (used for emergencies and large events): 07989159186

## Welcome to the Student Recruitment & Outreach Team!

The Student Recruitment and Outreach (SRO) team organise a wide range of events and activities for children, young people and prospective students.

As an SRO Ambassador, you will be encouraged to take part in a wide range of activities within this remit, according to your interests and skills. You will be able to apply for the shifts that fit around your other commitments (study, family, your main part time job, etc).

We continuously receive feedback from applicants, schools and colleges regarding our helpful, friendly and proactive Student Ambassadors and we are looking forward to working with you at your first shift!

## Supporting your Professional Development

As an SRO Student Ambassador, you will develop a wide range of skills that will support your career progression after university. These may include, for example:

- ✓ Oral and written communication skills
- ✓ Customer service
- ✓ Leadership
- ✓ Team working
- ✓ Problem solving
- ✓ Events or workshop delivery and planning
- ✓ Evidence of self-discipline and time management

For further information about how you can maximise your employability so that you can find work that excites and rewards you after university, please refer to [www.brighton.ac.uk/careers](http://www.brighton.ac.uk/careers). You may also like to refer to the [Careers Skills Workbook](#), which will help you to identify and communicate the skills you've gained as a SRO Student Ambassador to prospective employers.

If you'd like us to provide a reference for a prospective employer, please refer to [the SRO Student Ambassador blog pages](#).

## Who are the Student Recruitment and Outreach (SRO) Team?

The SRO team is made up of a number of smaller teams, who each manage different aspects of our work. The main teams you will work with are Outreach, UK Student Recruitment, Student Recruitment Events, and International Recruitment. You may also be invited to work with other teams within the wider Marketing and Communications department such as Enquiries or Marketing.

### UK Student Recruitment & Outreach teams

The UK Student Recruitment & Outreach teams are responsible for activities with schools and colleges, which helps us to meet both recruitment needs and Widening Participation (WP) targets. Activities are carried out with students of all ages, at a large number of schools and colleges across the South East, on campus, and online.

**Widening Participation** (WP) in Higher Education is a strategic priority for the UK and Scottish governments, the higher education sector in general, and the University of Brighton in particular. WP projects, delivered by our Outreach team (generally in the South-East), aim to raise awareness and aspirations of Higher Education (HE) for students and their families and address the discrepancies in the take-up of HE opportunities between different social groups. You can find out more about this within our [Access and Participation Plan](#), available on the University website. Our WP work supports young people and adults from groups that are under-represented in HE to reach their full potential, to make informed choices about their education, to consider Higher Education as a real possibility, and to break down barriers that may stand in the way. Our friendly and helpful team of Student Ambassadors help the team achieve these aims by acting as positive role models for these students.

**Recruitment** is of course also a priority for the University. The UK Student Recruitment team attend a wide range of UCAS exhibitions and Higher Education (HE) fairs across the country, and we often require ambassadors to support these events. These events aim to inform students of the range of universities and courses which are available to them and encourage application to the University of Brighton. UCAS exhibitions and HE fairs are fast paced, busy events where you will be representing the university. You will be expected to talk confidently about the university and the range of courses offered, and it is expected that you have familiarised yourself with the current prospectus prior to working at these events.

As an SRO Student Ambassador you will have the opportunity to work on a wide range of recruitment and outreach events, across a range of age groups, online and face-to-face, such as:

- Visits to campus
- Subject taster activities
- Mentoring and Saturday clubs
- Summer schools
- Student Life talks
- Higher Education (HE) fairs
- Universities & Colleges Admissions Service (UCAS) exhibitions
- Information, Advice and Guidance (IAG) sessions for schools and colleges.
- Supporting Clearing, taking phone calls from prospective students on A-level results day.

## Student Recruitment Events Team

[On-campus and online recruitment events](#), such as open days, online chats, open evenings, applicant days and campus tours, are delivered by the Events team, and SRO Student Ambassadors are key to their success.

Many of the Open and Applicant Days are large scale, and you may be asked to perform a number of roles throughout these events. These include giving tours of campus or accommodation, the setting up and packing away of events and registration. We may also ask more experienced SRO Student Ambassadors to act as team leaders, deliver presentations about student life, or work on subject-specific stands with academic staff.

You will be representing the University of Brighton and therefore it is vital that you reflect the university in a professional and positive way to make guests feel welcome.

## International Recruitment Team

At the University of Brighton we are proud of our diverse student body which includes International students from all over the world. The International Recruitment team run a variety of online events, and travel to countries around the world to speak to prospective students. If you are joining the SRO team as an International student, you may be invited to take part in specific activities aimed at International students, such as online live chats, writing blogs about your experiences or giving tours of campus to new arrivals.

## Marketing & Communications Team

The wider M&C department are responsible for the university's internal and external communications activities, with both current and prospective students, and current students are a vital part of this work.

### Marketing Team

As an SRO Student Ambassador there are a range of activities available with the Marketing team that you can potentially take part in. These might include writing blog/webpage content, appearing in videos, social media takeovers (e.g. Instagram and Facebook), content for our prospectus materials, photographs or videos. A number of SRO Student Ambassadors are also hired each year to work as [Unibuddies](#), responding to messages via our website on a more ongoing basis.

### Enquiries Team

The Enquiries team respond to queries from prospective students who are interested in the University of Brighton. With over 31,000 emails and 30,000 telephone enquiries in the last year, they are an efficient and busy team who deal with a vast number of different questions including course entry requirements, module details, funding and the application process. During busy periods from July – September there may be opportunities for Student Ambassadors to assist the Enquiries team. The role will entail general office work including answering questions from members of the public, and additional training will be provided where necessary.

## Topics of Discussion: Admissions, Finance, and Everything Else!

As a Student Ambassador you are likely to be asked a variety of questions about a range of different topics relating to Higher Education (HE). You are not expected to be an expert, and some questions you must not answer (see below), but we expect you to have a general understanding of the Higher Education application and admissions process so you can engage prospective students in conversation.

In all instances, if you don't know the answer, you should not guess. It is ALWAYS okay to pass a query on to a member of staff or Enquiries if you're not sure!

### Admissions Enquiries

Please try not to answer questions about admissions policies at University of Brighton, other than what is in the prospectus or University of Brighton website.

It will be useful if you know about how your faculty/school selects students and the basic admissions process (published on the website) – for example students may need prior experience or a portfolio. You can talk about your own experiences and the qualifications that you entered university with. The website and prospectus have a great deal of information for prospective students. While we don't expect you to spend hours learning all the information, it will very useful if you can refer to key facts when you need to.

Please note that **we consider every application individually** and **accept a range of qualifications**. Each application is considered on its individual merits and alongside all others who applied before the main deadline, and all information on the UCAS form is taken into account. You can find more information about our [Flexible Admissions Policy](#) on our website and we would recommend that as an SRO Student Ambassador you familiarise yourself with this.

**Important:** You must be careful what you say about admissions; it's essential that we do not give out inaccurate information or perpetuate myths about University admissions and are fair to all applicants. It is unfair to make a judgement based on incomplete information or before submission of a UCAS form.

If a prospective student asks about the outcome of their application, you should advise them to check their MyBrighton (StudentCentral) account or UCAS track first, and if that doesn't help contact the Enquiries team - [www.brighton.ac.uk/enquiries](http://www.brighton.ac.uk/enquiries) or 01273 644644

## Student Finance

You are **not** expected to answer questions related to Student Finance as part of your role as Student Ambassador, however it is likely that student and parent/carers will have some concerns or queries.

**If you don't know, don't make it up.** Unless you are 100% certain about a fact, please do not give an answer. You can always refer the query to a member of the SRO team, *"I'm afraid I don't know, but these people will be able to help"* is absolutely fine.

**Please stick to facts rather than opinion:** please do not express your personal opinions about student finance, whether negative or positive. Remember we want to give potential students as much information as we can so they can make a balanced personal decision. What you might think is a plus or a minus might not be the case for everybody.

**You cannot assess their eligibility for financial support;** they should contact Student Finance England who will be able to discuss their circumstances with them.

**If somebody asks a question you can't answer:** please refer them a member of staff, or to the relevant university webpage, or to [www.gov.uk/studentfinance](http://www.gov.uk/studentfinance)

## Where to find further information and direct enquiries you cannot answer:

**General entry requirements and course module options.**

Check the prospectus/website for that subject, at [www.brighton.ac.uk](http://www.brighton.ac.uk)

**Accommodation**

Refer to the Accommodation team - [www.brighton.ac.uk/accommodation](http://www.brighton.ac.uk/accommodation) - tel 01273 644100 (Brighton) or 01273 643848 (Eastbourne).

**Fees and finance**

Visit [www.brighton.ac.uk/advice](http://www.brighton.ac.uk/advice) or contact the enquiries team. Be careful not to give any specific information.

**Disabilities and dyslexia**

Contact the Disability & Dyslexia team – tel. 01273 643799 or [disability@brighton.ac.uk](mailto:disability@brighton.ac.uk).

**Enquiries about the status of an application**

Inform them to check their MyBrighton (StudentCentral) account or UCAS track

**Anything else**

Contact the Enquiries team at [www.brighton.ac.uk/enquiries](http://www.brighton.ac.uk/enquiries) or 01273 644644

## Child Protection and Safeguarding

All children and young people have the right to protection from neglect, and physical, emotional and sexual abuse. As a team, we have responsibility for the protection of children and for reporting concerns about a child's welfare or safety. Remember you are in a position of trust and should act in a professional manner.

As an SRO Student Ambassador, you are likely to work with young people. This includes anyone up to and including the age of 17. You may work with young people in colleges who are not far from you in age, or you might speak to someone who claims to be aged 18 but isn't – it's important you understand that the guidance below still applies in these circumstances.

You must adhere to the following guidelines:

**You should never be alone with a young person.** This means ensuring that you are in a public space and that you can always be seen by others:

- Do not walk around in schools/colleges unsupervised at any point (even during breaks), unless this has been authorised by school staff.
- Do not go unaccompanied into a school/college; if visiting a school you should go directly to Reception and wait there until you have been authorised to go inside.
- Do not sit in a room alone with a young person. Make sure that you are with others, or the door is open so you can be seen and heard.
- Do not travel alone in a car with a young person.
- Never arrange to meet or talk with a young person privately; this includes agreeing to give a tour of campus or halls to a prospective student (unless staff have pre-authorised this – they will check age and complete a risk assessment).

**Never disclose or accept personal details**

- Never give out telephone numbers, email addresses, home/halls address, websites, social media handles/usernames (whether personal or professional/course related), or any other personal contact details.
- Never allow young people to join your contact/friends list on any social networking sites (including professional ones like LinkedIn)
- Do not invite them to visit your blog/YouTube/Instagram/TikTok etc, unless it is one hosted by the University of Brighton.

**Never take or use photographs or videos of young people**, even if you see University staff doing so (they may have written permission; you do not). You can only take/use photos of young people if you have the express written consent of their parent/guardian.

**Avoid unnecessary physical contact, and do not engage in close personal or physical relationships.**

**Do not behave inappropriately, make suggestive or inappropriate remarks** or jokes about students' gender, ethnicity, personality, school environment, appearance, family or religion. Avoid stereotypes, and do not make assumptions about students' backgrounds.



## Safeguarding Concerns

If you have cause for concern, report it to the SRO team immediately. If a young person discloses information then please follow these steps:

1. Tell the student that you are listening to their concerns however you will have to pass this on to a member of staff. It is important that you do not promise to keep secrets.
2. Listen to the student without making or implying judgement.
3. Let the student tell the situation in their own words, and do not ask leading questions.
4. Explain that you will inform a member of staff of the conversation for their own wellbeing.
5. Immediately afterwards, you should go to another room (away from the student in question) and write down the information they have disclosed, in the student's own words. Write as much detail as you can, but do not embellish the story or make assumptions.
6. Immediately report the incident to a member of the Student Recruitment and Outreach team, who will follow up with relevant agencies and the schools' Child Protection Officer. If you are in a school without SRO staff, you should speak to the teacher present, or the school's Safeguarding Lead (ask in the school office).

If you have concerns about a member of staff or someone working with young people, then raise your concerns with the SRO team. If that is not appropriate then please speak to Carl Griffiths, Student Recruitment Manager.

## DBS (Disclosure and Barring Service) Checks

As Student Ambassadors will be working closely with children and young adults under the age of 18, we may need to complete a DBS check for you in order for you to participate in certain projects, such as summer schools. Any information disclosed as a result of the check will remain confidential. A criminal record will not necessarily prevent you from participating in Student Ambassador Projects, however offences will be considered on an individual basis.

## Health & Safety

We have a responsibility to visitors of our campus to ensure appropriate procedures are put in place as part of our duty of care.

### Your Health & Safety responsibilities when working for us:

- Understand your role and responsibilities, and who is supervising your team and activities. At every event you should make sure you know who to report any problems to.
- Be aware of the team's Health & Safety procedures and implement them during your shifts.
- Follow instructions from University of Brighton staff, at all times.
- Speak to a member of staff if concerned about Health & Safety during your shifts.
- Be aware of how to contact the Student Recruitment team in an emergency (particularly if you are visiting a school, college or HE fair alone)
- Familiarise yourself with fire exits and toilets and how to contact First Aiders (usually posted near the door in each room, or at reception/the main entrance). Many members of the SRO team are first aiders, or will know who is.
- If you are leading a group of young people (for example, children visiting campus, or at a summer school), you must ensure you always stay with your group and take a regular head count.

### In case of an emergency:

1. If the incident is serious and requires the emergency services (e.g. fire or an ambulance) - call 999 first (or 9999 using a University phone), then inform supervising staff.
2. Otherwise inform the SRO team/supervising teachers immediately.
3. Safeguard other members of your group; if there is a fire, leave the building by the nearest route and report to the assembly point. Do not put yourself at risk.

## Work Advertising & Allocation

Shifts available to SRO Ambassadors are advertised and allocated as follows:

We upload available work opportunities to HEAT: <https://ap.heat.ac.uk> on a regular basis (usually weekly). Please ensure you have email notifications enabled to receive a summary email on any day that events have been added.

You apply through the portal for any shifts you are interested in and are available for. You are expected to check that you are free, and read the event description for specific requirements, before applying. Some adverts will ask you to note additional details – if you don't do this, you are less likely to be offered the work.

The team use a fair allocation process to allocate shifts to Student Ambassadors. We share the work out as evenly we can (HEAT shows us the number of hours you have been booked to work in the month and year), however for some events we may need a particular range of courses, subject knowledge, or ambassadors with specific training.

You will then receive an email confirming if you have been selected to work, on or around the 'closing date' of the work opportunity (sometimes earlier).

- Accepted. We have allocated this shift to you and are expecting you to turn up to work. You must let us know immediately if you are no longer available.
- Not accepted. Sorry, we are unable to offer you this shift. We realise this is disappointing but please keep applying as we do share work as fairly as we can.
- Waiting list. For most events we will mark a couple of students as 'waiting list' – this means that if someone drops out or we need more help we will contact you first, but we do not expect you to keep the day free as there's only a small chance this will happen.

### When you are accepted for a shift

- Add this to your calendar/diary and set yourself a reminder if needed!
- Plan your travel to the location stated on the job advert. If you need (and are eligible for – please see next page) train tickets, please follow the [guidance on our blog pages](#) and request this as early as possible. If you do not plan this enough in advance you may be asked to buy your own tickets and claim back the cost afterwards, but it is much easier for us to pre-purchase them for you.
- A member of the team will send a follow up email with specific details about the event, e.g. meeting point – if you have not received this 3 days before the event please contact us by phone on (preferred) 01273 642396 or 07989159186.
- HEAT will also send an automatically generated reminder a few days before your shift, but please refer to any emails from staff for more accurate details, and call the office if you are unsure about anything.
- After the shift please return any equipment promptly to the office, and let us know if there is anything we need to do e.g. send further information to the school.

## Travel & Expense Policies

All travel and expense policies for Student Ambassadors are aligned to the University of Brighton's policies for all staff. Only one claim per calendar month is recommended and claims must be submitted promptly. Claims submitted after 4 months of incurring the expenditure may not be paid.

### Travel

We will pay for travel costs, and your actual travel time, for shifts that are more than 5 miles from the city that you study in, with a couple of exceptions, e.g. Open Days and Clearing where we do not cover this. You must have a receipt for all expenses with the date, time and cost, therefore tickets purchased on an app are not usually acceptable. You are expected to work out your own travel to your shift and contact us at least 3 days in advance if you need train tickets purchasing for you.

**If wishing to travel by car:** Student Ambassadors who use their own vehicles and wish to claim mileage expenses for travel to events must ensure they have insurance cover for business use (commuting and leisure insurance only is not acceptable), a valid MOT and a current driving licence. You must upload these documents in advance to the online expense system in order to claim mileage (0.45p per mile). You will be reimbursed for the part of your journey that is above your normal daily journey into university from your home address.

#### We can reimburse:

- Bus tickets bought for travel when you are more than 5 miles from your city of study.
- Train tickets (standard class return, off-peak wherever possible – you must keep a receipt, as above). We will usually try to buy these in advance for you so you don't have to pay out of pocket, as long as you give us notice.
- Petrol/mileage expenses, if you have business insurance for your car and have set up your account on expenses before you travel.
- Taxi costs only if discussed/agreed in advance by staff. Please note that we cannot pay expenses for Uber cabs.

#### We cannot reimburse:

- Travel costs for any activities that take place within 5 miles of your city of study.
- Taxis not agreed in advance, or any Uber journeys at all.
- Petrol/mileage expenses, if you do not have business insurance for your car.
- Travel expenses/time for a small number of specific events, where you are advised in advance that this in the case (generally open days / clearing / admin shifts).

## Subsistence (Meals)

A member of staff will email you and let you know if you can claim subsistence (meals only – drinks and snacks cannot be claimed). This usually applies when you are working a full day more than 5 miles from the city you study in, and not at another University of Brighton campus, and it would be difficult for you to take your own lunch.

Generally, if working at a school/college, you are expected to take your own lunch/snacks/drinks with you. Many colleges/schools have ‘cashless’ systems (school mealcard only) meaning you will not be able to purchase lunch on site, so it is generally best to assume that you need to take it with you.

If you are working at another event off site, such as a UCAS fair: Subsistence claims **MUST** be pre-approved by staff before you work. If subsistence costs are offered, you may be able to claim:

- Breakfast: When staying overnight or travel starts before 7am. Maximum claim £7.50.
- Lunch: When working the whole time between 12pm and 2pm. Maximum claim £7.50.
- Dinner: When staying overnight in order to work for us (e.g. at a hotel in another town), or travelling back after 7pm. Maximum claim £20.00.

It is essential that you keep itemised receipts as we cannot process claims without these. Credit card receipts that do not show items, or claims for alcohol, will not be accepted.

### Examples - can I claim for my meals?

Event	Example Scenario	Can I claim subsistence expenses?
HE Fair in Chichester	Your travel starts at 06:45 and Chichester is more than 5 miles from your city.	Yes – breakfast, as your journey commenced before 07:00.
UCAS Fair London	Your travel starts at 07:20 and you want to buy breakfast.	No – your journey commenced after 07:00.
Open day on-campus	You are working between 12:00 and 14:00 but in your home city of Brighton.	No – you’re working in your home city.
Year 9 workshop, school in Newhaven	You are working between 12:00 and 14:00 and Newhaven is not within 5 miles of your home city.	If in a school generally we expect you to take lunch with you. Please contact us in advance if this would be difficult.
UCAS Fair, Bedford	You have travelled to Bedford the night before the fair, ready to start early. You have dinner in Bedford.	Yes - you’re more than 5 miles from your home city and staying overnight in order to attend the event.
Student Life talks, Portsmouth	You have worked in Portsmouth and finish at 16:00. You want to get dinner on your way home.	No – your journey back means you’ll be home by 18:00.
HE Fair, Cambridge	You finish work at 18:00 and travel back, arriving at 20:40.	Yes - you were working more than 5 miles outside your city and travelling back after 9:00.

## Online Expenses Claims

### Registering for an account

When you first need to claim for travel expenses, you will need to register for an account at <https://www.sel-expenses.com/shared/logon.aspx>. Click **register** and then you will need to enter:

- Email address: Must be your University of Brighton email address and NOT a personal account.
- Username: Enter your university ID e.g. JBB123. If you do not know this, please use 'Student Ambassador'.
- Payroll number, which will be on your first pay slip.
- Department/Building: Enter 'Student Ambassador'
- If you wish to claim mileage for using your car, you will need to upload supporting documents and have these approved in advance.

Once registered, your account may take up to 24 hours to activate. Once completed, you will receive an automated email with your log in details. This will be sent by [admin@sel-expenses.com](mailto:admin@sel-expenses.com), please add this to your safe senders list.

### Claiming expenses

- Log in to the expenses system.
- Select 'New claim'.
- Select 'student ambassador' from the drop down 'reason' box.
- You will need to type in a budget code for each expense. Please email [studentambassadors@brighton.ac.uk](mailto:studentambassadors@brighton.ac.uk) to ask for this. Do not guess.
- You must attach a receipt for each expense you wish to claim for. Take a photo or scan your receipt in, then click on the small receipt icon to upload. Claims for train tickets etc without receipts will not be paid.
- If you are claiming for an event over 2 days, please ensure each claim is marked Day 1 or Day 2.
- When naming your expense please follow this format:  
Name of event, Location of Event, Type of expenses being claimed  
For example: *UCAS Exhibition (Day 1), Bedford University, Lunch.*  
Ensure that receipts, the date of the event and the date submitted on the claim match and it is clear what you are claiming for. If you don't include the details above, your claim will be refused/returned to you to re-submit.
- Press submit and your claim will be sent to a member of staff for authorisation. Generally you should expect claims to take 2-3 weeks to be paid. They are paid separately from your wages.

Please note that any errors – for example the wrong budget code, no description of what the claim was for, or dates not matching our records/your receipts – will likely result in your claim being rejected and a delay in payment.

## Pay Claims

In order to receive payment for your shifts, please follow the steps below.

You will need to be set up by Human Resources before we are able to pay you for the first time. This includes returning all paperwork required and showing identification that proves you are eligible to work in the UK. Once you are set up, you will join the university's payroll and will be paid monthly in arrears by BACS transfer.

Download a copy of the current pay form template, and refer to the example completed form, at

<http://blogs.brighton.ac.uk/sroambassadors/current/getting-paid/>

Ways to submit pay forms:

- Complete an electronic copy of the form and email it to [StudentAmbassadors@brighton.ac.uk](mailto:StudentAmbassadors@brighton.ac.uk) from your University email address (or scan a handwritten copy).
- Hand it to staff you are working with at an event, or drop it in the ambassador payform 'postbox' at Mithras 228.
- Sending it to us in the post (Student Ambassador Coordinator, Mithras House 228, University of Brighton, Lewes Road, Brighton, BN2 4AT)

Outreach staff at each site are also usually happy to take your forms and scan them in for you, however, they are out of the office a lot so this shouldn't be relied on or done just before the deadline. If it's the last few days of the month, you should email an electronic copy of your form to us to ensure it's received on time. Outreach staff are: Vicky in the Education Office at Falmer; James in the Student Services office at Grand Parade, or Nikki/Wendy/Marina at Trevin Towers 103 in Eastbourne.

Please note that:

**Incomplete, incorrect, unclear or unsigned forms will be refused, which may delay your payment.** You should fill in all the boxes in Section A, and sign Section C. Please refer to the [example form on our blog site](#) before completing a form.

**Photographs of forms are generally not accepted** – if wishing to email your form in please complete either a typed form, or take a scan (using a scanner or scanning app such as Microsoft Lens) and send in pdf format.

**Pay forms must be received by the SRO Student Ambassador team by the last working day of the month for you to be paid at the end of the following month.** Generally you should complete a form each month. Pay claims submitted more than 4 months after the shift may not be paid.

**It is a legal requirement that you cannot work more than 6 hours without an unpaid 30 minute break.** Please ensure that you speak to staff to ensure you have a break.

## Student Ambassador Code of Conduct

### You must:

**Adhere to our safeguarding guidelines at all times.** Avoid being on your own with a student and avoid situations that compromise your working relationships with young people. Refer to further guidance on Safeguarding in this handbook.

**Behave appropriately as a role model and a representative of the University of Brighton.**

**Dress appropriately:** you must wear the uniform t-shirt that the SRO team provide you with for all shifts unless otherwise agreed: please ask for a second t-shirt if you need it. As well as your uniform, please wear suitable and appropriate clothing and shoes for the weather, and assume that you may need to work outdoors at times (e.g. to give a tour).

**Be professional:** Be reliable, arrive on time and wearing your uniform for all shifts, and adhere to the policies outlined in this handbook. Give at least 3 days notice if you cannot attend a shift for reasons other than sickness or emergencies.

**Be inclusive, friendly and polite:** Facilitate discussions and activities to ensure all students are included and engaged. Use positive and inclusive language and body language. Respect a young person's right to personal privacy and tailor your conversations accordingly. Be aware that someone else might misinterpret your words or actions, no matter how well intentioned.

**Adhere to health and safety policies:** Be aware of your own safety and the safety of others. Ensure you follow the procedures outlined in this handbook and in venues you work at.

**Follow our HR and payroll guidance:** Claim for all shifts as soon as possible after you work (generally the month in which you work), following the guidance given in this handbook.

**Engage with your role as an SRO Student Ambassador:** Apply for and take part in shifts (generally, at least once a term). Let us know if you cannot work for a while. If we email you and ask you something, please respond. Try to attend training opportunities if offered. Enjoy the role!

### You must not:

**Use your mobile phone** during shifts unless instructed to.

**Use inappropriate language** including suggestive remarks, gestures or insensitive comments.

**Allow verbal or physical abuse to go unchallenged or unreported.**

**Breach safeguarding policies,** exchange contact details or have 1:1 contact with a young person, or let any form of suspicion, disclosure or allegation go undisclosed.

**Dress or behave inappropriately or unprofessionally.**

**Smoke or use substances** (including alcohol, un-prescribed drugs or cigarettes) whilst working.



## Disciplinary Procedure

The Student Recruitment and Outreach team operate a disciplinary procedure which covers incidents of unprofessional and unacceptable behaviour by Student Ambassadors. As many of our events and activities require the support and input of our ambassadors it is very important that you adhere to these policies.

### Behaviours that are considered unacceptable:

- Failure to turn up to a shift on the agreed date and time, or not providing sufficient notice to cancel a shift without mitigating circumstances or sickness (minimum of 3 day working days' notice).
- Unprofessional behaviour (e.g. inappropriate language, inability to follow instructions from staff, failure to engage with students during activities, giving misleading advice or guidance particularly in relation to admissions or finance).
- Use of mobile phones during shifts.
- Failure to wear correct uniform (including use of inappropriate clothing).
- Failure to adhere to Safeguarding or Health & Safety policies.

### Disciplinary process:

- The supervising staff member will inform the Student Ambassador and Student Ambassador Coordinator of the issue.
- A strike/warning will be issued by the Student Ambassador Coordinator, sent via email.
- If a second strike is issued, Student Ambassador will be asked to meet with the Student Ambassador Coordinator to discuss poor performance.
- A trial period of 4 weeks will be implemented. Failure to comply with policies will result in removal from the programme.

Note that if behaviour is considered severely unprofessional or a safeguarding/health and safety risk, this may result in immediate removal from the Student Ambassador Programme and no further work will be offered.

# Appendix 1: Setting up your HEAT account

Once we have set up your account you'll receive an email like this.

If you didn't get the email, please check your spam/junk mail. If it went to your junk mail make sure to add @heat.ac.uk to your safe senders list to make sure you get your work emails in future!

## Follow the link to set up your account

- Complete all fields apart from employment number.
- Make sure your email address and telephone number are correct as this is how we contact you!
- National insurance number is needed for pay.
- Student number is 6 digits e.g. 16xxxx or 19xxxx.
- DBS declaration must be ticked due to data protection regulations. The declaration confirms how we will use the DBS information if we DBS check you. We only DBS check students taking part in extended projects e.g summer schools or mentoring, and will contact you directly if this is required for something you are doing.
- Please enter both your term time and home address (these can be the same, if you stay at the same place year-round). This may help us to match you with events that take place near your home town. It will also help us to see if you are likely to be close by during the holidays or not.
- Ensure your campus is correct.
- **Remember to click save (blue box at the top right of the screen) when you're done!**

Finally, check that you have email notifications enabled. Click on the 'person' symbol at the top of the screen, then 'settings'. Tick both boxes to enable emails.

The image shows a screenshot of an email from n.porely@heat.ac.uk and a corresponding web form for setting up a HEAT account. The email, dated Thu 10/10/2019 15:56, is addressed to 'You' and contains a 'Welcome' message from Jane Bloggs. It welcomes the recipient to the SRO Student Ambassador Portal and provides instructions on how to set up an account using the HEAT (Higher Education Access Tracker) Student Ambassador Portal. A link for 'Account Set Up' is provided, along with contact information for studentambassadors@brighton.ac.uk. A note states that the email is automated and should not be replied to.

The web form, titled 'Pre-Employment Details', contains the following fields and information:

- General** (selected tab): NATIONAL INSURANCE NUMBER, TITLE\* (Miss), FIRST NAME\* (Jane), LAST NAME\* (Bloggs), DATE OF BIRTH\* (10 May 1983), STUDENT NUMBER\* (000000), EMPLOYMENT NUMBER.
- LANGUAGES**: Languages
- ARE YOU THE FIRST IN YOUR FAMILY TO ATTEND HIGHER EDUCATION?**: Select 'Yes or No'
- DO YOU HAVE ACCESS TO A CAR?**: Select 'Yes or No'
- HIGHEST QUALIFICATION(S) TO DATE\***: Highest Qualification(s) to Date

**Your DBS Certificate**

As an organisation using the Disclosure and Barring Service (DBS) to help assess the suitability of applicants for positions of trust, the University complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of disclosure and certificate information. To pass completely with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of certificate information and data a declaration on these matters, which is available to make on this screen, is required. In accordance with section 12 of the Police Act 1997, DBS certificate information is only issued to those who are authorised to make a request to the DBS. We maintain a record of all those to whom certificate or certificate information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to see it.

**Declaration**

I understand that in ticking this box, I am giving consent for the results of my DBS disclosure to be made available to others upon its completion. I understand that this information will only be disclosed to individuals involved with the activity described above, and that this will be done in accordance with the DBS Code of Practice. The information that is likely to be released includes the Disclosure number, issue date, and whether or not details of criminal convictions appear on the certificate. Should such details appear on my certificate, I understand that I will be notified to discuss the results with a member of staff before the details themselves are disclosed, and that no information regarding the nature of any criminal convictions will be passed on without my knowledge.

YES, I UNDERSTAND THE DECLARATION ABOVE

**Pre-Employment Details**

Please check and complete your details before proceeding any further...

**General** (selected tab) | **Contact Details** | HE Qualification Status

**Term-Time Address**

ADDRESS 1*	Address 1
ADDRESS 2	Address 2
TOWN*	Town
COUNTY	County
POSTCODE*	Postcode

**Home Address**

Copy Term-Time address

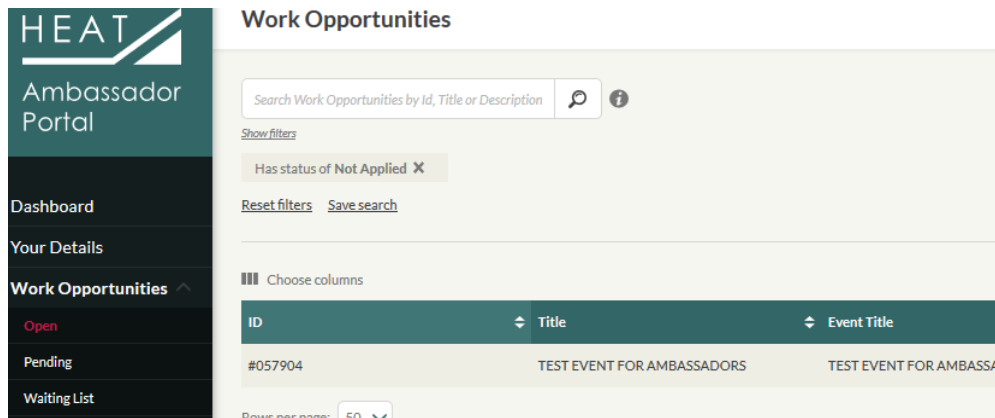
ADDRESS 1*	Address 1
ADDRESS 2	Address 2
TOWN*	Town
COUNTY	County
POSTCODE*	BN3 4EG

**Email Settings**

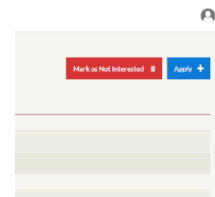
EMAIL NEW WORK OPPORTUNITIES	<input checked="" type="checkbox"/>
EMAIL ACCEPTED/REJECTED WORK OPPORTUNITIES	<input checked="" type="checkbox"/>

## Appendix 2: Viewing & Responding to Activities on HEAT

1. Log in to the HEAT portal at <https://ap.heat.ac.uk/> . You may need to do this on a computer or tablet rather than your phone.
2. Click on 'Work opportunities' > Open in the menu on the left. Note that if you just click on 'work opportunities' but not 'open', this will show you your recently viewed events, rather than everything. You should be able to see open work opportunities. Click on them to view the full details.

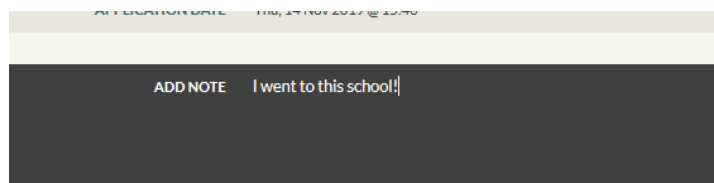


3. If you are not interested in an event you can also click the red box to remove it from your open activities – e.g. it's for a specific subject you don't study, or it's on a day you can't do. This will remove it from open work opportunities.



4. Click 'Apply' in blue at the top right of the screen. This will add your name to the list of students that are interested in working that shift, which we will look at on or around the closing date. You can send us a note if there's something you want to tell us relevant to the event. For example, you may have attended the school the activity is at, or may have relevant experience. We may ask you to tell us something specific in the job advert so make sure you've read this. Remember to click 'save' at the top right when you're done.

If you now click back on 'Open' events you'll see this one has disappeared, as it automatically filters out events you've applied for.



5. Click through the different sections under 'work opportunities' in the left hand menu to explore what's there.
  - > **Pending:** Here's where you can keep track of events that we haven't yet allocated students to. When we allocate shifts for an event we will always mark you as either 'accepted', 'not accepted' or 'waiting list'.
  - > **Waiting list:** Events will appear here if we have added you to the waiting list in case other students drop out.

> **Accepted:** Shifts we have allocated to you will appear here. You should make sure to check this section regularly.

> **Not accepted:** Events will appear here if we cannot give you that shift – sorry!

> **Not interested:** Events will appear here if you previously marked that you weren't interested. You can click on them to apply if you've changed your mind.

6. When everyone has had a chance to see the work opportunity we will allocate places. This will usually take place around the closing date which you will see on the advert, but occasionally is earlier than this.

If you are allocated a shift you will be automatically sent an email from HEAT titled 'Ambassador Work Opportunity Accepted'. If you log in, you will be able to see the full details of the event.

If you have been allocated a shift that you applied for we do expect you to turn up to work – so it's important you check your emails and the portal to check the status of things you've applied for.

If you can no longer make it for unexpected reasons (e.g. sickness), it's your responsibility to let us know as soon as possible. You should do this by emailing us at [StudentAmbassadors@brighton.ac.uk](mailto:StudentAmbassadors@brighton.ac.uk) or phoning 01273 642396. You cannot cancel events through HEAT after you have been accepted.

7. The coordinator of the event will contact you directly to let you know final details such as what you need to take, where you need to go, travel arrangements, etc. If you haven't received these details at least 3 days before the event, please get in touch with us.

**If you have any questions, or your account doesn't appear to be working, please email [StudentAmbassadors@brighton.ac.uk](mailto:StudentAmbassadors@brighton.ac.uk) or phone us on 01273 642396.**