



University of Brighton

Student Recruitment & Outreach (SRO) Student Ambassador Handbook

2019-2020

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Student Recruitment and Outreach (SRO) Team

The SRO team work with schools and colleges across the South East to organise events and activities for prospective students. Our work is designed to raise awareness and aspirations of Higher Education (HE) for students and their families, to help them make informed decisions about their future educational pathways.

Our friendly and helpful team of Student Ambassadors help the team achieve these aims by acting as positive role models for these students. We continuously receive feedback from applicants, schools and colleges regarding our helpful, friendly and proactive Student Ambassadors and we are looking forward to welcoming you to the 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 UK Student Recruitment, Events and Outreach. You may also be invited to work with other teams within the wider Marketing and Communications department such as Enquiries or Marketing.

Outreach Team

The Outreach Team is responsible for schools and college liaison activity, which meet both recruitment and Widening Participation (WP) targets. Activities are carried out with Pre 16 and Post 16 students in the South East.

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 aim to 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 under-represented in HE to reach their full potential, to make informed choices about their education and to consider Higher Education as a real possibility.

Recruitment is of course also a priority for the University. We attend a wide range of UCAS exhibitions and 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 are fast paced and exciting events where you will be representing the university and you will be expected to talk confidently about the university and the range of courses offered. It is advised that you familiarise yourself with the current prospectus for these events.

We also recruit large numbers of Student Ambassadors during Clearing (around A-level results day in August) to answer initial phone enquiries from prospective applicants who wish to gain a place at the University of Brighton through clearing, as well as other tasks such as giving tours of campus or preparing materials for posting.

SRO Student Ambassadors have the opportunity to work on a wide range of outreach events across a range of age groups such as:

- Campus visits
- Subject taster activities

- Mentoring
- Parents or open evenings
- In-school careers fairs
- Summer schools
- Student Ambassador led activities
- Student life talks
- Saturday clubs
- Higher Education (HE) Fairs
- Universities and Colleges Admissions Service (UCAS) Conventions
- School & College Information, Advice & Guidance (IAG) sessions

Student Recruitment Events Team

Our events team are responsible for running a wide range of on-campus events such as open days, applicant days and campus tours.

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 promoting campus facilities, delivering student life presentations and setting up and breaking down events. You will be representing the University of Brighton, therefore it is important that you reflect the university in a professional and positive way.

SRO Student Ambassadors may be employed at these events and are paid your usual rate.

- Post Graduate Evenings
- Open Days
- Applicant Days
- Campus Tours

Other teams you may work with

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.

Marketing Team

The wider M&C department are also responsible for the university's internal and external communications activities, with both current and prospective students. You may be invited to participate in a range of different activities to support their work such as 'Unibuddy' online live chat, social media (e.g. Instagram and Facebook), content for our online and offline prospectus materials, blogs/vlogs, photographs or videos.

Topics of Discussion

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). We do not expect you to know all everything, but it will be useful for you to have a general understanding of HE.

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.

Why it is important to be careful what you say about Admissions:

- To avoid giving out inaccurate information or perpetuating myths about admissions, and to be fair to all applicants.
- 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. It is unfair to make a judgement on the basis of incomplete information or before submission of a UCAS form.

Things you can say

- 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.

When should you refer on, and to whom?

General entry requirements and course/module options.	Check the prospectus/website for that subject.
Information about accommodation	Accommodation team www.brighton.ac.uk/accommodation Tel 01273 644100 (Brighton)/01273 643848 (Eastbourne)
Information about fees and finance	Visit www.brighton.ac.uk/advice or contact the enquiries team. Be careful not to give any specific information.
Information about disabilities and dyslexia.	Contact the Disability & Dyslexia team – tel. 01273 643799 or disability@brighton.ac.uk .
They want to check on the status of their application.	Inform them to check their StudentCentral account or UCAS track, or to contact the enquiries team if necessary.

Anything else, e.g.

- They want to find out whether we will consider them.
- They need additional / specific support or have special circumstances to take into account.
- They ask to speak to an Admissions Tutor.

Contact the enquiries team on 01273 644644 or via the website for email / live chat.

In all instances, if you are working at an event with members of staff, don't be afraid to pass the query on to them!

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.

The first thing to remember is **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. If somebody asks a question you can't answer at an event where you are not with a member of SRO staff, please refer them to the relevant university webpage or www.gov.uk/student-finance.

Please do not express your personal opinions, 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. Please stick to facts rather than opinion.

You cannot assess their eligibility for financial support or advise potential students on how much support they personally will receive. They should contact Student Finance England (www.direct.gov.uk/studentfinance) who will be able to discuss their circumstances with them.

Child Protection and Safeguarding

All children 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.

General Guidance

- Remember you are in a position of trust and should act in a professional manner.
- **You should never be alone with a young person;** ensure that you are in a public space and that you can be seen by others at all times. Do not walk around in schools/colleges unsupervised, unless this has been authorised by school staff. Do not travel alone in a car with a young person.
- Never disclose or accept personal contact details, including telephone numbers, email addresses and social media usernames.
- Avoid unnecessary physical contact.
- Do not behave inappropriately, make suggestive or inappropriate remarks or jokes about students' gender, ethnicity, personality, school environment, appearance, family or religion.
- Do not make assumptions about students' backgrounds.

Responsibilities

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) Write down in the students own words the information they have disclosed.
- 5) Explain that you will inform a member of staff of the conversation for their own wellbeing.
- 6) Report the incident to a member of the SRO team who will follow up with relevant agencies and the schools' Child Protection Officer.

If you have concerns about a member of staff or someone working with the young person, 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.

Student Ambassadors should:

- Be clear about roles and responsibilities.
- Be aware of the team's Health & Safety procedures and implement them during your shifts.
- Follow instructions from SRO staff at all times.
- Speak to the SRO team if concerned about Health & Safety during your shifts.
- Be aware of how to contact the SRO team in an emergency.
- 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.
- Ensure you stay with your group at all times and take a regular head count.

In case of an emergency:

- If the incident is serious and requires the emergency service call 999, then inform the SRO team. Otherwise inform the SRO team/supervising teachers immediately.
- Safeguard other members of your group.
- Do not put yourself at risk.

Uniform

You are required to wear your SRO Student Ambassador uniform t-shirt (given to you by our team; not from any other work in the university), for all shifts, on and off campus, unless we state otherwise.

If you need to request a second t-shirt as you have worked 2 consecutive days then please email the team. As well as your uniform, please wear suitable and appropriate clothing and shoes, including where necessary a warm layer underneath your t-shirt, or a waterproof jacket. You should expect that any events you work at on campus may include giving tours, moving between buildings etc and dress appropriately for the weather.

Work Advertising & Allocation

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

- 1. 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.
- 2. 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 before applying, and let us know / cancel your application if you are no longer free for a shift. Please make sure you have read the event description for specific requirements e.g. which ambassadors are required, travel arrangements, or if you need to collect equipment from the office.
- 3. The team use a fair allocation process to allocate shifts to Student Ambassadors.** We share the work out as fairly as we can (HEAT shows us the number of hours you have been booked to work in the year), however for some events we may need a particular range of courses, subject knowledge, or ambassadors with specific training.
- 4. 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.
 - 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.
- 5. If you are accepted for a shift, please add this to your calendar/diary and plan your travel to the location stated on the job advert.**

If you need train tickets pre-purchasing, please contact us to request this at least 3 working days (ideally more) before the event. Please state the name and date of the event, the station you travel from and if you have a railcard. If you do not plan this enough in advance you may be asked to buy your own tickets and claim back the cost afterwards.

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 01273 642396.

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.

- 6. 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 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. 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 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.

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).

Examples - can I claim travel expenses for this?

Event	City you study in	Travel Expenses?
Taster activity on Falmer Campus	Eastbourne	Yes – more than 5 miles away
Activity at a school in Eastbourne	Eastbourne	No – less than 5 miles away
Open day at Falmer campus	Eastbourne	No – open days are an exception
Workshop in Newhaven	Brighton	Yes – more than 5 miles away
UCAS Fair in London	Brighton, Eastbourne	Yes – more than 5 miles away

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 will usually be where you are working off-campus and it would be difficult for you to take your own lunch. 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.

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.

Please note: We advise you to take refreshments with you when working. 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 working in a school.

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	Details	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.	No – your journey commenced after 07:00.
Year 11 workshop in Portslade	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, Newhaven	You are working between 12:00 and 14:00 and Newhaven is not within 5 miles of your home city.	Yes - you’re working at lunchtime and not within 5 miles of your home city – however if in school generally you should take lunch with you.
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 19:00.

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. sea22. 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.

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, 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 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.
- 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, or dates not matching our records/your receipts – will likely result in your claim being rejected and a delay in payment.

Pay Forms

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

1. 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.
2. Pay forms must be **received in the SRO office (Mithras House 228)** by the **last working day of the month** in order for you to be paid at the end of the following month.

Forms can be submitted by:

- Handing them in to staff you are working with at an event, or dropping them in the ambassador payform 'postbox' at Mithras 228.
- Sending them to us in the post (Student Ambassador Coordinator, Mithras House 228, University of Brighton, Lewes Road, Brighton, BN2 4AT)
- Taking a clear photograph or scan of both sides, and emailing to StudentAmbassadors@brighton.ac.uk

Widening Participation 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 photograph/scan your form and send it to us yourself. WP 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.

3. Incomplete, unclear or late forms can be returned to us by payroll, which may delay your payment.

Instructions for completing pay forms:

- A new form will need to be completed each month. Generally you should complete a form each month. Pay claims submitted more than 4 months after the shift may not be paid.
- Your payroll number, name, Date of Birth and National Insurance number **must** be on all forms.
- '*Reason for overtime/additional hours*' – please enter the name of the activity worked. If you do not include this we will probably send your form back.
- Total your hours for the month at the bottom right of the sheet, in decimals e.g. 6.5 not 6.30.
- It is a legal requirement that you cannot work more than 6 hours without an unpaid 30 minute break. If you are working over 6 hours on an activity, then you will need to record your hours to reflect your 30 minute unpaid lunch break. Please ensure that you speak to attending staff to ensure you have a break.
- All pay forms are checked against our records of hours worked. Discrepancies will result in delays to payment.
- Ensure your form is signed and you include this side of the form if sending us a scan by email. Unsigned forms will be returned.

Student Ambassador Pay form

Please email studentambassadors@brighton.ac.uk if you need to request a new blank form.

It is important to complete all of the sections highlighted in yellow otherwise there may be a delay in payment. Do not complete section B. Your form must be signed or it will be rejected.

Payroll number		Or tick box if first claim	<input type="checkbox"/>	Month/Year of claim	__ / __
Title	Surname	First Name	Date of birth (if casual)		
Normal working hours	Job Title (in relation to hours claimed)		UoB Student Number (if Student Ambassador)		
School/Department			N.I. Number (if first claim)		
Marketing & Communications					

Date	Start time	Finish time	Start time	Finish time	Reason for overtime/additional hours
1 st					
2 nd	08:00	12:00	12:30	17:00	Falmer open day . 8.5
3 rd					
4 th					
5 th					
6 th					
7 th					
8 th	10:00			14:00	Professor C Gull activity. 4.
9 th					
10 th					
11 th					
12 th					
13 th					
14 th					
15 th					
16 th					
17 th					
18 th					
19 th					
20 th					
21 st					
22 nd					
23 rd					
24 th					
25 th					
26 th					
27 th					
28 th					
29 th					
30 th					
31 st					
Total Hours Claimed					12.5

Section B To be completed by the person **authorising** the claim.

Casual staff must have first been approved for appointment in the Personnel Department via a 'PD38' or a 'PD8' form **prior** to any claim being submitted.

Reason for Claim: Please tick one box	<input type="checkbox"/>	Overtime (hours at enhanced rate)
	<input type="checkbox"/>	Additional hours at existing salary rate
	<input type="checkbox"/>	Basic hours timesheet (casual staff only)

Description of work done

Overtime

Part-time staff can only claim payment at flat rate until a total of 37 hours per week have been worked. This includes casual staff. Staff paid on Scale SO1 or above cannot claim for overtime. Instead, their Head of School/Department may wish to propose an honorarium – see form PD43. However, part-time staff on scale SO1 and above can claim additional hours (up to a total of 37 per week) at flat rate using this form. For staff appointed to work weekend hours only this is at the Head of School/Department's discretion. For detailed rules please see the enhanced payments sheet in the staff handbook.

Number of hours to be paid at time and a half e.g. weekday evenings and	
Number of hours to be claimed at double time e.g. Sundays and Bank Holidays	

Enhancements

For Manual Staff needing to claim for an acting allowance please see form MA1

Number of hours 'weekend call out' (Information Services staff).	
Number of hours Saturday enhancement	
Number of hours Sunday enhancement	
Number of hours 'call out' (Duty Site Managers).	
Number of hours Bank Holiday enhancement	

Budget codes - please fill in for casual staff and for other staff if different from home code.

Budget	Account Code	Job Code	Number of hours to be charged to this
Budget	Account Code	Job Code	Number of hours to be charged to this
Budget	Account Code	Job Code	Number of hours to be charged to this
Budget	Account Code	Job Code	Number of hours to be charged to this

Section C

I declare that the information I have given on this form is true and accurate.

Claimant	Print Name	Signature	Date
Originator/checked by	Print Name	Signature	Date
Authorised Signatory	Print Name	Signature	Date

Student Ambassador Code of Conduct

As a Student Ambassador you will be required to act in a positive, informative and professional manner whilst working on all shifts.

As a Student Ambassador you will be required to act in a positive, informative and professional manner whilst working on all shifts.

DO

- Remember you are acting as a role model and are a representative of the University of Brighton at all times.
- Ensure you arrive on time and wearing your uniform for all shifts.
- 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 of your own safety and the safety of others.
- Avoid being on your own with a student and avoid situations that compromise your working relationships with young people.
- Be aware that someone else might misinterpret your words or actions, no matter how well intentioned.
- Claim for all shifts within 1 month of working.
- Attend training and development opportunities.
- Enjoy the role!

DO NOT

- Use your mobile phone during shifts unless instructed to.
- Use inappropriate language including suggestive remarks, gestures or insensitive comments.
- Permit abusive peer activities, such as ridiculing and bullying.
- Let any form of suspicion, disclosure or allegation go undisclosed.
- Dress or appear in a manner which could be considered as inappropriate.
- Smoke or use substances (alcohol, un-prescribed drugs) whilst working
- Exchange contact details with a student, including social media details

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 include:

1. Failure to turn up to a shift on the agreed date and time.
2. Not providing sufficient notice to cancel a shift without mitigating circumstances or sickness (minimum of 3 day working days' notice).
3. Unprofessional behaviour during an event (inappropriate language, inability to follow instructions from staff, failure to engage with students during activities).
4. Use of mobile phones during shifts.
5. Failure to wear correct uniform (including use of inappropriate clothing).

If a Student Ambassador has behaved in an unprofessional or unacceptable manner, then a disciplinary process will be followed:

1. Staff member will inform the Student Ambassador and Student Ambassador Coordinator.
2. A strike will be issued by the Student Ambassador Coordinator and this will be sent via email.
3. If a second strike is issued, Student Ambassador will be asked to meet with the Student Ambassador Coordinator to discuss poor performance.
4. A trial period of 4 weeks will be implemented. Failure to comply with policies will result in removal from the programme.
5. If behaviour is considered severely unprofessional, this will result in immediate removal from the Student Ambassador Programme and no further work will be offered.

Key Contacts

Email: StudentAmbassadors@brighton.ac.uk

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

Phone: 01273 642396 / 643417

Ambassadors mobile phone: (used for emergencies, and for large events like open days)
07989159186

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.



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

Account Settings
 You 31/05/2019 15:56
 You

Welcome

Dear Jane Bloggs,
 Welcome to the SRO Student Ambassador Portal
 All work opportunities will be advertised using the HEAT (Higher Education Access Tracker) Student Ambassador Portal.
 To view and apply for work opportunities in the Student Ambassador Portal (SAP), please set up your account as soon as possible using the link below.
[Account Set Up](#)
 If you do not set-up your account, you will not be able to view the job opportunities available to you as a Student Ambassador.
 If you have any queries at this stage, please email studentambassadors@brighton.ac.uk
This is an automated email so please do not reply to this address.

Pre-Employment Details

General	Contact Details	HE Qualification Status
NATIONAL INSURANCE NUMBER <input type="text"/>		
TITLE* Miss		
FIRST NAME* Jane		
LAST NAME* Bloggs		
DATE OF BIRTH* 10 May 1983 <input type="text"/>		
STUDENT NUMBER* 000000		
EMPLOYMENT NUMBER <input type="text"/>		
NATIONALITY* <input type="text"/>		
LANGUAGES <input type="text"/>		
ARE YOU THE FIRST IN YOUR FAMILY TO ATTEND HIGHER EDUCATION? <input type="text"/>		
DO YOU HAVE ACCESS TO A CAR? <input type="text"/>		
HIGHEST QUALIFICATION(S) TO DATE* <input type="text"/>		
<p>Your DBS Certificate</p> <p><small>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 certificates 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, the University will only pass this information to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom certificates or certificate information has been released and it is a criminal offence to pass this information to someone who is not entitled to receive it.</small></p> <p>Declaration</p> <p><small>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 upon 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.</small></p> <p>YES, I UNDERSTAND THE DECLARATION ABOVE <input checked="" type="checkbox"/></p>		

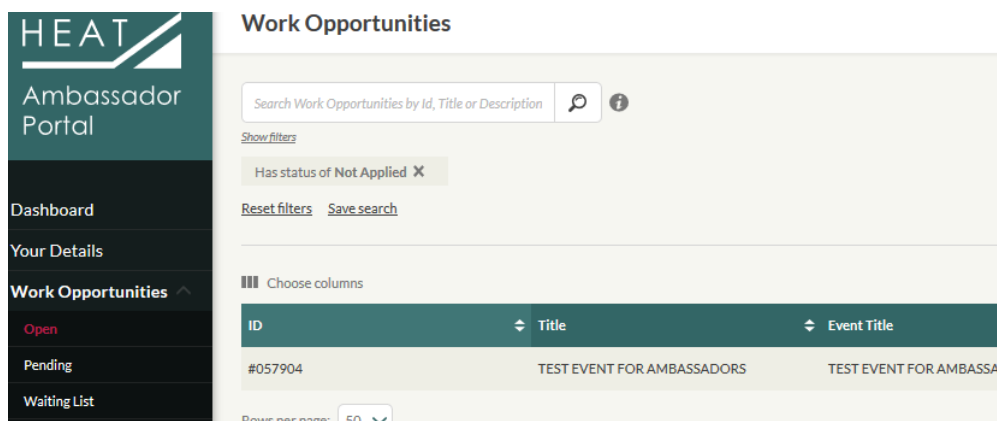
Pre-Employment Details

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

General	Contact Details	HE Qualification Status
Term-Time Address		
ADDRESS 1* <input type="text"/>		
ADDRESS 2 <input type="text"/>		
TOWN* <input type="text"/>		
COUNTY <input type="text"/>		
POSTCODE* <input type="text"/>		
Home Address		
Copy Term-Time address		
ADDRESS 1* <input type="text"/>		
ADDRESS 2 <input type="text"/>		
TOWN* <input type="text"/>		
COUNTY <input type="text"/>		
POSTCODE* <input type="text"/>		

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.

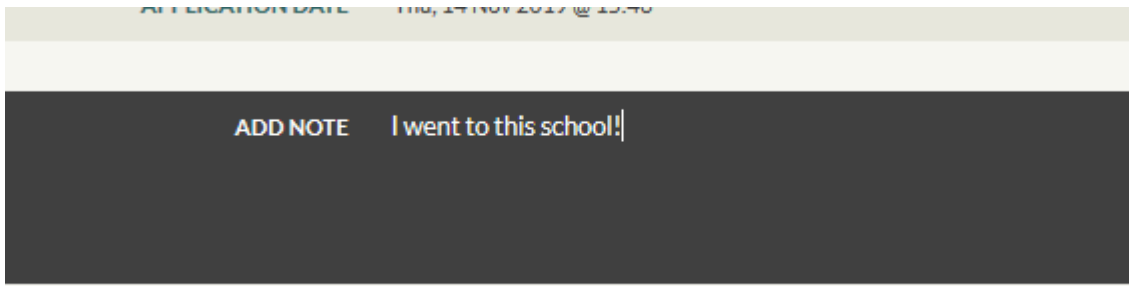


3. **You should be able to see open work opportunities. Click on them to view the full details.**
4. If you are not interested in an event you can also click the red box to remove it from your open activities – e.g. it’s for a specific subject you don’t study, or it’s on a day you can’t do. This will remove it from open work opportunities.



5. **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 after 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. 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.

6. **Click through the different sections under 'work opportunities' in the left hand menu.**
 - > **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 previous marked that you weren't interested. You can click on them to apply if you've changed your mind.

7. **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.**

If you are allocated a shift you will be automatically sent an email from HEAT. 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. 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 or phoning 01273 642396. You cannot cancel events through HEAT.



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 or phone us on 01273 642396