



University of Brighton

Student Recruitment & Outreach (SRO)
Student Ambassador Handbook 2021-22

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Contacting Us

Email: StudentAmbassadors@brighton.ac.uk

Phone: 07971 542496 / 07989159186

The SRO Team work flexibly, primarily from home with some days on campus. Our working hours may vary but one of us is usually available during the working week, i.e., Monday-Friday between 9am and 4pm.

If you wish to send post, or meet us in person, please contact us by email to make arrangements. You are also very welcome to contact us on Teams, but please send a text message to check if we are free before video-calling.

Welcome to the Student Recruitment & Outreach Team!

The Student Recruitment and Outreach (SRO) team organise a wide range of events and activities for 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.

We regularly 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
- ✓ Team working and leadership
- ✓ Problem solving
- ✓ Events or workshop delivery and planning
- ✓ Evidence of self-discipline and time management

We encourage you to put yourself forward for activities that gradually stretch your skills and confidence, as we want you to benefit from your time with us.

Each year we organise at least one employability skills workshop for SRO Student Ambassadors. This is a chance to reflect on the skills you have gained with us (and elsewhere) and ensure that you can communicate these skills in ways that employers will recognise. Workshop(s) will be advertised well in advance and we encourage you to attend.

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. 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.

We are happy to provide references to prospective employers for SRO Student Ambassadors who have worked at least two shifts. The detail we can provide in your reference will depend how many shifts you have worked and how well we have got to know you. If you would like us to provide a reference, please contact us in advance to let us know and check that we are able to respond in the required timeframe, and provide the following details to your prospective employer:

Student Ambassador Coordinator
Student Recruitment & Outreach, University of Brighton

Email. StudentAmbassadors@brighton.ac.uk

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: Outreach, UK Student Recruitment, Student Recruitment Events, and International Recruitment. The SRO role also encompasses Ambassador opportunities with our Enquiries team, Internal/External Communications, Content and 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 many schools and colleges across the South-East, on campus, and online.

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.

Widening Participation (WP) in Higher Education is a strategic priority for governments, the higher education sector in general, and the University of Brighton in particular. WP activities, 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, and to break down barriers that may stand in the way. Our friendly team of Student Ambassadors help us to achieve this by acting as positive role models and mentors.

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.

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. At these events 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. As an SRO Student Ambassador there are a range of activities available with the Marketing, Communications and Content teams that you can 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.

Enquiries Team

The Enquiries team respond to queries from prospective students who are interested in the University of Brighton. Responding to around 60,000 telephone enquiries and emails a 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. A number of SRO Student Ambassadors are hired each year to work as [Unibuddies](#), responding to messages via our website on a more ongoing basis. During busy periods from July – September there may also 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. 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 in a general sense 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.

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. As a student ambassador wearing a University of Brighton t-shirt many applicants will see you as staff, and will believe what you say is accurate. 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 Student View account or UCAS track first, and if that doesn't help contact the Enquiries team - 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

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

Accommodation

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

Fees and finance

Visit 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.

Enquiries about the status of an application

Inform them to check their Student View account or UCAS track

Anything else

Contact the Enquiries team at 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)
- Never invite young people or prospective students 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 or mentoring, that require more sustained contact with a young person. 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. You are not expected to write anything other than what we have asked for.

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, and we always aim to allocate to ambassadors who have done less work). However, 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.

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 request this as early as possible using the link in the HEAT confirmation email. 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.
- 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/up to date details, and contact us 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.

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 independently/proactively work out your own travel to your shift well in advance, and contact us at least 3 days in advance if you need train tickets purchasing: [Request train tickets here](#).

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 and have your account approved before you work, in order to claim mileage (0.45p per mile). You will be reimbursed for the miles in your journey that are above your normal journey into university from your home address. See page 14 on how to register an account.

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. [Request train tickets here](#).
- 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 in, or within 5 miles of, your city of study, or at any University of Brighton campus, unless we have specifically agreed this with you in advance.

For example: we may occasionally decide to offer travel expenses to our Eastbourne or Brighton campuses if we need extra help with an activity, but we will not cover this where we have students living locally that wish to work. You are very welcome to apply for shifts at other campuses if you feel your skills suit the shift, but please check with us rather than assuming that travel will be paid.

- Travel costs from elsewhere in the country to venues near Brighton, e.g. if you choose to work a shift during the holidays – unless discussed and agreed in advance.
- Taxis not agreed in advance, or any Uber journeys at all.
- Petrol/mileage expenses, if you do not have business insurance for your car.

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 enter:

- Email address: Must be your University of Brighton email address.
- Username: Enter your university ID e.g. JBB123. If you do not know this, please use 'Student Ambassador'.
- Payroll number, which you can find on your pay slips or your HEAT account.
- Department/Building: Enter 'Student Ambassador'

If you wish to claim mileage for using your car, you will need to upload supporting documents (driving license, MOT, proof of insurance covering business use) and have these approved in advance of making any journeys.

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.

After your initial registration is complete, there is an optional app you can download to scan and submit receipts. The app can be found here: <https://www.selenity.com/app-download>, and instructions here: <https://expenses.knowledgeowl.com/help/mobile-add-an-expense-using-receipt-scan> (you will only be able to access these once your account is up and running).

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.** Claims for train tickets or meals without receipts will not be paid. Take a photo or scan your receipt in, then click on the small receipt icon to upload.
- **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.*
For events over 2 days, please ensure each claim is marked Day 1 or Day 2.
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 for authorisation. It's helpful if you can also email StudentAmbassadors@brighton.ac.uk to let us know you've submitted a claim.
Claims are paid separately from your wages and are usually paid in around 2-4 weeks.

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

As of 2021, pay is currently being processed by the Student Ambassador team without you having to make an individual claim or record your own hours. Please see below details on how we process your pay.

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. This means that you will usually get paid at the end of the month after you complete a shift (e.g., for work taking place in January, you will generally get paid at the end of February).

Every shift you work is recorded on a central database and managed by the event coordinators and Student Ambassador team. Your actual hours worked are recorded, and any lateness or additional briefing/debrief time will be recorded. This will include any paid training sessions you attended, your holiday entitlement (see below), and any travel time that you've agreed with the event coordinator and are eligible to claim for (see [Travel and Expenses](#)). At the end of each month/beginning of the next month, we process this and send a request to payroll for you to be paid for these hours.

Please note, this is an adjusted process just for our team, that differs from most other teams in the University – if you work elsewhere, you will generally be required to complete and submit a pay form in order to be paid. This process may change in the future, and if so we will let you know of anything you need to do differently.

If you want to check how much you will be paid for a shift, it is best to ask the event coordinator at the time of the event. If you have any queries about your pay in general, for example you are not sure if you have been paid for a shift, please contact us, if possible including details of what hours are on your payslip. Your payslips are sent to the address you've given us and you should keep them safe - so if you don't receive them please get in touch! We would also recommend keeping your own record of your hours and events worked.

Breaks: Please note that it is a legal requirement that you cannot work more than 6 hours without a 30-minute break, this is unpaid. If your shift is more than 6 hours, please ensure that you speak to staff to ensure you have a break. You must not skip your break in order to go home earlier.

Holiday entitlement: As a casual employee, for every hour you work we will automatically add a small percentage to your completed hours for that month in lieu of holiday time. This is calculated at 12.07% of your hourly rate. For example, if you work 1 hour in a month you will be paid for 1.12 hours including holiday. This results in your standard ambassador rate of £10.43 per hour being increased to £11.69 per hour.

Expectations and Code of Conduct

Our expectations

For all events, you must adhere to our [safeguarding guidelines at all times](#). Avoid being on your own or direct messaging with a student and avoid situations that compromise your working relationships with young people. Under no circumstances must you give any of your contact details to prospective students or young people. Please refer to further guidance on Safeguarding in this handbook.

Be professional. We expect you to be reliable, arrive at the time you've been asked to, and be present, responsive, engaged, and communicative throughout. We understand you won't know the answers to everything, so don't be afraid to ask a staff member if needed, or signpost towards useful information elsewhere. We also expect you to demonstrate good time management and awareness of your commitments – the occasional problem (like a lecture being moved) is fine, but if you regularly cancel shifts we will not be able to continue offering you work. We expect at least 3 days' notice if you cannot attend a shift for reasons other than sickness or emergencies, and it is polite to explain why, rather than cancel with no reason given – cancelling your shifts directly impacts our team's workload and the success of our events.

Be well-prepared for your shifts. This means that we expect you to think in advance about things like your travel, what you need to wear or bring, and questions you may be asked, and be rested and ready for a busy shift! We expect you to attend briefing/training sessions when asked, be on time or a few minutes early, and giving your full attention to your work – not turning up late or unprepared for the activity you've been asked to help with. Likewise, if you are working an online event, make sure your technology is functional, and that you are clearly visible and audible if expected to be on camera (if you do not have a strong internet connection, please discuss this with us in advance). We do understand that sometimes things go wrong, trains get cancelled and technology can be temperamental, but preparing in advance will minimise this.

Use appropriate communication, including language, grammar, and spelling: It's important to communicate professionally. We encourage friendly, natural, conversational language and use of 'open' questions and answers that encourage interaction. Make sure you speak clearly and project your voice, as anyone you're with should be able to see, hear, and understand you clearly. Do consider if any guests with a hearing impairment or English as a second language will be able to understand you; many people (whether or not they have a diagnosed hearing impairment) find it easier to communicate if they can see you, so face your audience and smile!

If you're working online, the use of emojis is fine, but please don't use abbreviations or 'text speak' and pay particular attention to correct spelling and grammar. As you're representing a university a high standard of communication is key.

Code of Conduct

You must:

- **Behave appropriately** as a role model and a representative of the University of Brighton.
- **Dress appropriately:** You must wear the SRO uniform t-shirt for all shifts unless we say otherwise, please ask before the shift for a t-shirt if you need it. As well as your uniform, please wear suitable clothing and shoes for the weather, and assume that you may need to work outdoors at times. For online events it's not normally necessary to wear a uniform t-shirt, but you should be conscious that you will be on camera so you should always appear professional – please blur your background or use a University of Brighton 'branded' image.
- **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.
- **Communicate appropriately:** Always use appropriate language for your audience, avoid slang and abbreviations, and do not swear. Give relevant, and accurate, information. Be open and conversational and ensure that guests do not hear conversations that should be private.
- **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.
- **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 or say we need help from your subject area, please respond. Try to attend training opportunities if offered. Enjoy the role!

You must not:

- **Share any personal contact details with attendees**, including social media accounts, phone numbers, email addresses or online portfolios, even your university/professional accounts. Your interactions should be kept to the event or agreed platform (whether that is in a classroom, an online event space or a dedicated mentoring platform), with no exceptions.
- **Use inappropriate language** including suggestive remarks, gestures or insensitive comments, racist or homophobic language, etc.
- **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 & Minimum Activity Requirements

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 at least 3 days' notice to cancel a shift without mitigating circumstances or sickness.
- 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, or being otherwise 'absent' from your duties (e.g. leaving the room for an extended period without explanation, working on your own tasks instead of the task you are being paid to do).
- 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 email, by the Student Ambassador Coordinator.
- 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 or health and safety risk, this may result in immediate removal from the Student Ambassador Programme and no further work will be offered.

Activity requirements.

Please note that if you do not apply for shifts for an extended period of time, and do not respond to our emails (e.g., if we ask you if you can work at an event for your subject) we may need to remove you from your student ambassador post. We are very understanding of other commitments, as well as health conditions etc that may affect your work with us, but we do expect all ambassadors to be 'active' at least once a term, in order that we can ensure we can staff our events. We usually have about 2-3 student ambassadors per subject area, on the assumption that you will be able to work at least some of the activities specific to that subject. If you are studying a course with full time placements, or you let us know about specific personal circumstances, we are of course flexible around this, but if you show no indication of trying to do so, then we will probably need to remove you from the programme and recruit another student instead. If so, you are of course welcome to re-apply if you find that you are able to re-commit to work with us.

HR Policies & Updating Personal Information

Please note that if any of your personal details change, like your address, bank account, telephone number or legal name, you need to let us know.

Your student account is separate to your employee account so you will need to update us even if you have changed the details on MyBrighton.

To change any personal information, you will need to email studentambassadors@brighton.ac.uk from your university email address, confirming the change of details. In this email, you must also include your payroll number, or if you do not have this, your date of birth and national insurance number – these are required so that our HR staff can ensure the correct person's details are being updated.

Graduating and Leaving your Student Ambassador Post

Most SRO Student Ambassadors enjoy the role and stay with us for the duration of their course, although if you decide you want to leave earlier or can no longer commit to work, please just let us know.

Around April-May in the year you're due to graduate from your course, you'll be sent a survey to fill in about closing your post and asking if you will be leaving, or if would like to stay on in your ambassador role for a few months after your graduation date. Depending on what work is available and our business needs, you may be able to stay on for a maximum of 6 months after your course finishes.

If you are continuing your studies - for example going on to a postgraduate course – you are very welcome to stay with us as a Student Ambassador. Please let us know your new course details including full course title, campus, and expected graduation date so we can update your records.

You will be issued a P45 when you leave your post as an ambassador. It's important that you confirm your current (or new) address when requesting a P45, as they can take a few weeks to process after you have been made a leaver on our systems. Please note P45s are a physical document, and we cannot provide digital copies.

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!**

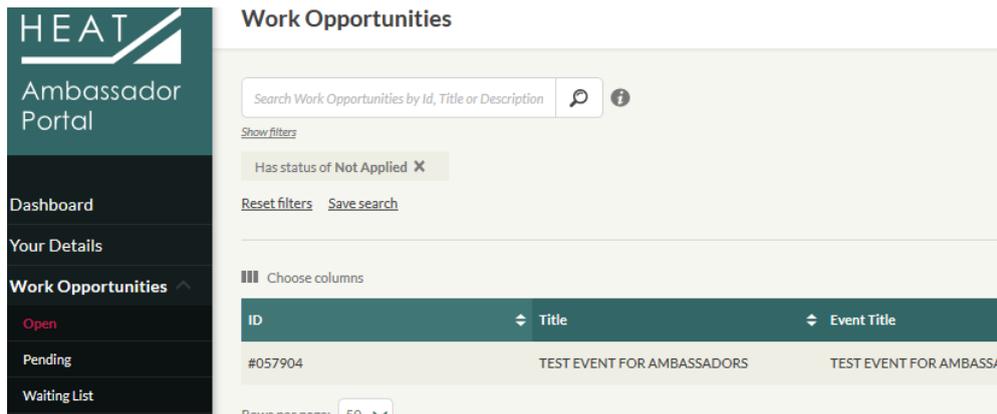
Finally, check that you have email notifications enabled. Click on the 'person' symbol at the top of the screen, then 'settings'. Tick both boxes to enable emails.

The image shows a screenshot of an email and a web form. The email is from noreply@heat.ac.uk, dated Thu 11/02/2019 15:56. The subject is 'Welcome'. The email content reads: '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.'

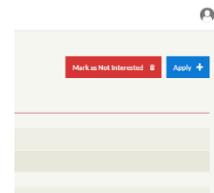
The web form is titled 'Pre-Employment Details' and has tabs for 'General', 'Contact Details', and 'HE Qualification Status'. The 'Contact Details' tab is active. The form fields include: NATIONAL INSURANCE NUMBER, TITLE* (Miss), FIRST NAME* (Jane), LAST NAME* (Bloggs), DATE OF BIRTH* (10 May 1993), STUDENT NUMBER* (000000), EMPLOYMENT NUMBER, NATIONALITY* (Select Nationality), 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), and HIGHEST QUALIFICATION(S) TO DATE* (Highest Qualification(s) to Date). Below these fields is a 'Your DBS Certificate' section with a 'Declaration' checkbox and a 'YES, I UNDERSTAND THE DECLARATION' button. The 'Pre-Employment Details' section is also visible, with a blue box at the top right that says 'Please check and complete your details before proceeding any further...'. The 'Term-Time Address' and 'Home Address' sections are also visible, with fields for ADDRESS 1*, ADDRESS 2*, TOWN*, COUNTY, and POSTCODE*. The 'Home Address' section has a 'Copy Term-Time address' button. The 'Email Settings' section is at the bottom, with two checkboxes: 'EMAIL NEW WORK OPPORTUNITIES' and 'EMAIL ACCEPTED/REJECTED WORK OPPORTUNITIES', both of which are checked.

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.

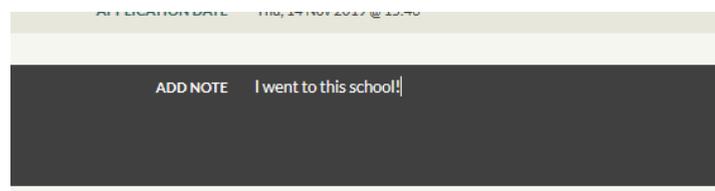


3. If you are not interested in an event you can also click the red box to remove it from your open activities – e.g. it's for a specific subject you don't study, or it's on a day you can't do. This will remove it from open work opportunities.



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. We may ask you to tell us something specific in the job advert so make sure you've read this. You can also 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 – but please don't feel you need to write an 'application' for each shift, as we generally try to allocate fairly. 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 'Accepted for SRO Student Ambassador shift'. 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 are expecting 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.

Please note: You cannot cancel events through HEAT after you have been accepted.

If you can no longer make it for unexpected reasons (e.g. a lecture was moved and now clashes with the event) it's your responsibility to let us know as soon as possible. You should do this by emailing us at StudentAmbassadors@brighton.ac.uk. If you need to cancel with less than 3 days' notice due to an emergency (e.g. you are unwell) you must phone us, or otherwise speak to us, to ensure we're aware immediately so we can find a replacement in time.

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.

You will also receive an automatic reminder from HEAT a few days before the event but do bear in mind that this was based on the details when we advertised it – make sure you check your email for final details from the coordinator which may include slight changes.

If you have any questions, or your account doesn't appear to be working, please email StudentAmbassadors@brighton.ac.uk.

