Queen Mary, University of London Ambassador Scheme

Code of Conduct

Student Ambassador Code of Conduct 2020-2021
As a representative of Queen Mary, University of London, Student Ambassadors are expected to adhere to this Code of Conduct during the period of their contract.

1.0 Expected behaviour
All ambassadors are expected to:
1. Act in a professional manner at all times.
2. Have a proactive ‘can do’ attitude, using initiative to provide outstanding customer service.
3. Engage with participants at all times, unless otherwise instructed by supervising members of staff.
4. Display enthusiasm for events and activities, and for the University experience as a whole.
5. Represent Queen Mary, University of London in a positive light.
6. Show respect for other Higher Education institutions. It is not acceptable to belittle other institutions.
7. Maintain an understanding of CMA legislation to avoid providing false or misleading information.
8. Use safe and inclusive language at all times. Offensive or inappropriate language, including swearing, is not permitted.
9. Undertake suitable preparation for events, particularly regarding presentations and mentoring programmes.
10. Refrain from smoking or drinking alcohol whilst on duty or wearing student ambassador uniform. Ambassadors are not permitted to participate in any Ambassadorial activities under the influence of alcohol or drugs.
11. Refrain from using mobile phones for anything other than ambassadorial related purposes.
12. Seek clarity on issues or questions from participants to which they are unclear of the answer.
13. Consider and limit where possible any adverse health and safety implications of all activities, as outlined in the ambassador training.
14. Use IT equipment and systems appropriately if undertaking work in the office, in accordance with University Regulations.
15. Inform the department if they wish to withdraw or resign from Ambassador work, stating any outstanding work they will consequently be unable to undertake.

2.0 Internal and external relationships
Ambassadors are expected to:
1. Respect and follow appropriate instruction from Queen Mary, University of London staff.
2. When working off-campus or online, respect the authority of school, college and community group staff, and follow instruction where relevant.
3. Adhere to rules and guidelines prescribed by external institutions where relevant.
4. Inform supervising University staff as soon as possible of any significant issues or incidents which arise during ambassador activities.
5. Provide constructive feedback about the activity when asked upon.

3.0 Punctuality and attendance
Ambassadors are expected to:
1. Arrive at least ten minutes before the start time of an event. Any delay must be communicated via a telephone call as soon as possible. Unacceptable reasons include, but are not limited to, oversleeping, bad timekeeping and missed transport. Reasons will need to be discussed and appropriate action taken.
2. Attend any work opportunity for which they have been confirmed.
3. Contact the office at the first possible convenience via phone should they be unable to attend due to sickness. Notification via e-mail or text message is not acceptable.
4. Phone supervising staff if they are forced to cancel a placement within 5 working days of the start of the event. Notification via e-mail or text message is not acceptable at this stage. Ambassadors are permitted to cancel placements for any reasons 10 working days prior to the event via phone or e-mail.

Last updated: 29 August 2019
4.0 Commitment
1. Ambassadors are expected to complete a minimum of 30 hours work (excluding training and travel) per 12 month period of engagement on the scheme, usually November to October.
   - If 10 hours or less of work has been completed, ambassadors must reapply
   - If 11-30 hours of work has been completed, ambassadors must attend refreshers training (unpaid)
2. If applicable, be personally responsible to ensure the total hours worked does not exceed their visa limitations across all jobs they may have.

5.0 Dress code
Ambassadors are expected to:
1. Ensure they are dressed in a manner appropriate to the activities they are undertaking.
2. Maintain a good standard of hygiene for the workplace
3. Wear any identifying uniform that is provided to them by the employing department as appropriate (ie ambassador t-shirts, bibs, lanyards etc) and, where necessary, ensure they are returned to the department in a reasonable condition, taking into account fair wear and tear.

6.0 Cancellation Policy
1. If an event finishes early without prior notice, you will be paid for the hours originally advertised.
2. If an event is cancelled and you are contacted within 24 hours or more, you will not be paid for any hours assigned.
3. If an event is cancelled with less than 24 hours notice, you will be offered another role where possible. If we do not have suitable substitute work, you will be offered 20% of the pay you would have received if they had worked.
4. You will not be paid any period of lateness – docked in 15 minutes intervals.

7.0 Health and Safety and Safeguarding
1. Ambassadors are required to adhere to safeguarding legislation and other requirements as outlined in the recruitment and training process. In particular, ambassadors should not share personal contact details, inc. social media with participants in University outreach and recruitment activities.
2. To comply with the health and safety guidelines that have been put in place, and to regularly check any update in University policy to ensure compliance.
3. Ensure you are aware of and adhere to emergency procedures as briefed on the day of the event.

8.0 Timesheets (for paid Ambassadorial Activities only)
1. Any claim on a timesheet must correspond to the actual hours worked. Late arrival or early departure must be represented on the claim.
2. It is your sole responsibility to submit your timesheets via HEAT for any hours worked in a timely manner and by the notified deadline date to ensure payment.
3. If timesheets are unclaimed one month after the work opportunity end date,
4. Ambassadors are personally responsible to ensure access to MyHR is setup to access their payslips and P60.

9.0 Communication
Ambassadors are expected to:
1. Regularly check your emails and respond within 3 working days if needed.
2. Utilise MS Teams and engage in the relevant channels, responding to any tagged messages if needed and within the relevant threads.
3. If you need to contact the student ambassador team, to use studentambassadors@qmul.ac.uk.
4. Read the monthly ambassadors newsletter to keep updated on developments of the scheme and within the University.

Last updated: 29 August 2019
**10.0 Collecting and protecting personal data**

Whilst working on activities, ambassadors may be responsible for the personal data of the participants. When required to, all ambassadors are expected to:

1. Ensure personal data of participants is kept secure at all times and not disclosed (or put at risk of disclosure) to unauthorised parties.
2. Return any document containing personal data to the department within one working day following the event. Where this is not possible, Ambassadors should inform the relevant staff member prior to the event when they will be able to return the register by, and written permission.
3. Remain responsible for storing students’ personal data securely (locked away, not kept in a vehicle, hidden from others) until it is returned to the relevant department.
4. Inform the relevant department immediately if any document containing personal data is lost by emailing [wp-dataprotection@qmul.ac.uk](mailto:wp-dataprotection@qmul.ac.uk).

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<th>Declaration from student ambassador:</th>
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<tr>
<td>I confirm that I have read and agree to the expectations of behaviour set out in this code of conduct</td>
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| Signed: | Date: |