

University of Kent Student Ambassador Scheme

Expectation of Behaviour

As a representative of the University of Kent, Student Ambassadors are expected to adhere to an 'Expectation of Behaviour'. Ambassadors are expected to comply with these for the period of your contract.

I. Expected behaviour

All Ambassadors are expected to:

- I. Act in a professional manner at all times.
- II. Engage with participants at all times, unless otherwise instructed by supervising members of staff.
- III. Display enthusiasm for events and activities, and for the University experience as a whole.
- IV. Represent the University of Kent in a positive light.
- V. Show respect for other Higher Education institutions. It is not acceptable to belittle other institutions.
- VI. Use safe and inclusive language at all times. Offensive or inappropriate language, including swearing, is not permitted.
- VII. Undertake suitable preparation for events, such as attending any briefings or training sessions, particularly regarding presentations and mentoring programmes.
- VIII. Engage in regular communication with their employing department. This includes reading and responding to emails in a timely fashion, engaging with the HEAT Ambassador Portal and contacting the office in good time prior to an activity if there are any queries surrounding a work opportunity.
- IX. Refrain from smoking or drinking alcohol. Ambassadors are not permitted to participate in any Ambassadorial activities under the influence of drugs or alcohol and should refrain from smoking or vaping while working with students. If smoking breaks are needed, these should be agreed with staff prior to the activity.
- X. Refrain from using their mobile phone for anything other than ambassadorial related purposes during an event.
- XI. Seek clarity on issues or questions from participants to which they are unclear of the answer.
- XII. Consider and limit where possible any adverse health and safety implications of all activities, as outlined in the ambassador training.
- XIII. Use IT equipment and systems appropriately if undertaking work in the office, in accordance with the University Regulations for the Use of Information Technology (IT) Facilities and the Ambassador HEAT User Agreement (where applicable).
- XIV. Inform the administrator in the employing department of any change in circumstances which may prevent them from carrying out their required duties.
- XV. Inform the administrator in the employing department if they wish to withdraw or resign from Ambassador work, stating which areas of the Scheme they wish to resign from and any outstanding work they will consequently be unable to undertake.

2. Internal and External Relationships

Ambassadors are expected to:

- I. Follow appropriate instruction from University of Kent staff.
- II. Respect the authority of school, college and community group staff, and follow instruction where relevant.
- III. Maintain professional communication, and adhere to all expectations of behaviour, with all members of internal and external staff.
- IV. Adhere to rules and guidelines prescribed by external institutions where relevant.
- V. Inform supervising University staff as soon as possible of any significant issues or incidents which arise during ambassador activities.

3. Punctuality and attendance

Ambassadors are expected to:

- I. 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 public transport. Reasons will need to be discussed and appropriate action taken.
- II. Attend any placement for which they have been confirmed.
- III. 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.
- IV. Phone supervising staff during office hours (Monday to Friday 9-5) 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 and should always be followed up with a telephone call. The reason for cancellation will be taken into account when deciding upon further action. Ambassadors are permitted to cancel placements for any reasons prior to the 5 working day notice period. Notification can be made via phone or e-mail.

4. Dress standards

Ambassadors are expected to:

- I. Ensure they are dressed in a manner appropriate to the activities they are undertaking.
- II. Maintain a good standard of hygiene for the workplace
- III. 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

5. Safeguarding

- I. Ambassadors are required to adhere to safeguarding legislation and other requirements as outlined in their training, and associated safeguarding guidelines and procedure documents.
- II. Ambassadors should not communicate with participants over, or accept friend / follow requests on, social media (e.g. Facebook and Instagram) from participants in University outreach and

recruitment activities. Ambassadors are expected to complete safeguarding refresher training, either online or in-person, every two years.

6. Timesheets (for paid Ambassadorial Activities only)

- I. Any claim on a timesheet must correspond to the actual hours worked. Late arrival or early departure must be represented on the claim.

7. Working Safely Online

In addition to safeguarding and data protection policies, when engaging in ambassador activities online ambassadors are expected to:

- I. Wear suitable clothing for engaging in a professional online live lesson.
- II. Have a suitable background in camera view, such as a blank wall. Alternatively, ambassadors should blur their background or use a plain background filter.
- III. Keep their microphone muted when not in use/presenting to minimise disruption.
- IV. Ensure they are taking part in the session in a suitable space, away from any disruptions or interruptions.
- V. Ensure no inappropriate language is audible from anywhere else within their working environment.
- VI. Ensure their working environment is clear of any personal or identifiable items or documentation.
- VII. Not accept any meeting or calendar requests that do not come from a staff (Kent) email address and not to join live lessons initiated by students. If contacted privately by a student, ambassadors should not engage in the communication and report it to the office as appropriate.
- VIII. Use their University account to access live interactions with students. An ambassador's personal email address should not be used.
- IX. Ensure their device screen is clear of any personal/identifying information (of themselves or others) or anything else that might be inappropriate if asked to share your screen during a live session.
- X. Not take any screenshots and not to record all or any part of online sessions. Live interactions will always be recorded by Kent staff in case of safeguarding incidents. Recordings will be stored in line with data protection legislation.
- XI. Use appropriate and professional language.
- XII. Ensure that their display name is appropriate by using their official or preferred first name, rather than their username or default device name (for example).
- XIII. Follow up with a Local Safeguarding Officer if there are any safeguarding concerns following ambassador work online.

8. Collecting & Protecting Personal Data

Whilst working on activities, ambassadors may be responsible for personal data of the participants. Ambassadors must abide by the University's Data Protection Code of Practice at all times (full document available on the information compliance website: <https://www.kent.ac.uk/infocompliance/dp/staff-info/staff-info.html>). All Ambassadors are expected to:

- I. Complete mandatory data protection training, either in-person or online. This must be completed every two years.
- II. Ensure personal data of participants is kept secure at all times and not disclosed (or put at risk of disclosure) to unauthorised parties
- III. Understand the reasons why the University is required to obtain the data listed within any form requesting personal data, and be able to articulate this in an age appropriate way to a variety of audiences
- IV. Collect outreach participants' data at in-person events/activities/talks when requested to do so by a member of staff. Blank register templates, questionnaires or a tablet should be collected from the relevant department prior to the activity taking place where a member of staff will not be present. The Ambassador collecting the register templates/questionnaires/tablet, either by email or in person, will have this signed out to them by a member of staff. Responsibility for returning the register to the relevant department remains with the Ambassador who has had the register template/questionnaire/tablet signed out to them; failure to do so may result in disciplinary action being taken, as outlined in 8.IX
- V. Explain to outreach participants why the University is collecting their personal data and what will happen to this data (using the information provided on the back of all register templates or other forms). Ambassadors should explain this on every occasion before requesting the completion of documents requiring personal information and ensure that participants are aware that they do not need to provide their personal data if they do not wish to
- VI. If individual registers are not used, ambassadors must ensure they provide a blank document to participants who do not wish for their personal data to be visible to other participants within the session, and ensure this information is kept confidential
- VII. Return any document containing personal data to the relevant 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 (this must be as soon as possible), and written permission of this should be obtained and stored (copying in OutreachDataProtection@kent.ac.uk)
- VIII. Remain responsible for storing participants' personal data securely (locked away, not kept in a vehicle, hidden from others) until it is returned to the relevant department

Inform the relevant department immediately if any personal data is misplaced or disclosed by emailing OutreachDataProtection@kent.ac.uk. This will be considered a breach in data protection and as such staff will be forced to inform the Data Protection Team within the University. Due to the serious nature of a data protection breach, losing participants' personal data could result in disciplinary action.