

Residential Life Ambassador (RLA) Agreement 2025/26

1. RLAs will move in to their accommodation on 26 September 2025 and be available to assist with Arrivals Weekend from 27 September 2025.
2. RLAs will work an average of 8 hours per week which will consist of planning and hosting events as well as assisting on open days and attending any team meetings, mentor sessions or undertaking any essential training.
3. RLAs will be required to attend two days of mandatory online training the week prior to Arrivals Weekend on September 18 and 19 September 2025.
4. RLAs who fully meet the requirements of their RLA role will receive a discount against their accommodation fees as follows:

Term	Dates	Weeks total	Total hrs	Discount amount
Term 1	27 Sept - 12 Dec 2025	11 weeks	88 hrs	£1,144.00
Term 2	10 Jan - 20 Mar 2026	10 weeks	80 hrs	£1,040.00
Term 3	13 Apr - 19 Jun 2026	10 weeks	80 hrs	£1,040.00

5. RLAs will be expected to achieve the hours stated in point 4 in each term in order to continue as an RLA and qualify for their discounts. RLAs who fail to meet the minimum number of hours required may be unable to continue in their RLA role.
 - a. Each RLA will be considered on an individual basis and any extenuating circumstances will be taken into account.
 - b. If the required number of hours are not met in Term 1 or Term 2 then there may be agreed that the missing hours can roll over to the following term.
 - c. Extra hours can be banked in Welcome Week and also during vacation periods if an RLA is remaining on campus.
 - d. There is a cap of 20 extra hours which can be rolled over to the following term.
 - e. Attendance, participation and engagement will be constantly monitored and are essential in order for RLAs to continue in their role.
 - f. If an RLA works more than the required hours in a term then these hours can be rolled over to the following term (Max of 20)

6. This role is unsalaried. It is our understanding that, as a student, you might be required to be absent from your post due to academic or personal requirements.
 - a. All requests for leave must be approved by the RLA manager.
 - b. Approval will be subject to there being sufficient cover on site during your absence.
 - c. Requests should be submitted to the RLA Manager at least one week in advance and will be treated on a first-come first-serve basis.
 - d. In case of an emergency, you should notify the RLA Manager as far in advance as possible.

7. Attendance and punctuality will be closely monitored and it is expected that RLAs give the RLA Manager enough notice if they are unable to attend an event so that a replacement can be found.

8. In pairs RLAs will be expected to organise and host a minimum of one event per week during term time.
 - a. Event proposals with costings should be submitted to the RLA office a minimum of four weeks prior to each event using the online form in order for the RLA Manager to have time to book suitable rooms and purchase necessary equipment. Examples of how to present an event proposal will be shown during training.
 - b. One hour will be assigned each week for event planning. If a larger or more intricate event requires longer planning time, evidence of this must be presented to the RLA Manager so that these hours can be added to the rota.

9. The University of Kent is committed to the creation and support of a balanced, inclusive and diverse community as per our EDI values. As an RLA you will be representing the Accommodation Team and the University, so must always adhere to the University's policies and procedures. As such it is expected that you show respect and courtesy to your fellow RLAs and other students at all times.

This includes but is not limited to:

- Social media posts (including private groups involving other RLAs and students)
- Face to face conversations you may have at events. RLAs must constantly be mindful of the impact any comments regarding sensitive topics could have and must keep their conversations neutral bearing in mind that our aim is to create a space where students feel safe to come and enjoy themselves and feel safe.

10. RLAs will be assigned to a college and from time to time may host events for their specific college or represent their college in ResLife Cup events. In general most events will be open to all students living in campus accommodation.