

Residential Life Ambassador (RLA) Agreement 2026/27

1. RLAs will move into their accommodation on Friday 25 September 2026 and be available to assist with Arrivals Weekend from Saturday 26 September 2026.
2. RLAs will work an average of 8 hours per week. This will include planning and hosting events, assisting with open days, attending team meetings and mentor sessions, and completing any essential training.
3. RLAs will be required to attend two days of mandatory online training the week prior to Arrivals Weekend on Thursday 17 September and Friday 18 September 2026.
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	26 Sept – 11 Dec 2026	11 weeks	88 hrs	£1,144.00
Term 2	9 Jan – 19 Mar 2027	10 weeks	80 hrs	£1,040.00
Term 3	12 Apr – 18 Jun 2027	10 weeks	80 hrs	£1,040.00

5. RLAs will be expected to achieve the hours in each term (stated in point 4) 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 it 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 soon 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. RLAs will be expected to organise and host a minimum of **two events** per month during term time. Event proposals, including costings, should be submitted to the RLA office at least two weeks before each event using an online form. This allows the RLA Manager time to book suitable rooms and arrange any necessary equipment. Examples of how to present an event proposal will be provided during training. RLAs will be expected to plan and submit their events in their own time.

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. As such, it is expected that you always show respect and courtesy to your fellow RLAs and other students.

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 remain mindful of the potential impact of comments on sensitive topics and keep conversations neutral, ensuring that events provide a safe and welcoming environment for all students. RLAs must always adhere to the University's policies and procedures.