

Ambassador Code of Conduct

Rules for all Events (on-site, off-site and digital)

Expected Behaviour

Being a Student Ambassador is a huge responsibility. You are the first point of contact for potential applicants, parents and teachers and other stakeholders. In many cases, you will be in a position where you act as a 'mentor' for younger students which means they look up to you; effectively, you are their role model. You may also work with other University colleagues. In all cases, you will be representing Durham, so it is important to set a good example. **As a Durham Student Ambassador, you are a member of staff.**

This code of conduct provides an outline of responsibilities and is not intended to be a definitive list of rules and regulations but a guide to help you make the transition from student to member of staff.

It is important that you're aware of this responsibility at all times when you're employed as a Student Ambassador.

We expect you to:

- Represent the University and the Recruitment and Widening Access and Participation teams well at all times
- Always give your best. Enthusiasm is key! Your role is to inspire.
- Be mindful of the age/audience you are working with (perhaps talking about how drunk you get, isn't a good idea...)
- Work to the safeguarding and child protection requirements at all times
- Be professional and act responsibly
- Tell us if you have any problems by using the escalation procedure
- Keep up with emails and be prompt in replying if you've volunteered for an event
- Be respectful of other team members
- Follow event attendance check in processes as required
- Undertake and carry out your working role in line with all mandatory training in a timely manner.
- Accept that you can't know everything! (remember your CMA training)

Digital Events – additional rules;

- Use professional and appropriate language whether communicating via video call, Unibuddy, blogs etc
- Ensure that there is nothing inappropriate on the screens/internet pages/browser history if you share your screen during a mentoring session/webinar/Q&A etc
- When using Zoom or similar platforms, always use your Durham University Zoom account, not a personal account
- Ensure that no recording of meetings are made and no images taken
- Hold meetings in a suitable room and ensure you use a university background
- End the session if there are any concerns regarding student engagement or the security of the meeting and report this to the lead member of staff.

Rules and Regulations

For health and safety reasons and for all students to have the opportunity to benefit and enjoy our events, following rules and regulations will be in operation:

- Ambassadors must not drink alcohol during any event or whilst 'at work'
- The purchase or use of any illegal substances is strictly forbidden
- Smoking is only allowed in certain designated areas and out of the sight of students (whether virtual or onsite). You must not supply students with cigarettes
- Ambassadors are expected to attend the entirety of any programme they have signed up for (unless there is a valid reason for absence, such as illness)
- Ambassadors are expected to follow any emergency procedure, such as fire drills, as directed by senior staff
- Alcohol must not be brought on to any site where a Student Recruitment and Admissions event is taking place, or consumed whilst at work (either onsite or digital)
- No photography during events (unless taken by an employed professional or designated Student Recruitment and Admissions staff)
- No mobile phones usage unless for work purposes (though it is recommended that you carry your mobile with you in case of emergencies).

Serious Incidents of misconduct

The following are examples of serious misconduct which may result in dismissal. This includes contributing to or putting attendees in harms way through (but not restricted to):

- Fighting or physical abuse
- Any form of bullying, abuse or harassment
- Verbal abuse pertaining to any protected characteristic (in addition to background)
- The use of illegal substances or being drunk in charge of students
- Intentional damage to University property or the property of another student
- Bringing the University reputation into disrepute
- Maintaining direct social contact with students outside the parameters of work undertaken on behalf of the Recruitment and Widening Access and Participation teams

If necessary, arrangements can be made for Ambassador(s) concerned to leave the site immediately.

Frequent breaches of expected conduct/rules and regulations will result in disciplinary procedures, which may also result in dismissal.

Events

Before or on the first day of any event, staff may explain some additional rules and regulations that will apply to specific activities relating to the event. As such, it is expected that you will adhere to them for your own health and safety, and the safety of other students and staff. You must wear your purple stash at all times when working on a residential event.