

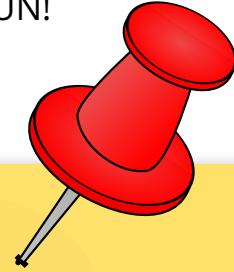
Summer Residentials 2024

Ambassador Handbook



WELCOME!

Here is your all important guide to navigating the Summer Residentials 2024! This handbook contains all the essential information you need to make the upcoming weeks unforgettable for you and your students! Read the information carefully, don't be afraid to ask questions, and most importantly, HAVE FUN!



Contents

- Introduction & Programme Overview
- Meet the Staff

An overview of staff schedules for the upcoming weeks. Note that some staff will be working shifts across all weeks. The staff rota for each week will be distributed during the residential training sessions

- Timetable
- Packing List
- Safeguarding Overview & Best Practice Tips
- Emergency Procedures
- Top Tips
- Key Words
- Radio Etiquette
- Ice Breaker Ideas
- Menus (SP/ST)
- Mentor Olympics



Introduction & Programme Overview

Residential - or summer schools - are an opportunity for prospective students to find out more about the university experience and essentially live like a student for a small period of time. Our residential at Durham University offer attendees the chance to take part academic taster sessions as well as a variety of sporting activities and social events.

Supported Progression

Supported Progression is a programme starting in Year 12 for students from the North East, North West and Yorkshire. SP offers a range of support and opportunities prior to university and aims to support students who are typically underrepresented in Higher Education, and particularly at Durham. We hope that SP will help the attendees build the knowledge, confidence, and resilience to join us at Durham.



Sutton Trust

The Sutton Trust is an educational charity in the UK which aims to improve social mobility and address educational disadvantage. Durham is one of the Sutton Trust's partner institutions and as such, offers students the unique opportunity to experience university life by attending a summer residential before they even apply. This programme is available for Year 12 students from UK state-maintained schools.

Space to Explore Potential (STEP)

STEP offers a dedicated space for young Black-heritage students to explore not only their own potential, but all that Durham has to offer as a potential university destination. We welcome applications from Year 12 Black-heritage students who attend UK State Schools. STEP consists of a summer residential, along with online information and guidance through Year 12 and 13.



MEET THE STAFF



Megan Clark
Interim Widening Access &
Participation Manager
Pronouns: She/Her
SP / ST / STEP

Rebecca Duckworth
Interim Widening Access &
Participation Assistant Manager
Pronouns: She/Her
SP / ST / STEP



Rik Coldwell
Deputy Head of Student
Recruitment (Widening Access
& Participation)
Pronouns: He/Him
SP / ST / STEP



MEET THE STAFF



Karen Wilson
Deputy Head of Student Recruitment
(Recruitment & Admissions)
Pronouns: She/Her
SP / ST / STEP

Ashley Callard
Widening Access & Participation
Manager
Pronouns: She/Her
SP / ST



Sophie Ray
Widening Access & Participation
Manager
Pronouns: She/Her
SP / ST



MEET THE STAFF



Rachel Rutherford
Widening Access & Participation
Assistant Manager
Pronouns: She/Her
SP / ST / STEP



Molly McKay
Widening Access & Participation
Assistant Manager
Pronouns: She/Her
SP / ST / STEP



Lou Rankin-Carr
Widening Access & Participation
Assistant Manager
Pronouns: She/Her
ST / STEP

MEET THE STAFF



Jen Barton
Student Recruitment
Manager (Schools Liaison)
Pronouns: She/Her
STEP

Lucy McCabe
Student Recruitment Assistant
Manager (Schools Liaison)
Pronouns: She/Her
SP/ST



Frankie Barton
Student Recruitment Assistant
Manager (Schools Liaison)
Pronouns: She/Her
STEP



MEET THE STAFF



Kath Dodd
Widening Access & Participation
Coordinator
Pronouns: She/Her
SP / ST / STEP



Ryan Tudor
Widening Access & Participation
Administrator
Pronouns: He/Him
SP / ST / STEP



Rebecca Hollis
Widening Access & Participation
Administrator
Pronouns: She/They
SP / ST / STEP

MEET THE STAFF



Jess Adams
Project Coordinator
FutureMe Programme and
Outreach North East
Pronouns: She/Her
SP



Hope Armstrong
NEUCP Regional Graduate
Ambassador
Pronouns: She/Her
SP



MEET THE STAFF



Kimberly Chitifa
Student Recruitment
Graduate Ambassador
Pronouns: She/Her
SP / ST / STEP

Tia Van Loggerenberg
Widening Access & Participation
Graduate Ambassador
Pronouns: She/Her
SP / ST / STEP



Abbie Doherty
Residential Intern
Pronouns: She/Her
SP/ ST



MEET THE STAFF



Grace Denton
Residential Intern
Pronouns: She/Her
SP/ ST

Angelina Johnson
Residential Intern
Pronouns:
STEP



Ferdinand Ameyaw
Residential Intern
STEP



Your Timetable

SUNDAY



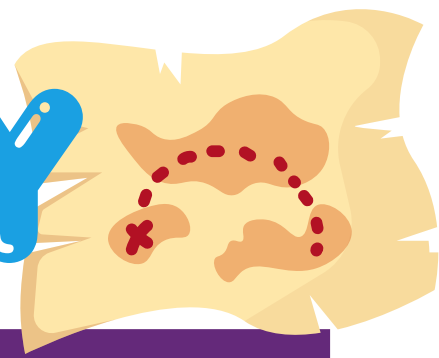
Time	Activity	Location
9:30 - 10:30	Staff and Mentor Breakfast	Oswald Hub
10:30 - 12:30	Staff Training Session 1	South College JCR
12:30 - 13:30	Staff and Mentor Lunch	Oswald Hub
13:30 - 15:30	Staff Training Session 2	South College JCR
15:30 - 17:30	College Set Up 1-1 Ambassador Meetings	Oswald Hub & South College JCR
17:30 - 18:30	Staff and Mentor Dinner	Oswald Hub

MONDAY



Time	Activity	Location
8:00 - 9:00	Staff and Mentor Breakfast	Oswald Hub
9:00 - 12:00	Briefing College and Hub Set Up	Oswald Hub & South College
12:00 - 14:00	Arrivals and Lunch	Oswald Hub & South College
14:00 - 14:20	Welcome Talk	Oswald Hub
14:20 - 15:00	Mentor Time + Transfer to Academics	Variety of Locations
15:00 - 17:00	Academic Session	Variety of Locations
17:00 - 17:30	Transfer to Hub	
17:30 - 19:00	Dinner	Oswald Hub
19:00 - 19:30	Transfer + Sports/Socs set up	
19:30 - 21:30	Sports/Socs Night	Variety of Locations
21:30 - 22:00	Transfer to South College	
22:15 - 22:45	Mentor Time	South College
22:45 - 23:00	Wind down	South College

TUESDAY

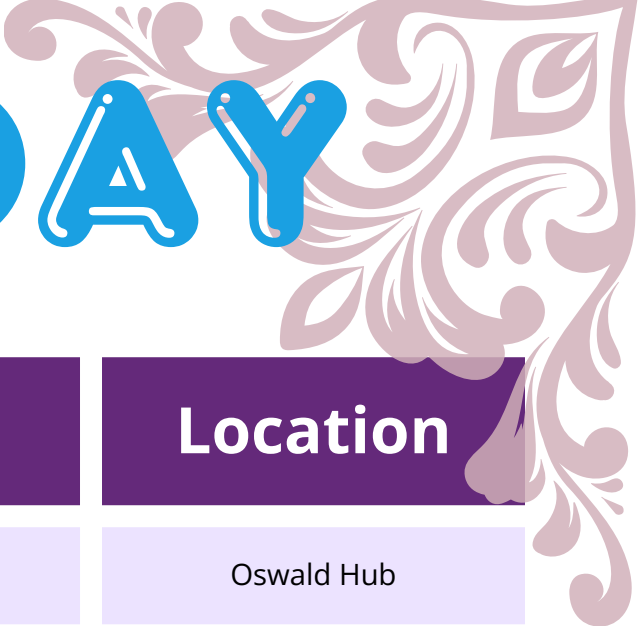


Time	Activity	Location
8:00 - 8:30	Briefing	Oswald Hub
8:00 - 9:00	Breakfast	Oswald Hub
9:00 - 10:00	Mentor Time + Move to Academics	
10:00 - 12:00	Academic Session	Variety of Locations
12:00 - 13:00	Lunch	Maths, Business School or TLC (will be dropped off)
13:00 - 14:00	Academic Session	Variety of Locations
14:00 - 15:00	Refreshments	TLC Top Floor
15:00 - 17:30	Durham Gone Wild! Scavenger Hunt	Colleges + City
17:30 - 19:00	Bailey Dinner	Hatfield College
19:30 - 20:00	Transfer to South College	
20:00 - 22:30	Toned Down Tuesday	South College
22:30 - 23:00	Mentor Time	South College

WEDNESDAY

Time	Activity	Location
8:00 - 8:30	Briefing	Oswald Hub
8:00 - 9:00	Breakfast	Oswald Hub
9:00 - 10:00	Mentor Time + Move to Academics	
10:00 - 12:00	Academic Session	Variety of locations
12:00 - 13:00	Lunch	Maths, Business School or TLC (will be dropped off)
13:00 - 15:00	Academic Session	Variety of locations
15:00 - 16:00	Transfer to College	
16:00 - 17:00	IAG Session	Oswald Hub
17:15 - 18:45	Dinner	Oswald Hub
19:00 - 21:00	Mentor Olympics	South College
21:30 - 22:30	Open Mic Night / Karaoke	Oswald Hub
22:30 - 23:00	Mentor Time	South College

THURSDAY



Time	Activity	Location
8:00 - 8:30	Briefing	Oswald Hub
8:00 - 9:00	Breakfast	Oswald Hub
9:00 - 10:00	Mentor Time + Move to Academics	
10:00 - 12:00	Academic Session	Variety of Locations
12:00 - 13:00	Lunch	Maths, Business School or TLC (will be dropped off)
13:00 - 15:00	Academic Session	Variety of Locations
15:00 - 16:00	Transfer to College	
16:15 - 17:15	IAG Session	Oswald Hub
17:30 - 18:30	Students get ready for formal	
18:30 - 19:00	Drinks Reception	Oswald Hub
19:00 - 20:30	Formal Dinner	Oswald Hub
21:00 - 22:30	Post Formal Activities (Silent Disco + Photo Booth)	Oswald Hub
22:30 - 23:00	Mentor Time	South College



FRIDAY



Time	Activity	Location
8:00 - 8:30	Briefing	Oswald Hub
8:00 - 9:00	Breakfast and Check-Out	Oswald Hub
9:00 - 10:00	Mentor Time + Move to Academics	
10:00 - 12:00	Academic Session	Variety of Locations
12:00 - 12:45	Move to South College	
12:45 - 13:00	Farewell Talk	Oswald Hub
13:00 - 14:00	Lunch	Oswald Hub
14:00 - 14:30	Departures Organisation	South College
14:30 - 16:30	Departures	South College
16:30 - 19:00	Packdown	South College

PACKING LIST



- Comfy and weatherproof shoes for walking!

 - A good water bottle & travel mug

 - Your purple stash!

 - Cards, dobble, a board game - anything to pass the time!

 - Clothing for when you're on break so that it's clear that you're off shift and don't get asked lots of questions!

 - A good waterproof coat! The rain can strike at anytime!

 - A sturdy bag - sometimes those tote bags don't cut it!

 - Formal wear! On the last night, you can take your lovely purple off and dress up.

 - Toiletries: toothbrush, toothpaste, deodrant, shampoo, body wash

 - Snacks! For you, for other people (e.g. the person you are angel-ing), and for your mentees. A great little pick-me-up.
** No nut products please!

 - A blanket, or any other comforts for your room.

 - A book! You want to be present in your academic sessions, but this can be good for when students are working and for at night

 - Suitable pyjamas! You don't want to be caught out if a student knocks on your door late at night.

 - Hair applicances if you want/need them, e.g hair straighteners/hair dryer! Just remember to always switch them off!

- Any regular medication you require (please let us know what this is and when you're taking it) -- also we don't
- give out medication so helpful to bring paracetamol or ibuprofen just in case!

SAFEGUARDING

DSO: Designated Safeguarding Officer

Primarily, the DSO will be Megan who will be on site at all times in case of emergency. If Megan is on a break then an alternative DSO will be appointed from the Grade 7/8 members of staff. You will know who is DSO on each day/time.



Safeguarding Concerns

If in doubt about ANYTHING then please chat to the nominated DSO who will know the best next steps to take. If you have had DSO training you may be aware of the best course of action but please still flag to the designated DSO on shift.

Emergencies & Disclosures

In the case of emergencies or serious disclosures, remember to never promise confidentiality. Additionally, once escalated, the most important thing is taking time to record and write everything down as soon as possible - this is so we have everything logged whilst it's still fresh in your memory!



Safeguarding Best Practice

Remember ratios! In stressful situations, it can be easy to forget about these. Members of **staff, including ambassadors, should always avoid being 1-2-1 with an attendee** – always try to have someone else with you or around. If a student wants to talk privately, suggest going to a quiet corner of a room where there are other people, or a space where other staff/DSA can see you. This doesn't necessarily apply to walking in corridors or blocks when you are just passing students - it is applicable for prolonged periods of time.

IMPORTANT!

Students' rooms are out of bounds for anyone other than the student sleeping in that room. **Staff cannot go in**, even if it's to get rid of a spider or a moth. You could suggest leaving the window open and coming back later, or if absolutely necessary, they can ask another attendee to help them and you plus another member of staff can supervise from the corridor.

Unfortunately, **attendees cannot go offsite**, even if they ask to go to the shops/ into town etc. The only way we would facilitate this is if a student needs to go to buy medical supplies such as paracetamol, or if they have a pre-arranged agreement with core staff.

Remember this

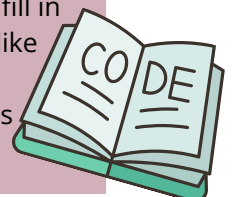
Try to avoid physical contact with students, just to mitigate any safeguarding issues. If the situation absolutely requires it, keep it somewhere highly visible. However, as a rule, **staff and ambassadors should avoid any unnecessary physical contact with attendees** (e.g. hugs).

"If in doubt, IRF it out!" There can be a worry about over IRFing, but it's better to raise it and it be nothing than ignore it and it be something. Indicate on the IRF if it is something minor (e.g. student didn't want to eat dinner/was a bit disengaged), but don't feel shy to raise it. This helps staff to notice patterns of behaviour and potentially flag something with a student if needed.

Do not forget

If attendees want to change subject/activity, don't promise them that they can. It is difficult to move students around and it may not be possible. Firstly, ask them why they wish to change. If it is for accessibility reasons, raise this with other members of staff as soon as you can. However, if it is to be with friends, encourage them to make new friends in the group. You could also try hyping up the activity or introducing them to the lead ambassador to help put them at ease. If it persists, talk to other members of staff and decide a course of action.

If an attendee is behaving inappropriately, for example by being rude to other attendees, **calmly challenge their behaviour**. Without embarrassing them, pull them to one side (being mindful of ratios), mention that their behaviour is inappropriate and why and ask them to stop. If they persist, address it again, reminding them of the code of conduct they signed (then fill in an IRF and escalate as necessary). It's important to remember that students may behave like this around their friends/family at home and not see a problem with it, which can make challenging them difficult. However, it is important to remain calm and speak to attendees like the young adults they are, without patronising or embarrassing them.



Be mindful of how you are using your phone. Phones are an important tool for communication between staff and ambassadors during residential, e.g. Teams and WhatsApp, but avoid using them for non-essential tasks when you are meant to be engaging with students.



Emergency Procedures

Fire, Police, Ambulance,
emergency: **999**

University Emergency
(24 hours): **0191 334 3333**

University Security Office
(24 hours): **0191 334 2222**

Staff numbers: **to be
circulated at start of each
residential**

Fire Alarms

Every University building incorporates fire safety measures and every College has a fire alarm system, including smoke and heat detectors, and red break glass call points. It is important to familiarise yourself with the location of the nearest fire exits on arrival to any University building as you may not be able to leave by the usual route in the event of a fire. If a fire drill is expected, you will be made aware of this.

Automated External Defibrillators

The nearest defibrillator to South College is at **Mount Oswald Hub**, The Approach, Durham, DH1 3FP.

Access 24/7 Contact: **0191 3342222**

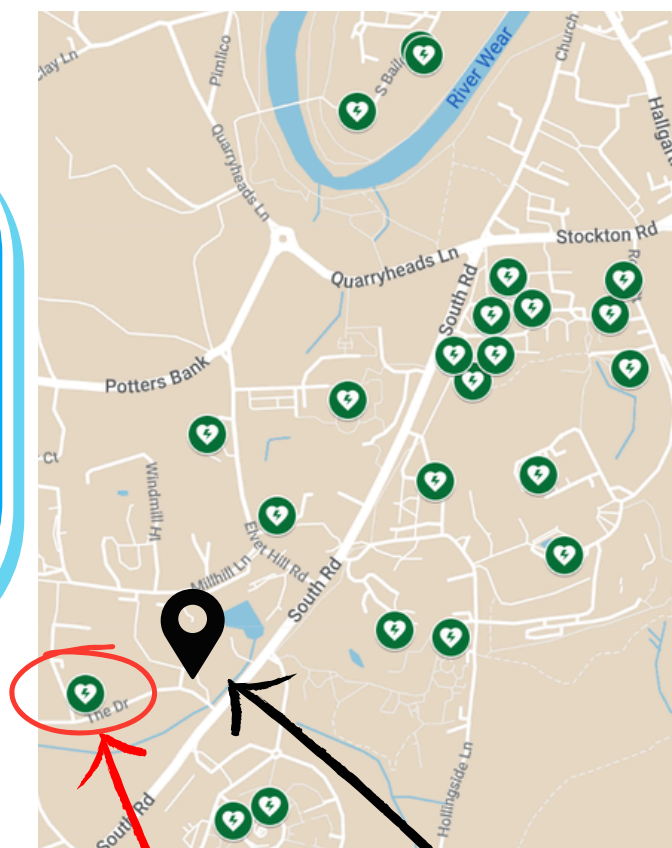


A full list of defibrillators across the University can be viewed at: <https://shorturl.at/kBExs>

First Aid

A trained First Aider will be on hand at all times. Staff and ambassadors will be made aware of who the First Aiders are.

First Aid can also be accessed 24/7 by contacting the University Security Office on 0191 334 2222.



**Mount
Oswald
Hub AED**

**South
College**

TIPS

For looking after yourself on summer school:

Take little breaks where you can! Even if it is 5 minutes where you can have a breather, it can make a difference.

Get your sleep! Although sleep hours are slightly limited, make sure you get yourself cozy in your room, and have some wind down activities.

Talk to other mentors; everyone is in it together, and everyone will lend a helping hand

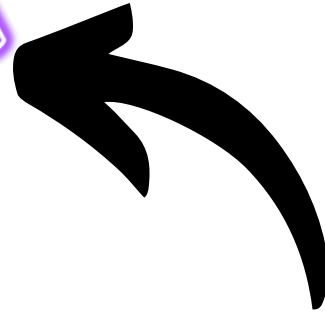
Eat well at meal times, and snack throughout the day. They are long days, so you need your energy and to keep your body fueled. Eating at meal times can also encourage shyer mentees to eat what they want and need also!

Keep yourself hydrated (not just coffee) – you will be doing a lot of moving and a lot of talking, and water (or squash) is vital!

Although taking small breaks is important, please do not keep things bottled up if you need some time off. Everyone is here to support you, so if you aren't doing as well, please talk to staff! It is really important that you are well to work, and everyone would rather you took some time over burning yourself out.

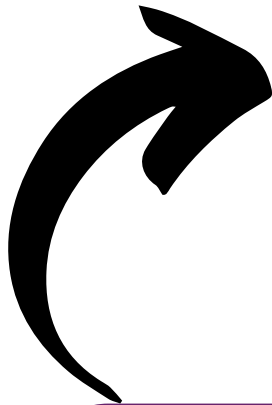
Purple wash:

Your worn purple stash will be put in the "purple wash" box either in the evening or morning at briefing and given back when dry at the next brief.

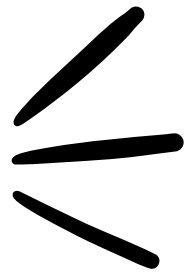
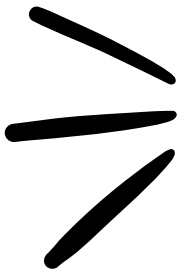


Warm fuzzies:

Throughout the day, you can write little (anonymous) notes to other DSA or Staff who you think have been particularly amazing and put them on the warm fuzzies board. This can be if they've helped you with something that day, or simply just for a little pick-me-up. They will be read out by other DSA at debrief!



Key Words



Angels:

At the beginning of the week, you will be handed the name of a person who you are an angel for. This will be the person you (secretly) look out for all week, which could be anything from giving them their coffee in the morning, to leaving a snack at the warm fuzzy box.

Great thing is, you have an angel too!



Block party:

You and another DSA may be sat at the doors to one of the accommodation block from around 9pm, and your job is to simply check people into bed! Curfew is 11, but lots of students will choose to go to bed early, so simply be a friendly face to everyone, make sure they're okay, and tell them any important info they might need to know for the following day (including be at breakfast!).



Radio Etiquette



PLEASE do not sit on your radio, it makes an awful sound, and everyone can hear it.



No student names over radio! Confidentiality is key!



You may use other radio channels to have a more private conversation about something, just don't abuse it!



We tend to use Whatsapp when academic sessions are on. The radios are good, but they're not THAT good.

IRFS



INCIDENT REPORT FORMS

These will be used by you throughout the week to report anything that might have happened in academic sessions, in the city, and mealtimes, etc. You will have training on these before residential.

But always remember the saying...

If in doubt, IRF it out!

Ice Breakers



Games are a great way to break the ice with groups or fill spare time between activities. Here are a few ideas of games you could play, but feel free to introduce a few games of your own!

Quick and Easy Games:

- Wordle / worldle / conexo / connections / context / etc etc...
- Dobble / UNO
- Splat
- Card games (rummy, spit, shed, chase the ace, etc.). I advise looking some of these up, or asking your mentees for any fun ones they can teach the group! A very good bonding activity. (don't let them get you with 52 card pick up)
- Silly questions such as, "Do you think you are a lemon or a lime? Why?" or, "What is the biggest animal you think you could take on in a fight with only your hands?"

The String Game



1. Get a piece of string and say one fact about yourself (e.g. I did a level geography, I play football, etc.).
2. If someone else has also done that thing, or relates to it, you roll the string to them.
3. They then say something about themselves, etc.

Desert Island



1. Choose a host. They decide who gets thrown off the island
2. Ask students to come up with a celebrity, dead or alive, don't tell them why yet.
3. The host will ask questions that each person needs to answer about their person to keep them alive.
4. After one question is answered, the host will choose one person to get rid of. *Last survivor wins*

Evolution



Rules –

- Everyone begins as an egg.
- You must play rock paper scissors with someone who is the same as yourself.
- If you lose, you devolve to the previous stage.

Stages –

- Egg: crouch down and bob up and down.
- Chicken: walk with bent legs and arms like a chickens wings.
- Dinosaur: stand mostly up, t-rex arms.
- Fairy: Walking (gliding if you want) with arms outstretched making fairy wings.
- *Win as a fairy, win the game*

The Story Game



1. Get each student to write down something that they have done, or a friend/family member has done (anonymously) and put them in a hat, bowl, etc.
2. One person (you or another student) reads out the story, and you must guess whose story it is.
3. Give the person the slip that it is written on, and at the end reveal whose story was whose.

2 Truths 1 Lie



1. One person in the group comes up with 2 truths about themselves, and 1 lie
2. The remaining people must figure out which is the lie
3. You may ask questions to the person about their statements
4. Players then vote which they think is the lie

Menu - SP/ST

(STEP menu to follow soon!)

MONDAY

ARRIVALS

Lunch:

Sandwiches/Crisps/Fruit

Dinner: Aberdeen angus beef burger with monterey jack
Vegan burger
Skin on fries

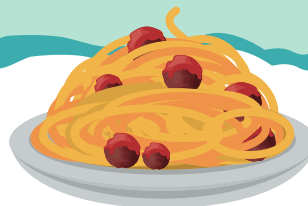


TUESDAY

Breakfast: Continental & cooked breakfast available

Lunch: Packed Lunch
(ham/cheese/tuna/egg sandwich, crisps, fruit)

Dinner: Italian pork meatballs
Vegan meatballs,
pomodoro sauce
wholewheat penne pasta



WEDNESDAY

Breakfast: Continental & cooked breakfast available

Lunch: Packed Lunch
(ham/cheese/tuna/egg sandwich, crisps, fruit)

Dinner: Pepperoni pizza
Vegan margherita pizza
potato wedges
mac & cheese



THURSDAY

Breakfast: Continental & cooked breakfast available

Lunch: Packed Lunch
(ham/cheese/tuna/egg sandwich, crisps, fruit)

Dinner: 3 course formal dinner
(See next page for formal menu!)



FRIDAY

Breakfast: Continental & cooked breakfast available

Lunch:
Breaded fish and chips
Vegan Cumberland sausage with gravy

DEPARTURES



Please note: All hot meals include a selection of vegetables and sides along with a dessert.

Additionally, we will have plain chips, rice and pasta available at every servery meal and every packed lunch will have the option of plain bread and butter.



Formal Dinner SP/ST (STEP to follow soon!)

Formal Dinner

MENU*

Thursday 1st August 2024

Starter

Roast tomato, red pepper and basil soup
(with crumbled feta)
Adapted for vegan diets.

Main

Seared chicken breast (with potato and spring
onion croquette, sweetcorn puree, charred baby
leeks and gravy)

Pumpkin ravioli (with roasted butternut squash,
tomato, asparagus, shaved parmesan)

[Vegetarian]

Adapted for vegan diets

Dessert

White chocolate and raspberry truffle (with
torched meringue & raspberry sorbet)

Vegan brownie (with poached fruit and sorbet)

*All dietary
requirements will
be catered for.

Activity Information

What is the Mentor Olympics?

Each day of the residential, mentor groups will have chance to earn points to crown an overall Olympic Champion. This can be from small tasks/challenges to larger scale evening activities. On Wednesday, there will be the actual Mentor Olympics, where mentor groups will take part in a series of head to head games to win points.

How can students earn points?

Small tasks, e.g.

First mentor group / table to have all students down for breakfast = 10 pts

Duels:

You can challenge another team to a duel. The winning team will receive 10 extra pts, and the losing team will lose 10 pts.

Large scale activities:

The Olympic Games or City Scavenger hunt are great opportunities to earn those all important points!



MENTOR OLYMPICS

The Olympic Games!

The Olympic Games is the perfect time to change the scores on the doors and get your team to first place. As combined groups, you will have to tactically complete a wide range of activities, from a dobble tournament to track racing!

Points are available for the winning team in each group as well as the overall high score on each activity!

Gold, Silver and Bronze.....

Each time you win points, it must be verified by the Olympic team!

The leaderboard will be monitored throughout the week with plenty of opportunities for your team to take the top spot!

The Mentor Olympics Championship points will be totaled up, and announced at the formal on Thursday night!

City Activity Information (SP/ST)
Theme will change slightly for STEP!

Durham Gone Wild!

