



Durham  
University

# Open Day Ambassador Training 2023

# Open Day Dates

**Friday 16th June  
&  
Saturday 17th June**

**9am-4pm**



# Attendee Numbers

**We cap our events to 10,000 visitors.**

Priority for places at all sessions will be given to prospective students, followed by parents, and then other visitors.

# Travelling to the University/Parking

## Public Car Parks

- The Gates (DH1 4SJ) – 470 spaces
- Prince Bishop's Shopping Centre (DH1 3UJ) – 400 spaces
- Sidegate (DH1 5SY) – 107 spaces

Please note that there is a charge to park in these car parks. Additionally, there is a congestion charge of £2 which must be paid to drive through Market Place.

## On Road Parking

### Park and Ride

Belmont: DH1 1SR – 547 spaces

Sniperley: DH1 5RA – 330 spaces.

# Travelling to the University/Parking

## Park and Ride:

- ✓ One ticket must be purchased for each passenger (£2.00 per person)
- ✓ **Must use the bus provided**. Park and stride is not permitted.

Buses run every 15 minutes, Monday to Saturday.

- Belmont Park and Ride leaves at 00, 15, 30 and 45 minutes past the hour. The first bus is at 7.00 am and the last bus is at 6.30 pm.
- Sniperley Park and Ride leaves at 10, 25, 40 and 55 minutes past the hour. The first bus is at 7.10 am and the last bus is at 6.35 pm.

# Shuttle Buses

Shuttle buses will operate every 10-15 minutes starting at 08:30 and finishing at 16:30. Last bus will leave Palatine Centre at 16:30pm to go to Train Station.

## Route 1

- Durham Train Station  
Southbound Platform
- Palatine Centre  
Stockton Road

Returning on the reverse route.

## Route 2

- John Snow College (for  
Business School)
- South Road
- Palatine Centre  
Stockton Road
- Sports and Wellbeing Park,  
Maiden Castle

Returning on the reverse route.

## Route 3

- Dunelm House (DSU)
- Palatine Centre  
Stockton Road

Returning on the reverse route.

# Event Bursary

- Check in is **essential**
- Event Bursary Claim Desk is located in the **Teaching and Learning Centre**.
- Payment can take up to 8 weeks following the event.



# Open Day Zones\*

## Red Zone

- Lower Mountjoy
- Upper Mountjoy
- Palatine Centre
- Teaching & Learning Centre
- Bill Bryson Library
- Information Hub

## Blue Zone

- Palace Green
- Bailey Colleges
- Market Place
- Durham Students' Union

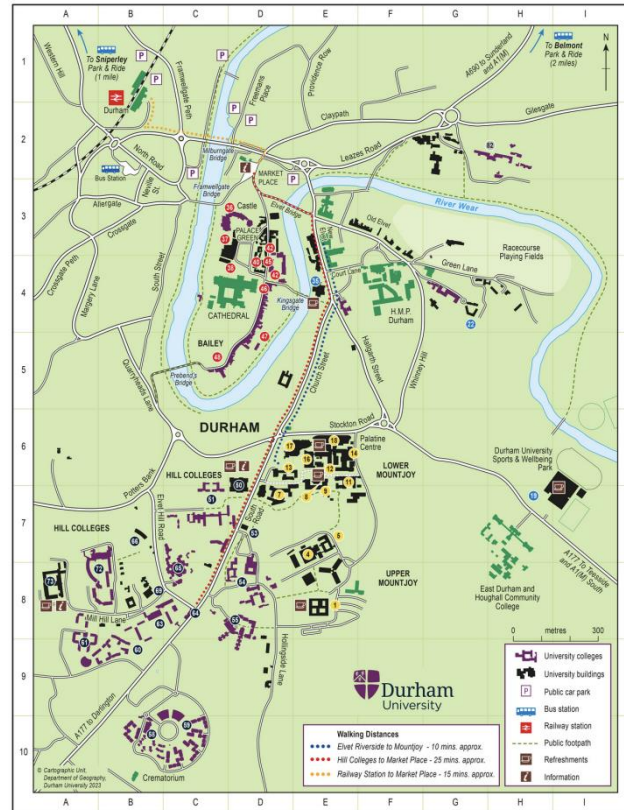
## Yellow Zone

- Business School,
- Hill Colleges
- Al-Qasimi Building
- School of Government and International Affairs (Politics)



## Open day map

You will find all of the session locations mentioned in this guide on the map below. Use this to navigate around the city or by using Google maps. The green dotted line is the best route from the train station to the marketplace where we have an information point. Keep an eye out for the inflatable spiderdome.



# Staff



Event Manager  
(Friday): Karen Wilson



Deputy Event Manager  
(Friday) &  
Event Manager  
(Saturday): Megan Clark



Deputy Event Manager  
(Saturday): Boawe  
Rankin-Carr

# Staff



Yellow Zone Manager:  
Ellie Stoddart



Red Zone Manager: Louise Rankin-Carr



Blue Zone Manager:  
Natalie Milburn



TLC Manager:  
Lucy McCabe



Green Zone (Travel) Manager:  
Jen Barton

# Sessions

- First come, first served basis,
- Prospective students get priority
- **You** may have to help to prioritise the spaces for prospective students.



## Academic sessions

Presentations are repeated throughout the day to provide you with flexibility to create your own schedule. It is worth noting that sessions at the start and end of the day tend to have the most room.

**i** Departments with this symbol will also be available in the Information Hub located in the Teaching and Learning Centre.

**!** Students studying with the Faculty of Business with this symbol will be available in the lounge located within the Business School when not in presentations.

Use this overview to plan your day. **Key: Presentation** **Drop-in** **Tours** **Exhibition**

Session Title	9:30-10:30	10:50-11:50	12:10-13:10	13:30-14:30	14:50-15:50
<b>Accounting</b> Durham University Business School, DH1 3LB	<b>i</b> <b>73</b>				
<b>Anthropology (Including Health &amp; Human Sciences)</b> Calman Learning Centre, Derham Christopherson Lecture Theatre, CLC 406, 4th Floor, DH1 3LE	<b>i</b> <b>8</b>				
<b>Anthropology and Archaeology Joint Honours</b> Dawson Building, D104, Ground Floor, DH1 3LE	<b>i</b> <b>16</b>				
<b>Archaeology</b> Dawson Building, D205, 2nd Floor, DH1 3LE	<b>i</b> <b>16</b>				
<b>Biosciences</b> Psychology Building, L50, Ground Floor, DH1 3LE	<b>!</b> <b>4</b>				
<b>Business and Management</b> Durham University Business School DH1 3LB	<b>!</b> <b>73</b>				
<b>Chemistry</b> Chemistry Building, CG85, Ground Floor DH1 3LE	<b>!</b> <b>14</b>				
<b>Chemistry Experience</b> Chemistry Building, CG141, 1st Floor, DH1 3LE	<b>!</b> <b>14</b>				
<b>Classics and Ancient History</b> Palace Green, Pemberton Rooms, PG20, Ground Floor DH1 3RL	<b>!</b> <b>40</b>				
<b>Combined Honours in Social Sciences</b> Calman Learning Centre, Kingsley Barrett Lecture Theatre, CLC407, 4th Floor, DH1 3LE	<b>!</b> <b>8</b>				
<b>Computer Science</b> Maths and Computer Science Building, MCS0014, Ground Floor, DH1 3LE	<b>!</b> <b>1</b>				
<b>Computer Science Tours</b> Maths and Computer Science Building, Reception, First Floor, DH1 3LE	<b>!</b> <b>1</b>				
<b>Criminology</b> Arthur Holmes Building, ES230, 2nd Floor, DH1 3LE	<b>i</b> <b>9</b>				
<b>Earth Sciences*</b> Arthur Holmes Building, ES228/229, 2nd Floor, DH1 3LE	<b>i</b> <b>9</b>				
<b>Economics</b> Durham University Business School, DH1 3LB	<b>!</b> <b>73</b>				
<b>Education</b> CB0015, Confluence Building DH1 3LE	<b>!</b> <b>12</b>				
<b>Engineering**</b> Engineering Christopherson Building, E005, Ground Floor, DH1 3LE	<b>!</b> <b>11</b>				
<b>English Studies</b> Calman Learning Centre, Rosemary Cramp Lecture Theatre, CLC202, 2nd Floor, DH1 3LE	<b>!</b> <b>8</b>				
<b>Finance</b> Durham University Business School, DH1 3LB	<b>!</b> <b>73</b>				
<b>Geography</b> Geography Building, W103, DH1 3LE	<b>!</b> <b>13</b>				
<b>Geography Exhibition (meet staff and view exhibitions on different aspects of the degree e.g. fieldwork, dissertations)</b> Geography Building, Reception, DH1 3LE	<b>!</b> <b>13</b>				

\*30 minute presentation followed by a tour/exhibition

\*\* 45 minute presentation followed by a 45 minute tour/exhibition

## Academic sessions continued

Key: Presentation Drop-in Tours

Session Title	9:30-10:30	10:50-11:50	12:10-13:10	13:30-14:30	14:50-15:50
<b>Government and International Affairs (Politics)</b> Al-Qasimi Building, Room 101/102 + 201, DH1 3TU	<b>!</b> <b>66</b>				
<b>History</b> Calman Learning Centre, Ken Wade Lecture Theatre, CLC203, Second Floor, DH1 3LE	<b>!</b> <b>8</b>				
<b>Law</b> Calman Learning Centre, Arnold Wolfendale Lecture Theatre, CLC035, Ground Floor, DH1 3LE	<b>!</b> <b>8</b>				
<b>Liberal Arts</b> Geography Building, W007, Lower Ground Floor, DH1 3LE	<b>!</b> <b>13</b>				
<b>Marketing and Management</b> Durham University Business School, DH1 3LB	<b>!</b> <b>73</b>				
<b>Mathematical Sciences</b> Maths and Computer Science Building, Scott Logic Lecture Theatre, MCS0001, Ground Floor, DH1 3LE	<b>!</b> <b>1</b>				
<b>Modern Languages and Cultures (Presentation and Q&amp;A)</b> Teaching and Learning Centre, TLC033, Ground Floor, DH1 3LS	<b>!</b> <b>50</b>				
<b>Language-Specific Subjects (Presentation and Q&amp;A)</b> Teaching and Learning Centre, First Floor, Arabic, French, German, Hispanic Studies, Italian, Japanese and Chinese, Russian	<b>!</b> <b>50</b>				
<b>Music</b> Palace Green, Music Department, Concert Room, MU006, DH1 3RL	<b>!</b> <b>38</b>				
<b>Natural Sciences</b> Rochester Building, PH30, Ground Floor, DH1 3LE Please note the 10:50 and 15:30 sessions are for prospective students only.	<b>i</b> <b>7</b>				
<b>Philosophy</b> Chemistry Building, CG83, Ground Floor, DH1 3LE	<b>!</b> <b>14</b>				
<b>Philosophy, Politics and Economics</b> Durham University Business School, DH1 3LB	<b>!</b> <b>73</b>				
<b>Physics</b> Physics Rochester Building, PH8, Ground Floor, DH1 3LE	<b>!</b> <b>7</b>				
<b>Physics Tours (students only, you may have to wait for your tour if demand is high)</b> Physics Rochester Building, Lab 122B, First Floor, DH1 3LE	<b>!</b> <b>7</b>				
<b>Primary Education</b> Confluence Building, CB008, DH1 3LE	<b>!</b> <b>12</b>				
<b>Psychology</b> Psychology Building, Upper Mountjoy, L68, DH1 3LE	<b>!</b> <b>5</b>				
<b>Psychology Tours (Self-guided)</b> Psychology Building, Reception, Ground Floor	<b>!</b> <b>5</b>				
<b>Sociology (Including Joint Honours Anthropology and Sociology)</b> Arthur Holmes Building, ES231, Second Floor, DH1 3LE	<b>i</b> <b>9</b>				
<b>Sport and Exercise Sciences</b> Sports and Wellbeing Park, Maiden Castle, Small Sports Hall	<b>!</b> <b>19</b>				
<b>Theology and Religion</b> Palace Green, Pemberton Rooms, PG21, Ground Floor DH1 3RL	<b>!</b> <b>40</b>				
<b>Visual Arts and Film (Presentation and Q&amp;A)</b> Teaching and Learning Centre, TLC124, First Floor, DH1 3LS	<b>!</b> <b>50</b>				



If you are interested in studying more than one subject, why not think about Liberal Arts, Combined Honours in Social Sciences or Natural Sciences? Each of these options allow you the opportunity to study in some cases up to four subjects. Find out more by visiting:  
[durham.ac.uk/study/undergraduate/interdisciplinary-courses](http://durham.ac.uk/study/undergraduate/interdisciplinary-courses)

Further information on Foundation Studies can be found by visiting:  
[durham.ac.uk/departments/centres/academic-development/study/foundation](http://durham.ac.uk/departments/centres/academic-development/study/foundation)

## Other sessions

Presentations are repeated throughout the day to provide you with flexibility to create your own schedule. It is worth noting that sessions at the start and end of the day tend to have the most room.

Session Title	Key: Presentation 🗓️ Drop-in 🕒 Tours 📍				
	9:30-10:30	10:50-11:50	12:10-13:10	13:30-14:30	14:50-15:50
<b>Applying to Durham</b> Teaching and Learning Centre, TLC042, Ground Floor, DHI 3LS <b>i</b> <b>50</b>	🗓️	🗓️	🗓️	🗓️	🗓️
<b>Careers and Enterprise</b> Palatine Centre, PCL050, Ground Floor, DHI 3LE <b>18</b>		🗓️		🗓️	
<b>The Durham Difference</b> Chemistry Building, CG93, Scarborough Lecture Theatre, DHI 3LE <b>14</b>	🗓️	🗓️	🗓️	🗓️	🗓️
<b>Durham Students' Union</b> Durham Students' Union, Dunelm House, New Elvet, DHI 3AN <b>35</b>	🕒	🕒	🕒	🕒	🕒
<b>Student Enrichment (Music)</b> Assembly Rooms Theatre, North Bailey, DHI 3ET <b>i</b> <b>45</b>		🗓️ 📍		🗓️ 📍	
<b>Student Enrichment (Theatre)</b> Assembly Rooms Theatre, North Bailey, DHI 3ET <b>i</b> <b>45</b>			🗓️ 📍		🗓️ 📍
<b>Student Enrichment (Sport)</b> Sports and Wellbeing Park, Maiden Castle, Dojo, First Floor, DHI 3SE <b>i</b> <b>19</b>	🗓️	🗓️		🗓️	🗓️
<b>Placement Years</b> Chemistry Building, CG91, Arthur Holmes Lecture Theatre, Ground Floor, DHI 3LE <b>i</b> <b>14</b>	🗓️		🗓️		
<b>Study Abroad</b> Palatine Centre, Hogan Lovalls Lecture Theatre, PCL048, Ground Floor, DHI 3LE <b>i</b> <b>18</b>	🗓️	🗓️		🗓️	
<b>Student Finance</b> Geography, W309, 3rd Floor, DHI 3LE <b>13</b>	🗓️	🗓️	🗓️	🗓️	🗓️
<b>i</b> You can also drop in to the Information Hub located in the Teaching and Learning Centre <b>50</b> to speak to representatives throughout the day					

## Drop-in Activities

	Location
<b>Admissions</b>	<b>50</b>
<b>Bill Bryson Library</b>	<b>17</b>
<b>Counselling and Mental Health Services</b>	<b>18</b>
<b>Academic Support for Students</b>	<b>50</b>
<b>Disability Support</b>	<b>18</b>
<b>The Durham Inspire Award</b>	<b>50</b>
<b>Durham Students' Union</b>	<b>35</b>
<b>Foundation programme</b>	<b>50</b>
<b>International Office</b>	<b>50</b>
<b>Placement Years</b>	<b>50</b>
<b>Study Abroad (Student-Led)</b>	<b>50</b>
<b>Music and Theatre (Experience Durham)</b>	<b>50</b>
<b>Sports Facilities, Team Durham</b>	<b>19</b>
<b>Sports, Team Durham</b>	<b>50</b>
<b>Volunteering (Student Enrichment)</b>	<b>50</b>

### Student Support **50** **18**

Many of our Professional Support teams and facilities are available throughout the day at various locations to answer any questions you may have. Drop-in any time between 9:00am and 4:00pm, use the table above to find out where they are located.

### College Tours

All of our colleges, except Van Mildert College (on the Saturday only), the College of St Hild and St Bede, St Cuthbert's Society, Josephine Butler College and University College are available for you to drop in, however you may have to queue for your tour! See page 13 for the location of our Colleges. Colleges that are not available will have representation in the Information Hub. **50**



### Student Enrichment **50**

As well as presentations taking place, our Student Enrichment Team will be on hand in the Teaching and Learning Centre to talk all about:

- Theatre and Music
- Sports
- Volunteering.

<https://www.durham.ac.uk/media/durham-university/visit-us/documents/open-days/Session-locations-and-map-June-2023.pdf>

# Types of Sessions

- Presentations
- Tours
- Experience
- Drop-in
- Exhibitions

Top tip: Have the full Open Day guide or the Session Locations and Maps document downloaded in a digital form (or open on a tab on your phone) to check the right pages in the guide for if someone asks you about certain sessions.

# Colleges at a glance

## College breakdown

Key C: Catered S: Self-catered

College	No. of full time student members	No. of (UG&PG) students living in College	No. of 1st year UG rooms	Catered (UG)
Collingwood College, DH1 3LT	1841	514	400	C
Grey College, DH1 3LG	1400	463	310	C
Hatfield College, DH1 3RQ	1487	408	281	C
John Snow College, DH1 3TQ	1473	496	385	S
Josephine Butler College, DH1 3TQ	1585	546	385	S
South College, DH1 3LD	1023	496	337	S
St Aidan's College, DH1 3LJ	1142	384	253	C
St Chad's College, DH1 3RH	650	249	125	C
St Cuthbert's Society, Bailey Site, DH1 3EE St Cuthbert's Society, Parson's Field, DH1 3JP	1421	465	331	C / S
College of St Hild & St Bede, DH1 1SZ	1356	336	188	C / S
St John's College, DH1 3RJ	730	251	177	C
St Mary's College, DH1 3LR	998	312	213	C
Stephenson College, DH1 3DE	1304	433	336	S
Trevelyan College, DH1 3LN	997	319	225	C
University College (Castle), DH1 3RW	1470	503	246	S
Van Mildert College, DH1 3LH	1532	524	360	C

\*Please note: These figures are subject to annual change and are for the year 2022/23.

## Just so you know

The College of St Hild and St Bede, University College, St Cuthbert's Society and Josephine Butler Colleges will not be open during the June Open Days, and Van Mildert College will not be open on the Saturday. College staff for these colleges will be available in the Information Hub. <sup>50</sup>

You will find lots of information on our colleges online, including internal photography of rooms.

[durham.ac.uk/colleges-and-student-experience/colleges](https://durham.ac.uk/colleges-and-student-experience/colleges)



# Colleges Hub

Some of our colleges that aren't available to host drop-ins at the college are going to be joining us at the Colleges Hub on the day. This will be located on the top floor of the Teaching and Learning Centre!

These are the colleges that will be located in the Colleges Hub for both of the Open Days:

- Josephine Butler College
- St Cuthbert's Society
- College of St Hild & St Bede
- University College

Located in the Colleges Hub on Saturday 17th June ONLY:

- Van Mildert College

## Lunch/Refreshments

Voucher not required for lunch – just collect lunch from PC005 (Palatine Centre) on day

2 x  
Tea/coffee/water vouchers, collect from Zone Manager on morning

Please note: if you're working in Yellow Zone/near the Business School, you must bring a travel mug for hot drinks as they don't do takeaway mugs!



# Lunch for attendees...

- Any of the listed cafés or restaurants in the guide.
- Food Court in Library Square (variety of local vendors)
- Durham University outlet in Food Court (selling American-style hot-dogs)

## On the day refreshments...

University catering outlets offer a wide variety of hot and cold meals, snacks and drinks to keep you refreshed and raring to go.



### Plan breaks into your day!

Visit a University Café, grab a bite in the city or visit the food market to recharge your batteries.



Please note the majority of our cafés are cashless. Only the Calman Café and Fusion Restaurant (Business School) take cash and cards.

#### Calman Café 07:30 - 16:00 **8**

Breakfast sandwiches, paninis, cold sandwiches, salads, soup and Starbucks coffee.

#### Chemistry Café 08:00 - 16:00 **14**

Breakfast sandwiches, cold sandwiches, and paninis.

#### Circolo Café (based in the Palatine Centre) 07:30 - 16:30 **18**

Breakfast sandwiches, sandwiches, jacket potatoes with Italian fillings, and handmade pizzas.

#### Zing Kitchen 08:00 - 17:00 **50**

Hot meals along with sandwiches, paninis, and jacket potatoes.

#### Maths and Computer Science Café 08:30 - 15:30 **1**

Sandwiches, soup, paninis, Starbucks coffee

#### Durham Food Stand, Food Market 09:00 - 15:00 **17**

Hot dogs and a selection of drinks and snacks.

#### Maiden Castle Café 08:30 - 16:00 **19**

Sandwiches, paninis, salads and healthy breakfast options along with a soup option.

#### Library Café 08:00 - 17:00 **17**

Sandwiches, paninis, cakes and Rourton's coffee (local roastery)

#### Fusion Restaurant (Business School) 08:00 - 16:30 **73**

Breakfast sandwiches, sandwiches, hot meals, soup, salads, paninis and jacket potatoes.

#### Kingsgate Bar and Café (Durham Students' Union) 09:00 - 17:00 **35**

Offering a range of hot and cold food and beverages including Starbucks coffee, Toasties and Doughnuts

Rooftop terraces looking over the river and cathedral.



#### Top tip

Some colleges will need to close for half an hour to allow the ambassadors time to grab a quick bite to eat - we hope you don't mind. Check out the Colleges Open Day Guide for details of opening times.



#### Top tip

#### Food Market **17**

Visit our invited caterers located on Lower Mountjoy in Library Square, located just outside the Bill Bryson Library. You will find additional refreshment options including hot food and doughnuts.

Durham University Catering provide fresh and exciting catering throughout Durham University. Menus include college dining halls, college bars & cafés, branded retail catering outlets & visitor attractions created to meet the diverse needs of our University Community including students, staff & visitors alike.

Each of our catering outlets has a focus on different dining experiences, from Zing Kitchen with its Fusion offering to Circolo our newly rebranded Italian-themed café and restaurant you are sure to find something to satisfy your needs.

Fancy a quick bite? Visit the Durham University outlet in the food court.



# Refreshments/Water...

- Free drinking water available from any of the listed buildings
- Posters dotted around buildings but good to have knowledge of
- Some buildings have water fountains available, others require requesting water from the café.

## Water Points

Visit any of the following buildings for free drinking water.



Bill Bryson  
Library



Palatine  
Centre



Teaching and  
Learning Centre



Sports and  
Wellbeing Park



Botanic Gardens  
Visitor Centre



Chemistry Café



Maths and Computer  
Science Building



Durham University  
Business School

# Information Points



# Information Hubs

## Information Hub at TLC

- **Top of TLC**
  - Professional Support
  - Student Enrichment
  - Academic Departments (see guide for which ones)
  - Colleges Hub

Note which drop-ins are NOT in the TLC

## Drop-in Activities

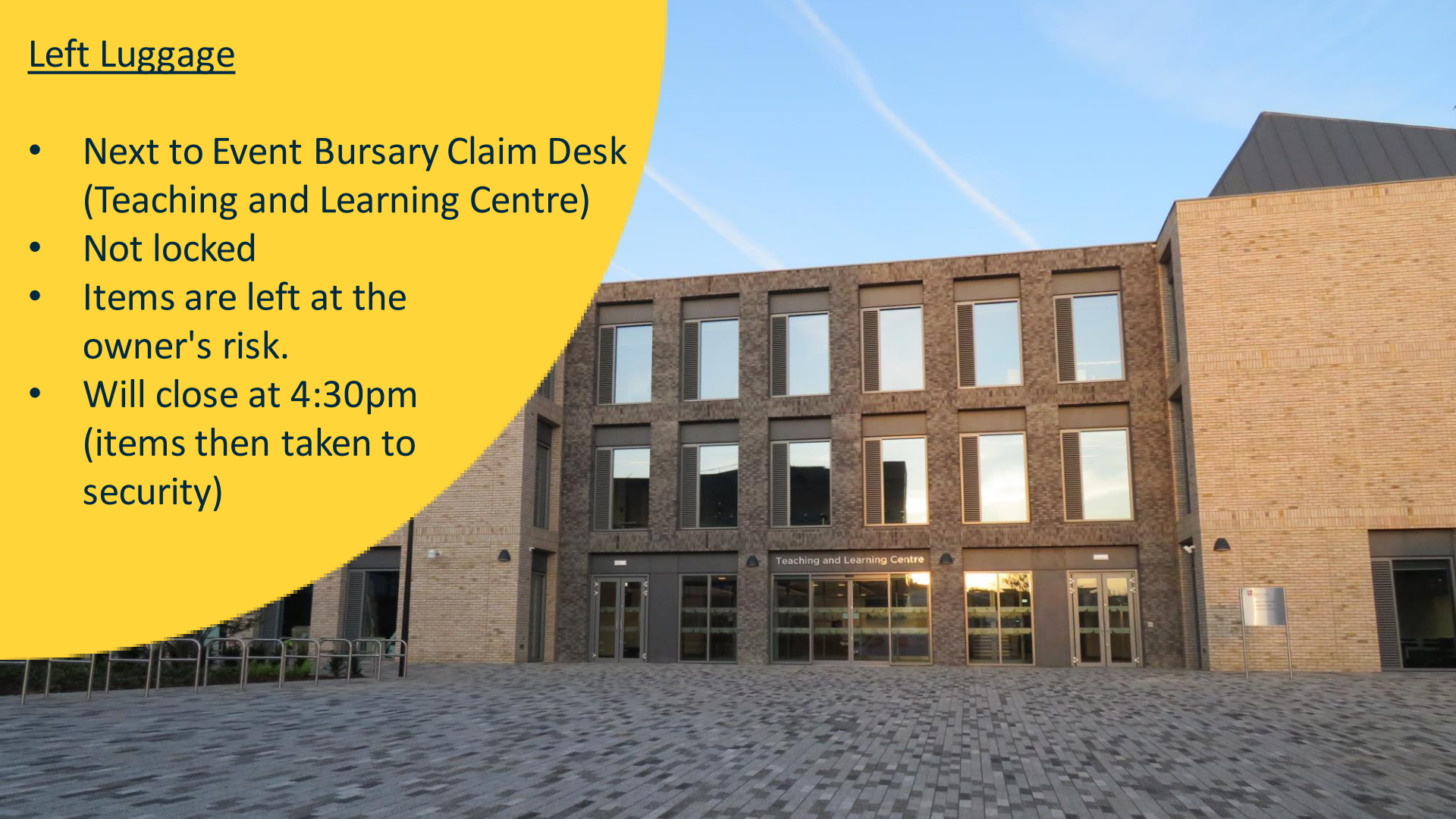
	Location
Admissions	50
Bill Bryson Library	17
Counselling and Mental Health Services	18
Academic Support for Students	50
Disability Support	18
The Durham Inspire Award	50
Durham Students' Union	35
Foundation programme	50
International Office	50
Placement Years	50
Study Abroad (Student-Led)	50
Music and Theatre (Experience Durham)	50
Sports Facilities, Team Durham	19
Sports, Team Durham	50
Volunteering (Student Enrichment)	50

# First Aid

- We have multiple first aiders on site who will be available.
- If the situation is life threatening, please call 999 as a priority.
- You can call for University security (who are first aid trained) on the following number:  
0191 334 2222
- Ask people for help. (Staff or other visitors)
- If it is an incident whereby you cannot leave the scene, please ask a fellow ambassador to get a staff member for you.

## Left Luggage

- Next to Event Bursary Claim Desk (Teaching and Learning Centre)
- Not locked
- Items are left at the owner's risk.
- Will close at 4:30pm (items then taken to security)





# Faith Facilities

We have access to a number of faith facilities for on the day.

Many of these facilities are available to use, including multi-faith rooms at St Aidan's College and Trevelyan College (ask college reception staff for details), and Muslim Prayer rooms on Old Elvet or immediately North of Grey College.

Attendees will need an access code for these buildings which can be collected from event staff.

For more information on our faith facilities, please visit: **[durham.ac.uk/faithsupport](https://durham.ac.uk/faithsupport)**



# Quiet Room

We have a designated quiet room for use during the Open Days which people can use as a space set aside from the noise and crowds of the event.

The room is PCL008 in the Palatine Centre.

A handful of students have indicated that they would find this room helpful during the Open Days and so please be aware to know where you can direct someone requesting this on the day.





Durham  
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# Roles & Responsibilities



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# Mandatory Training

Equality, Diversity and Inclusion  
Health and Safety Induction at Durham University  
Fire Safety at Durham University  
Safeguarding Children

You are required at all times to comply with the relevant University rules, policies and procedures in force from time to time which are available on our intranet

Please familiarise yourself with the policies especially the one relating to social media.

[durhamuniversity.sharepoint.com/sites/ph/SitePages/Personal-Internet-Presence-and-the-use-of-Social-Media.aspx](https://durhamuniversity.sharepoint.com/sites/ph/SitePages/Personal-Internet-Presence-and-the-use-of-Social-Media.aspx)

# ACT Training

- You should have all received an email from Kellie which included information about your essential learning and ACT Training.
- The ACT Training is mandatory and we request that you all complete this before working on the Open Days.
- Training can be found on the ProtectUK website (<https://www.protectuk.police.uk/group/2?type=catalog>)
- Key messages are the 'power of a smile' & 'see it, say it'.
- The training will soon become part of the law following Martyn's Law as a result of the Manchester Arena Attacks of 2017.

# ACT Summary

## Action Counters Terrorism

### Pre-event

- Challenge unusual behaviour – Prevention/Deter

### During the event

- See, Check, Notify – See it Say it
- Power of hello and good customer service

Download the Protect UK app

# ROTA

You should have all now received an email from us with your allocated role. If you are working both days but have only received one email – then you have been allocated the same role for both days!

If you are working both days and have received two emails, then this is because you have been allocated to a different role each day - the day will be next to the role title in the email.

You should all shortly be contacted by your zone manager. If you are working two different roles, then you may be contacted by two zone managers (or a college and the zone manager).

# Open Day Ambassadors

All three points below must be completed prior to working –  
If not it could result in a delayed payment

- **Accepting the offer**

- 1) Log in to the University Careers account (where you applied)
- 2) Click on the 'Offers' tab
- 3) Read through the offer and any attachments
- 4) Please accept or decline the offer

- **Onboarding**

- 1) Log in to the University Careers account (where you applied)
- 2) If you have accepted the offer, you now need to complete your onboarding by clicking 'My offer'
- 3) Click 'Complete' on the welcome page to begin
- 4) Please enter all the required information on the 'Personal Information' and 'bank details' page.
- 5) Download and read the University IT regulations.
- 6) When you have completed everything there will be a full green bar underneath the 'Tasks Remaining'

- **Right to work checks**

The screenshot shows the Durham University Careers portal. At the top, the Durham University logo is visible. Below it, the user is identified as 'Casual TestPerson, you are signed in, | My Account Options'. There are navigation tabs for 'Job Search', 'My Jobpage', 'Offers', and 'My Offer'. A 'Tasks Remaining' section shows a progress bar with four green segments. Below this, a list of completed tasks is shown: 'Welcome to Durham University (Casual)', 'Complete your Personal Information & Bank Details Form (Casual)', 'Complete your Starter Checklist Form', and 'Open Durham University IT Regulations PDF'. On the right side, there is a 'Job: 21B Test Casu' listing and a 'Congratulations on y' message with a list of links for further information.



# Academic Support Ambassadors

Your role is to help in the academic session, assisting with questions and chatting about your experience.

- Meet and greet visitors
- Complete and return tally sheet – this is very important
- Give the presenter lunch vouchers for their ‘team’ if required
- You will be directed about what is expected by your academic, (so if you haven't heard from your academic, you can reach out to them, speak to us at the end for a contact name)
- Some possible roles include:
  - Present your experience as a student of the department you are representing.
  - Give a short talk (you can use powerpoint as an aide memoir)
  - Participate in a Q&A about your experience
  - Give tours of the Department.

**You must also help with signposting visitors to the sessions before they start.**

# Industrial Action – anticipated on both days

- If no academic members of staff are present at your session, please immediately notify your zone manager or the nearest member of staff. This may be your building lead. Find the nearest member of staff who will manage the session.
- As the allocated student ambassador, you are NOT expected to provide cover for the session or give any academic knowledge in replacement of an academic member of staff. Your role does not change and you are there to purely give the student experience perspective.
- We ask, in this situation for you to utilise your knowledge as a student in the department to give an overview of your student experience within the department.
- You may choose to bring along a powerpoint presentation talking about the different aspects of being a student in the department. We have a template if you would like this. It is not required that you deliver a presentation, but it may be helpful for you to use to aide your memory.
- If you feel comfortable, you can open up the session to a Q&A but do not feel as if you have to answer any questions that would usually be directed to an academic member of staff. You are only expected to answer questions about student experience and your time studying.
- We will provide question slips in your academic pack that people can write down any questions you are unable to (or do not feel comfortable) answering. Collect these and put them back into your folder and we will pass them onto the relevant people following the event.
- The session does not (and likely will not) last the whole 1 hour and this is okay. If any attendees are angry or have further questions, please direct them to the member of staff.

# Ambassador Pack

If you are an allocated academic session ambassador, you will receive an ambassador pack from your zone manager when you check in. It will include resources such as:

- Tally sheets
- Session in progress signage
- Any other signage
- Q&A slips

# Train Station Ambassadors (Travel Manager Jen Barton)

Your role is to help at the train station with people arriving from all over the country.

- Welcome visitors from the train station
- Direct them to where they need to go
  - Buses
  - Walking route into the city
  - Taxi Rank locations

You will also have a 'Train Station Lead' member of staff (Steph Jamison) who will be on hand to help you.

**You will be the first person they see from the University so remember to greet them with a smile!**

# Bus Ambassadors (Travel Manager Jen Barton)

- Guiding visitors on the shuttle buses
  - Displaying the bus signage in the bus
  - Where to get off
  - Encourage conversation and make the visitors experience positive – what are you interested in seeing today?
  - Point out key buildings and zone areas
  - Chat about your experiences as a student
  - Informing travel manager of any delays, issues or concerns

**Make sure you have a digital copy of the guide to be able to assist people while they are travelling on the bus.**

# Signposting Ambassadors

- Guiding visitors around the campus.
- Stand where directed as indicated by your zone manager
- You will likely be asked about talks in your area; **please see the Open Day guide to find room locations.**
- Ensure you know where rooms are located
- Take some time at the start of the day to look around the area you are based and familiarise yourself with what's happening.
- Provide directions to areas of interest - colleges, the City Centre, Palace Green and cafés.
- Inform visitors that there are free shuttle buses available around campus.
- Familiarise yourself with the routes and timings of the buses along with the nearest bus stops.

# College Ambassadors

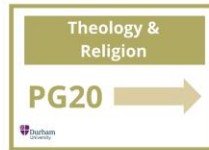
- Your college will be responsible for your full training and what roles you will be undertaking on the day
- Speak to the lead member of staff in your college to find out what the plan for your lunches are (these vary by college)
- Work out the nearest bus stop and the routes around the city to assist people with navigating around the other colleges
- Remember to not talk down any other colleges, students are trying to work out where might be the best fit for them!
- Familiarise yourself with which other colleges are open and which are closed during these Open Days
- Use the handy Colleges Guide to help! ([https://www.durham.ac.uk/media/durham-university/visit-us/documents/UG-College-Guide-2023\\_Screen\\_Spreads.pdf](https://www.durham.ac.uk/media/durham-university/visit-us/documents/UG-College-Guide-2023_Screen_Spreads.pdf))

# Signage



## Theology & Religion PG21

### Sign 1



Arrow pointing right  
on the white wall  
outside of the  
room.

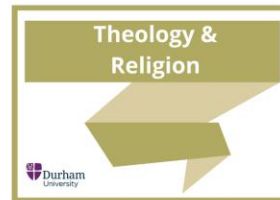
Displayed  Collected in



### Sign 2

Theology & Religion  
Sign - stick on door to  
the room (PG21)

Displayed  Collected in





# Consumer Protection Legislation (CPL)

The Consumer Protection Legislation (may be identified as CMA – Competition and Markets Authority) applies to Universities

- This includes University students working on behalf of the University on an Open Day or Post-offer Visit Day
- The information that we provide must be timely, clear, up-front, accurate and comprehensive!
- This requirement applies regardless of whether the information is provided in writing, visually or verbally.
- Failure to deliver on a commitment that we make could result in legal proceedings.
- If you don't know the answer to a question direct the visitor to a member of staff.
- Make visitors aware that you are answering based on your own experience, but things may change each year.
- **Don't** say something like: "I really enjoyed studying a module on Hinduism in my second year, you should definitely choose to come here so that you can study it, it will definitely still be available!"
- **Do** say something like: "In my experience, I really enjoyed studying a module on Hinduism in my second year, modules do change every year though so we couldn't guarantee it would be available for you but there's always lots of great options to choose from!"

Please have a read through this short document about CPL/CMA: [CMA update \(Quick Read\)](#)

# Expectations in the role as a Student Ambassador

- Represent Durham in a positive manner
- Try your best to help or to point attendees in the right direction
- Remember the CPL/CMA Guidelines
- Take into account your safeguarding training when making any decisions
- Be Flexible- we may need you to switch roles on the day!
- Use the Open Day Guide to help you guide attendees towards sessions and events
- Be proactive!
- Help out other ambassadors or staff members to the best of your ability.
- Enjoy yourself!



# Top Tips

## **Don't be afraid to say you don't know!**

Sometimes attendees might ask difficult questions and if you don't know the answer then it's perfectly okay to say you aren't sure (and often better to do so!). You can always direct the student to a member of staff or to use the 'Ask Us' web enquiry form on our website.

## **Do your research**

If there's any locations you're unsure of, or anything you don't feel confident about then use our website and links before the day to familiarise yourself.

## **Ask for help!**

As staff we're always here to help guide you and you shouldn't struggle alone! Ask your zone manager if you need help or extra information, or any other staff member! Also ask each other, your fellow ambassadors can usually provide great advice too!

## **Open Day Guide**

Use this as your bible with all information you might need! Download on your phone to have it handy for details such as room locations and bus schedules.

## **Unibuddy**

For ambassadors registered on Unibuddy, use this to your advantage. You can encourage students to message you on there if you want to give additional information or links or carry on a conversation! You can also direct attendees to find someone with knowledge you might not have (e.g about another college or department).

## **Dress appropriately**

We all know what British weather can be like, make sure to check the forecast and dress appropriately! If it's going to be warm, don't forget sunscreen!

# Answering Difficult Questions

- Do not be afraid to say that you do not know the answer to something
- You do not have to answer any questions that you are not comfortable answering!
- Always be mindful that things in the University have potential to change and frame your answers in relation to this
- Use the information on our website and Open Day guide to make sure you know where to signpost people to, for them to find out specific information,
- if you don't know something it's better to ask someone rather than send someone to the wrong place!
- If necessary, refer attendees with difficult questions to chat to staff members!  
There will be staff available at the Information Points in the different zones all day.

# Logging Hours and Pay

- If you're working a full day, then your hours will be automatically recorded as 8:00am- 4:30pm.
- Please be on time on the morning otherwise your zone manager will record late attendance.
- If your rota shows different to the standard hours, then this will have been logged already and we will make sure you're paid for your rota'd hours (e.g if you need to finish early)
- A small team have been scheduled to stay until 5pm to help with close-down.
- If you work additional time that you're not scheduled to, please let us know by emailing [sharon.dresser@durham.ac.uk](mailto:sharon.dresser@durham.ac.uk) so we can make a note for payment
- Payment will come through on the July payday due to the timing of the event
- If you have any issues with your hours or need to change anything on the rota, please let us know as soon as possible.

# Duz the Durham Dog

- Duz the Durham Dog is our Event Mascot (follow their instagram @duzthedurhamdog)
- We are looking for volunteers who would like to be a part of helping to be Duz the dog!
- Would be part of a small team working on a rotating system to take photos with guests, do some dancing and create some content for our social media!
- If you're interested please send me an email on [megan.l.clark@durham.ac.uk](mailto:megan.l.clark@durham.ac.uk) so we can review the rota and see if we can make it happen!



# Checking people in:

There are 3 ways people can check into the event. The first one is they can do it themselves. The second two involve assistance from you all so please be prepared for this!

This poster will be displayed in the reception of the main general buildings (TLC, Calman Learning Centre, Bill Bryson Library, Sports & Wellbeing Park, Palatine Centre) and college receptions. It has instructions on how attendees can use the event app to check themselves in.

 Durham  
University

## Open Days

### Checking In



**Step 1**  
If you haven't already, download 'The Event App' to access our dedicated Open Days app information and to use to check in!

**Step 2**  
**Use the Event Code:** DUOD23  
Please use the email address you signed up for the Open Day with. You will find your personalised PIN in the emails 48 hours before the event and the morning of the event.

**Step 3**  
Go to 'Event Check-in' and scan the QR code to complete the process.



*If you have any issues, please speak to a member of event staff or a student ambassador who can check you in manually.*

# Checking people in:

However, you (as ambassadors) can also check people into the event. This is by using the staff app that we have. You should all be able to login using the pin: Ambassador23, and then your email address as your name & password

Once you are logged into the staff app you can go to 'Event Check-in' and either:

a) Scan an attendee's personalised QR code that we have sent them

OR

b) Search for their name in the system



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Add to wishlist





## What to wear (T-shirts)

- If you are a Durham Student Ambassador, please wear your purple stash
- If you are an Open Day Ambassador and need to collect your blue t-shirts then you can come and collect from the front at the end of the training.
- Please collect one day and if you wish to collect another (if working both days) then please collect from PCL054 during the Friday Open Day.
- We will also have caps available (purple for DSA and light blue for Open Day Ambassadors) as the forecast is looking warm! You can collect these from PCL054 on the morning of the event

Please run an iron over your t-shirt before working if it needs it!

**Any Questions?**