

UNIVERSITY OF WESTMINSTER

Student Ambassador

Code of Conduct

Contents

	Page
UoW Student Ambassador Promise.....	01
Student Ambassador Contact.....	02
Work Cancellations and Lateness.....	03
1.1 Events cancelled by the organizer.....	04
1.1.1 Less than 24 hours' notice of cancellation.....	04
1.1.2 More than 24 hours' notice of cancellation.....	04
1.2 Cancelling your shift.....	04
1.2.1 More than 24 hours' notice.....	05
1.2.2 Less than 24 hours' notice.....	05
1.3 Late for work.....	05
1.3.1 Running late for work.....	05
1.3.2 You are late for work.....	05
1.4 Illness.....	05
1.5 No show.....	06
Monitoring.....	06
Disciplinary procedure.....	07

As a Student Ambassador for the UoW

I promise to:

1. Take pride in my work, by having a pro-active attitude, show willingness and enthusiasm.
2. Be responsible to the Business Operations team, by supporting the delivery of events, following instructions, and setting a good example.
3. Inform staff of any concerns or difficulties in relation to my role, so that early support and advice may be provided.
4. Treat others with respect, being inclusive of diversity and promoting equality, including gender, age, origin, religion and belief, sexual orientation, or disability.
5. Familiarise myself with the Health & Safety Policy and practices. For example, who to report to, who oversees first aid arrangements, and what are the emergency evacuation procedures.
6. Report any concerns about the welfare of myself and others around me to the designated person(s).
7. Be punctual and reliable for all events and activities with which I am involved.
8. Only provide accurate information about what the University of Westminster has to offer, and signpost to the appropriate team.
9. To attend all required training and briefing sessions necessary.
10. Be responsible and accountable for the work cancellation policy set out (page 02).
11. Arrive at work clean, presentable, and wearing the appropriate attire or dress code.
12. Be responsible for completing timesheets and/or expenses claims within the time provided.
13. Be responsible to accurately record my start/finish times for jobs in work.
14. Keep track of my student inbox account for opportunities and communications.
15. Approach my work in a professional manner.
16. Maintain confidentiality to data protection when handling sensitive data.

Contact the Student Ambassador Scheme

Email: ambassador@westminster.ac.uk

Office Hours: Monday-Friday 9:00AM-5:00PM

Work Cancellations and Lateness:

From time-to-time events can be cancelled by the organiser, in which case we will contact you as soon as possible to let you know.

1.1 Events cancelled by the organiser

1.1.1 Less than 24 hours' notice of cancellation - If an event/job is cancelled with less than 24 hours' notice of the event's start time, you will be allowed to claim for the time you would have worked.

1.1.2 More than 24 hours' notice of cancellation - If an event is cancelled with more than 24 hours' notice from the event's start time, you will not be able to claim for the time.

You may also have to cancel a shift you have signed up for. If you need to cancel a shift you have confirmed priorly, follow the following.

1.2 Cancelling your shift

As Student Ambassadors, you must check your course timetables and diaries before committing to work.

We understand that timetables do change, so if you find you are suddenly unable to work a shift that has been confirmed to you, please inform us as soon as possible at ambassador@westmisnter.ac.uk.

The sooner we know of a cancellation, the sooner we can replace your shift and offer the work to another Student Ambassador.

If you need to cancel work which has been assigned to you, it is your responsibility to contact and receive a response from the Student Ambassador scheme as soon as possible.

If you are cancelling your shift with:

1.2.1 More than 24 hours' notice - You must contact the Student Ambassador scheme and make sure you receive a response.

1.2.2 Less than 24 hours' notice - You must contact the Student Ambassador (during office hours) and/or the event organiser.

Failing to follow this may result in a strike on your record and be removed from the scheme.

1.3 Late for work

Good timekeeping and daily monitoring of communications is required from all our Student Ambassadors.

1.3.1 Running late for work - It is your responsibility to contact the Student Ambassador scheme and/or the event organiser to inform them about the situation. In most cases we will still want you to come in for your shift, so please continue to make your way to your shift.

1.3.2 You are late for work - You will record your start time on your time sheet as the time you arrived.

1.4 Illness

If you are ill, it is your responsibility to contact the Student Ambassador scheme to cancel your shift with as much notification as possible. This will aid the scheme in finding another ambassador to cover your role.

If you are unwell a few days before a shift, please inform us so we can prepare reserve Ambassadors or inform staff ahead of time in case you need to cancel work.

If you are unwell but feel you can work, please consider whether your illness is contagious and if it would be right for you to work.

Your health and the health of others is a priority.

1.5 No show

Not showing up for work can cause huge implications for events, especially ones where you may be the only ambassador working.

If you do not show up for work without having contacted the Student Ambassador scheme, your ambassador record will be marked as not attended and a strike will be added to your profile.

You will be contacted on the day to follow up on why you did not attend work.

Monitoring

Your Attendance will be checked including start and finish times by event organisers and/or Student Ambassador scheme members.

Your performance will be checked by staff, student feedback and event organisers, to help with the development of the scheme, and individual Student Ambassadors.

If personal circumstances are stopping you from working, please talk to us so we can discuss any issues with you.

Disciplinary Procedure

All Student Ambassadors are expected to follow a certain standard of behaviour, and failure to do so may result in disciplinary action or instant dismissal.

Disciplinary action is rarely needed, as most Student Ambassadors take immense pride in their work. However, failure to adhere to the Code of Conduct.

A three-strike policy is in place. If you get three strikes throughout your employment, you will not be asked to work as a Student Ambassador again. A strike can be obtained by:

1. Arrive more than five minutes late on more than one occasion.
2. Cancelling work without an explanation, not showing up.
3. The use of unacceptable language and comments.
4. Take any type of record of other students, unless asked by a coordinator.
5. Give personal contact details, nor personal social media contact.
6. Work while under the influence of alcohol or illegal substances.
7. Repeatedly sign up to events and then drop out, late arrivals, no show.
8. Use my phone/listen to music and otherwise disengaged when I am working.
9. Wrongly completing timesheets.

You are expected to behave professionally and present yourself as a representative of the University of Westminster.

University full [Code of Conduct](#).