

# STUDENT AMBASSADOR PROGRAMME SERVICE AGREEMENT

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# **1. OVERVIEW**

- 1.1** The Programme Service Agreement (PSA) defines the terms and conditions between the Student Ambassador Programme (SAP), and its Service Users.
- 1.2** Service Users are defined as any colleagues utilising Student Ambassador Programme services.
- 1.3** The Service Agreement outlines the programme's scope, stakeholder roles, responsibilities, and service expectations.

# **2. PROGRAMME PURPOSE**

- 2.1** The Student Ambassador Programme connects skilled and trained students with colleagues requiring support for events, administrative tasks, outreach, promotional activities, and other work opportunities.
- 2.2** The Student Ambassador Programme enhances university operations while providing students with paid opportunities to develop professional skills, enriching their academic and professional experience.

# **3. PROGRAMME STRUCTURE AND GOVERNANCE**

- 3.1** The Student Ambassador Programme operates within the Business Operations Department under the SAS Directorate.
- 3.2** HR Services, part of the People, Culture, and Wellbeing Department (PCW), supports the programme with employment processes.

# **4. KEY STAKEHOLDERS AND RESPONSIBILITIES**

## **4.1 Programme Team Responsibilities**

- 4.1.1** Ambassador Recruitment and Onboarding
  - Oversee recruitment, induction, and the issuance of contracts.

- Complete all onboarding procedures.

#### **4.1.2 Training and Support**

- Deliver induction sessions and ongoing training tailored to the ambassador role.
- Provide guidance on communication, leadership, and interpersonal skills.
- Focus training on university-specific tasks, including campus tours, event support, public speaking, and using university systems.
- Collaborate with stakeholders to deliver task-specific training, e.g., enrolment software or administrative duties.

#### **4.1.3 Operational Coordination**

- Process opportunity requests and allocate ambassadors efficiently.
- Ensure compliance with university policies and resolve operational challenges.

#### **4.1.4 Performance Management**

- Address performance concerns and provide constructive feedback to ambassadors and Service Users.

#### **4.1.5 Payroll and Administration**

- Ensure timely submission of timesheets of ambassadors for approval by cost centre budget holder and/or if unavailable their delegate or proxy.
- Submit timesheets no later than the 5th of the following month for payment processing.

### **4.2 HR Services Responsibilities**

**4.2.1** Issue contracts and login credentials for ambassadors, noting delays may occur at the semester's start.

**4.2.2** Extend or terminate contracts as required by the Programme Manager.

## 4.3 Service User Responsibilities

### 4.3.1 Opportunity Submission

- Submit accurate opportunity requests at least one week before the event.
- Specify risks or special requirements, such as manual handling (i.e. lifting boxes, moving chairs) or specific tasks.
- Include the Programme Team in communications to Student Ambassadors avoid miscommunications and misunderstandings.

### 4.3.2 Ambassador Support

- Provide task-specific training, when necessary, e.g., using enrolment systems or setting up an event table.
- Supply clear instructions, information packs, and assign a supervisor for ongoing support.
- For opportunities requiring travel by train, Service Users must ensure that confirmed Ambassadors are informed and provided with a ticket in a timely manner.

### 4.3.3 Compliance

- Adhere to employment policies, ensuring ambassadors do not exceed 20 hours per week, applicable during both term and off-term periods.

### 4.3.4 Breaks and Wellbeing

- Service Users must ensure ambassadors are provided with appropriate breaks during opportunities:
  - **For opportunities lasting 6 hours or more**, Student Ambassadors must receive an uninterrupted break of a minimum of 30 minutes.
  - **Short breaks of 5–10 minutes must be offered every 2–4 hours**, supporting productivity and wellbeing throughout the opportunity.

## 5. CHANGES OR CANCELLATIONS TO OPPORTUNITIES POLICY

### 5.1 Notification Requirements

**5.1.1** Communicate changes or cancellations to the Programme Team via email at [ambassador@westminster.ac.uk](mailto:ambassador@westminster.ac.uk) to avoid any miscommunications.

**5.1.2** Include the opportunity name, date, and details of changes (e.g., new date/time).

### 5.2 Changes to Opportunities

#### 5.2.1 Changes to Dates/Times

- Submit changes at least **48 hours** before the scheduled start time.

#### 5.2.2 Significant Changes

- Major adjustments (e.g., task scope or location) may require additional briefing or resources and must be coordinated with the Programme Team and ambassador(s).

### 5.3 Cancellations

#### 5.3.1 Standard Cancellation Notice

- Notify the Programme Team of cancellations at least **48 hours** before the scheduled start time.

#### 5.3.2 Late Cancellation Charges

- Cancellations within **48 hours**: Charged for **1 hour** of work per ambassador.
- Cancellations within **24 hours**: Charged for the full opportunity hours per ambassador.

## **5.4 Exceptions**

### **5.4.1 Unforeseen Circumstances**

- Emergencies (e.g., severe weather, venue issues) may qualify for charge waivers at the Programme Team's discretion.

### **5.4.2 Programme Adjustments**

- The Programme Team may adjust ambassador assignments due to scheduling conflicts, ensuring Service Users are informed promptly.

## **6. STUDENT AMBASSADOR PAY RATES**

- 6.1** In line with the [Student Employment Policy and Procedure](#), students employed as 'Student Ambassadors' are paid at Rate A and 'Senior Student Ambassadors' are paid at Rate B.

## **7. AGREEMENT/POLICY REVIEW**

- 6.2** This agreement is reviewed on an annual basis to ensure it remains accurate, relevant, and aligned with current needs. Amendments may be made following each review, or at other times if circumstances require.