

# STUDENT AMBASSADOR CODE OF CONDUCT

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## As a Student Ambassador

I promise to:

1. **Demonstrate** proactive attitude, willingness, and enthusiasm in all tasks.
2. **Set** a positive example through professionalism and adherence to guidelines.
3. **Inform** the Student Ambassador manager and event supervisor 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 (here for information).
6. **Report** any concerns about the welfare of myself and others around me to the designated person(s), Student Ambassador manager, event supervisor, or security.
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.
11. **Arrive at work clean, presentable**, and wearing the appropriate attire or dress code.
12. **Keep track** of my student inbox account for opportunities and communications.
13. **Approach** my work in a professional manner.
14. **Maintain confidentiality** to data protection when handling sensitive data.

# **1. Monitoring**

## **2.1 Attendance**

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

## **2.2 Performance and Feedback**

Your performance will be monitored by staff, other guests, and event organisers, to help with the development of the Programme, and individual Student Ambassadors.

If you receive negative feedback, the Student Ambassador manager will email you directly to discuss and resolve the issue, based on its severity and context. If the situation remains unresolved and requires escalation, it may result in a level downgrade.

If personal circumstances are stopping you from working, please talk to us so we can find solutions or understand what is going on and see if we or the University can support you further.

## **2.3 Self-Monitoring**

Be proactive in addressing any pay discrepancies by maintaining detailed records of your hours worked and opportunities taken. Inform the Student Ambassador manager promptly to rectify any errors. Any discrepancies will be corrected, and you will receive your adjusted pay in the next payment cycle.

## 2. Work Cancellations and Lateness

*From time-to-time events can be cancelled, in which case we will contact you as soon as possible to let you know. In the same way we understand that situations change, and you might have to cancel your shift.*

### 3.1 Events Cancelled by the Organiser

- **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.
- **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.

### 3.2 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@westmisinter.ac.uk](mailto:ambassador@westmisinter.ac.uk)

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

- **More than 24 hours' notice:** 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 programme as soon as possible and have received a response.
- **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 you to be moved to Level C or being removed from the programme.

### 3. Lateness, Illness and No Show

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

- **Running late for work:** It is your responsibility to contact the Student Ambassador programme 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.
- **You are late for work:** We will record your start time on your time sheet as the time you arrived.
- **No show (not attending):** 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 Programme, your ambassador record will be marked as not attended and you will be moved down a level. You will be contacted on the day to follow up on why you did not attend work.
- **Illness:** If you are ill, it is your responsibility to contact the Student Ambassador manager to cancel your shift with as much notification as possible. This will aid the programme in finding another Student 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.

## 4. Poor Behaviour

*As a Student Ambassador for the University of Westminster, it is imperative to uphold the highest standards of behaviour and professionalism. Poor behaviour not only reflects negatively on the individual but also undermines the reputation of the programme and the University. Below are some examples of behaviours that are considered unacceptable:*

- **Failure to adhere to the Code of Conduct:** Disregarding the promises and commitments outlined in the Code of Conduct, including lack of punctuality, unprofessional conduct, and failure to follow instructions.
- **Lack of Communication:** Failing to communicate effectively with the Student Ambassador Programme or event organisers regarding shift cancellations, lateness, or any other relevant matters in a timely manner.
- **Negative Attitude and Conduct:** Displaying a negative attitude towards colleagues, staff, or participants of events, rudeness, disrespect, or uncooperative behaviour.
- **Poor Performance:** Consistently performing below expectations, including failure to fulfil assigned tasks, lack of engagement, or inadequate preparation for events.
- **Failure to Address Feedback:** Disregarding feedback provided by event organisers, staff, or peers, and failing to take proactive steps to address areas of improvement.

## 5. Consequences and Disciplinary Procedures

*Any instances of poor behaviour or conduct will be taken seriously and may result in the following consequences:*

- **Verbal Warning:** In minor cases, the Student Ambassador manager may issue a verbal warning to address the behaviour and provide an opportunity for improvement.
- **Level Drop:** Continued poor behaviour may result in a downgrade to a lower level within the Student Ambassador Programme, limiting access to future opportunities and benefits.
- **Removal from the Programme:** In severe cases or instances of repeated misconduct, the individual may be removed from the Student Ambassador Programme entirely.

It is essential to understand that poor behaviour not only impacts the individual but also affects the overall functioning and reputation of the Student Ambassador Programme. We expect all Student Ambassadors to conduct themselves with integrity, professionalism, and respect.

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

For further information on conduct, read the University of Westminster [Code of Conduct](#).



## **7. Conclusion – Closing Message**

As Student Ambassadors for the University of Westminster, you are not just representatives; you are the face of our vibrant community, embodying our values of compassion, responsibility, and progressiveness. Your dedication and commitment make a difference in every interaction, event, and opportunity you undertake.

Remember, each task you undertake, each person you engage with, is an opportunity to showcase the best of what our university stands for. Embrace challenges as opportunities for growth, approach every task with enthusiasm, and support each other with kindness and respect.

Together, we can create memorable experiences, foster meaningful connections, and leave a lasting impact on our university community. Your passion, energy, and contributions are invaluable, and we believe in your ability to excel and inspire others.

Thank you for being part of our team, and we look forward to witnessing your continued success and growth as Student Ambassadors of the University of Westminster.

Go forth with confidence, integrity, and pride, knowing that you are making a difference every step of the way.