



University of Essex

STUDENT AMBASSADOR HANDBOOK

2023-2024

Table of Contents

STUDENT AMBASSADOR HANDBOOK 2023-2024	0
INTRODUCTION	3
Communications and External Relations (CER)	4
Campus Tours	4
OUTREACH	5
MAKE HAPPEN	5
MARKETING AND STUDENT RECRUITMENT	6
Open Days	6
Offer Holder Days	6
Unibuddy and Virtual Activities	6
Student Panels	7
STAFF CONTACTS	8
Student Ambassador Scheme Contact Details	8
SAFEGUARDING	9
INFORMATION ABOUT THE UNIVERSITY OF ESSEX	11
Key selling points of Essex	11
STUDENT AMBASSADOR SCHEME INFORMATION	13
HEAT Student Ambassador Portal (SAP)	13
Your Profile	13
Applying for work	13
Uniform	14
On the day of your shift	14

Unable to work	14
Getting Paid	14
ADDITIONAL INFORMATION	16
Disciplinary Procedures	16
Complaints	16
Chart My Path	16
Electronic devices	16
Smoking	16
Expectations	17
Senior Student Ambassadors	17
CAMPUS TOURS	18
Group Size	18
Timings	18
Route	18
Restrictions for younger visitors	19
HEALTH & SAFETY	21
Colchester	21
Southend	21
APPENDIX A – Campus Tour Facts	22
Colchester	22
Southend	25
APPENDIX B – Accommodation	26
Accommodation Options	27
The Copse	28
South Courts	28

The Pastures	28
The Meadows	28
University Quays	28
Houses	28
Wolfson Court	28
The Towers	29
University Square (Southend)	29
APPENDIX C – Top Tips on providing a positive experience for young people	30
APPENDIX D - Student Ambassador Code of Conduct	32

INTRODUCTION

This handbook is designed to provide you with the key information and guidance to support you in your role as a Student Ambassador. We don't expect you to memorise every single part but by taking the time to read through, you'll be best prepared for your role and get the answers to your questions.

If you can't find the answers you're looking for, then simply [get in touch](#) or check the Student Ambassador Resource page on the link [here](#).

As a Student Ambassador, you will be expected to maintain a good general knowledge about the University of Essex, and you should be confident in talking about what students can expect from their time here. You can positively impact a prospective student's decision to study at university and it is important to ensure you are welcoming, helpful and enthusiastic in your role. We also want this role to be beneficial to you, through developing new transferable skills and experiences that will support you at university and when applying for graduate employment. The Student Ambassador team are here to support you, so please don't hesitate to contact us with any questions you may have.



Communications and External Relations (CER)

As a Student Ambassador, you will primarily work for the CER department which contains teams including Outreach, Student Recruitment, Marketing, Make Happen, Communications and Alumni. There may also be opportunities to work with other teams across the university such as the Library team and Graduation teams.

As part of your role, you must complete compulsory training sessions and provide certificates of completion where applicable. These trainings will provide you with additional knowledge and information to support you in your role. As these are mandatory, you will need to complete them all to undertake work opportunities. You may wish to make a note below of the dates you completed your training. Failure to complete compulsory training will prevent you from accessing Work Opportunities and may result in termination of your contract.

Compulsory Training	Date Completed
How we work at Essex (Moodle)	
Student Ambassador Introduction Training (in person)	

Campus Tours

Within CER, we offer campus tours to groups of school and college students as well as individuals and their guests, at both Colchester and Southend. Students will typically be between 14-17 years old and tours will need to be tailored to suit the ages and needs of the visitors. You will have received training on how to deliver campus tours; however, we also rely on you to be familiar with the main parts of campus and locations of key facilities (e.g. the Library, the Sports Centre, lecture theatres, SU facilities). There is more information on delivering campus tours later in this handbook.

As part of your tour, you may be required to showcase accommodation. This may be an empty show flat where you will be expected to show them round the communal areas, bedroom and bathroom. Alternatively, you may guide students to accommodation where an Accommodation Representative will take over this part of the tour. You will not be expected to know extensive information about each accommodation type but please share information you know and any experiences you have living on campus. For more information on accommodation please see Appendix B.

OUTREACH

Our Outreach team work with schools, colleges and a range of partners in order to promote university study to all students who have the potential to progress to a research-intensive university, such as Essex.

Our team deliver a wide variety of activities both on campus and in schools, working with under-represented groups in university such as disabled students, care leavers, mature students and those from low socio-economic backgrounds. The majority of Outreach work will be with students aged between 14 and 18. However, we also work with people older or younger than this, including adult learners and primary school students. As a Student Ambassador, you will play a key role in supporting this wide range of Outreach activity, drawing upon your own experiences of life at university and, importantly, making this relevant to the group you are working with.

Outreach also work with parents and carers, many of whom will not have any experience of university. Parents and carers will be particularly keen to learn about student finance arrangements and to hear the realities directly from our Student Ambassadors. It is important to remember that, as a positive role model in Higher Education (HE), you can have a huge impact on those you are working with, helping them to see that university need not be daunting at all!

More information about the Outreach Team can be found [here](#). You can also see what activities they are running [here](#).

Where to find Outreach

Our Outreach team is based in Colchester in the main campus building - Room 5S.7.8. You can find this office on Floor 7, accessible through the through Law building entrance next to Buffalo Joe's on Square 4. Our Student Staff Coordinator is located along the corridor with the CER Central Team. You can find them in Room 5N.7.10.

MAKE HAPPEN

Make Happen are another team that you may work with. Delivering similar work to the Outreach Team, Make Happen is based at the University of Essex but also works across multiple universities in East Anglia and London. When working with Make Happen, you will predominantly be based at the University of Essex. However, on occasion, they may ask Essex Student Ambassadors to contribute to events held at another partner university, where you will work alongside ambassadors from other institutions.

You can find out more information about [Make Happen](#) here.

MARKETING AND STUDENT RECRUITMENT

Our Marketing and Student Recruitment team have responsibility for the University's centralised marketing and all recruitment activity, both in the UK and internationally. As a Student Ambassador you may work with our Recruitment team to support school campus visits through delivering campus tours and taking part in student panels. You may also visit schools and colleges to join the Recruitment team on information stands and talks.

Our Recruitment Events team host on campus and virtual events designed to support the recruitment and conversion of students to the University of Essex. You will have the opportunity to work on Open Days, Applicant Days, Clearing Events, PG Events and the Essex UCAS Exhibition (plus more!). Our visitors want to find out more about the university, courses on offer and your experiences as a current student, therefore you will need to be able to talk confidently and positively about university. When working on Recruitment activities, you will mostly be working with students who are 16 and over. You may also be working with students' parents and carers, answering their questions about life as a student at Essex.

Open Days

We hold three Colchester Open Days, one Southend Open Day and various Postgraduate events throughout the year. You may be required to assist in setting up and packing down these events. You will be welcoming guests, sharing your experiences of being an Essex student, delivering campus tours and other tasks. Many of the students you meet will currently be deciding about the course they wish to study and the university they are most interested in. You will play a vital role in promoting the University of Essex to prospective students and their guests.

Offer Holder Days

Throughout the year, we hold Offer Holder Days where we welcome current undergraduate applicants to our Colchester and Southend campuses to meet academics and find out if Essex is where they would like to join; these are key conversion events (events that are crucial in helping a student commit to Essex as their preferred university). You may be required to assist in setting up and packing down these events. You will be welcoming guests, sharing your experiences of being an Essex student, delivering campus tours and other tasks. These events provide an important opportunity to help students decide on their firm and insurance choices

Unibuddy and Virtual Activities

Our Recruitment work with Student Ambassadors on our Unibuddy scheme to allow prospective students the opportunity to engage with our current students virtually, to ask questions about their course, university life, accommodation and much more. There will also be work opportunities to create new content for our website, blogs, promotional videos, and prospectuses.

Across the whole team, we run virtual events to promote the university to students who are unable to attend events on campus. You can support through delivering presentations, taking part in virtual panels and stands, as well as providing administrative support for the events

Student Panels

Student Panels give visitors the opportunity to ask questions about university and student life to our Student Ambassadors. There will often be a member of staff chairing the questions allowing you to contribute your experiences and knowledge to our guests. Student Panels occur frequently as part of a campus visit, open day or applicant day. Your answers should be clear, concise and honest whilst also promoting the university experience.

Where to find Marketing and Student Recruitment

Our Student Recruitment and Recruitment Events team are based in 5S.7.27, and the Marketing team are in 5S.7.11. You can find our offices on Floor 7 accessible through the through Law building entrance next to Buffalo Joe's on Square 4. If you have any questions throughout the year then please get in touch.

STAFF CONTACTS

Across the Outreach, Marketing and Recruitment team, you are likely to work with multiple colleagues including:

Staff Member	Role
Alice Couling	Senior Recruitment Events Officer
Ben Spencer	Outreach Officer
Catarina Carrusca	Student Recruitment and Marketing Assistant
Claire Sims	Outreach Officer
Connar Ridd	Recruitment Events Assistant
Ella Sancassani	Student Recruitment Officer
Emily Durrant	Student Recruitment Officer
Emily Warner	Senior Student Recruitment Officer
Farirai Manangazira	Marketing and Student Recruitment Officer
Jade Robey	Recruitment Events Officer
Jake Thornton	Recruitment Events Officer
Joe Raynor	Senior Outreach Officer
Katie Morton	Student Recruitment Officer (And Student Ambassador Manager)
Marieta Fischerova	Student Recruitment and Marketing Assistant
Morgan Cassie	Student Recruitment and Marketing Assistant
Niamh McCann	Student Recruitment and Marketing Assistant
Olivia Solanke	Outreach Officer
Samantha Pratt	Outreach Assistant
Sarah Hildreth	Recruitment Events Assistant

Student Ambassador Scheme Contact Details

If you need to contact someone about an event or activity you are signed up to work on, **contact the event organiser directly, using their contact details in the Work Opportunity Notes section** on SAP. Please quote the work opportunity number and date of work in all correspondence.

For general enquiries about the Student Ambassador scheme, including questions about training, pay, contracts or your general duties as a Student Ambassador, please contact ambmail@essex.ac.uk.

Below are the members of staff who can be contactable via ambmail@essex.ac.uk

Staff Member	Role
--------------	------

Freya Easton-Durling	Student Staff Coordinator
Katie Morton	Student Recruitment Officer and Student Ambassador Manager

SAFEGUARDING

As you will be working with young people aged under 18, it's important that you understand your responsibilities with regards to safeguarding. 'Safeguarding' are the measures put in place to protect the health, safety and wellbeing of people, predominately children, young people and vulnerable adults. Be aware that you have a duty of care towards safeguarding children, to keeping yourself safe from possible allegations and to promoting a safe space for all. You will receive safeguarding training at your initial training session as well as yearly updates at Refresher Training. However, you are always welcome to ask us questions throughout your time as an ambassador if there is anything you are unsure about.

Here are some quick reminders when working with young people:

DO

- Display appropriate behaviour, language and attitude
- Treat everyone with respect
- Challenge any form of bad behaviour or bullying and report such incidents
- Report any welfare concerns to an Event organiser or teacher
- This includes but is not limited to anything where you feel a student is at risk of abuse, neglect, harassment, radicalisation, or criminal activity.
- Ensure you are familiar with the university's [Safeguarding Policy and Guidelines](#)

DON'T

- Share personal contact details or accept social media invites
- Agree to keep a secret
- Be on your own with an under 18
- Use inappropriate language or physical contact
- Engage in or promote any sexual activity

You can revisit your initial training for a reminder on safeguarding, available in the [Student Ambassador resources folder on Box](#). Alternatively, if you wish to discuss safeguarding further you can get in touch with us on ambmail@essex.ac.uk.

A DBS check may be required to work on some events, but we will let you know if and when this is necessary. If you are ever unsure or concerned about anything relating to safeguarding, please just speak to the event organiser who will elevate it to a Designated Safeguarding Officer.



INFORMATION ABOUT THE UNIVERSITY OF ESSEX

As an Essex student, we hope that you feel proud of your university and wish to showcase your experiences and highlights of being an Essex student to prospective students and their guests! Here you can find some additional information that may be useful when discussing Essex:

The University of Essex offers a university education like no other. Our students are exposed to a wealth of opportunity both in and outside the classroom that is designed to shape their future. Our identity is built around four pillars. They're authentically Essex and our key differentiators:

The Essex Spirit

Essex provides a home for the tenacious, the bold, the inquisitive and those impatient for change. We give our students genuine license to take intellectual risks so that as well as learning how, they challenge why.

Research mindset and skills

At Essex our students' partner with academics and participate in research. We equip our students to stimulate their curiosity to question conventional wisdom and pursue new ideas.

A culture of membership

Our students are "members" of our university – for life. From their first contact with us, to beyond their graduation, students are actively involved in our mutually supportive community.

A global community and outlook

We create an environment that reflects and supports our founding philosophy: an intimate yet genuinely international community. At Essex, the world truly is in one place.

Key selling points of Essex

- The University of Essex is Top 30 in the UK (The Guardian 2024)
- University of Essex Students' Union 7th in the National Student Survey 2022
- 1st for overall student positivity in East Anglia (National Student Survey 2023)
- Students can take part in a Study Abroad term or year with over 150 universities across Asia, Europe, Americas and Australia.
- Our Colchester Campus give you everything you need for a great social life including: an on-campus cinema, Sub-Zero Nightclub, Lakeside Theatre, a wide variety of eateries ranging from street food huts to cafes to sit down restaurants, a Thursday street market, and a fully-equipped sports centre and arena.
- The Colchester Campus has received the Green Flag Award for the sixth year in a row, which is the international quality mark for parks and green spaces. This follows the park retaining its place among the

UK's most popular parks for the fourth year running in the People's Choice Awards in 2021 – the only university to achieve this honour and be named as one of Britain's best 10 green spaces.

- All full-time UK undergraduate and postgraduate students studying at our Colchester or Southend campuses are entitled to guaranteed accommodation for their first year of study (conditions apply). All full-time international undergraduate students studying at our Colchester or Southend campuses are entitled to accommodation for all years of study (conditions apply). Students who live in university accommodation at the Colchester Campus are entitled to a free silver sport membership, which gives a student off-peak access to the Essex Sport Gym and fitness classes, and anytime access to sports facilities, such as badminton, basketball and the climbing wall.
- We have professionals who provide support to students on issues concerning mental and emotional health, including assessment and referral for counselling or mentoring. The Student Services Hub has specialist disability advisers to provide students with advice and guidance on a range of disability support services at all three of our campuses. Students can benefit from advice on accessing healthcare at both our Colchester and Southend campuses.
- Languages for All is an award-winning programme which gives students the opportunity to learn a language alongside their degree, at no extra cost, for one year. Upon completing the course students can obtain a certification letter to provide evidence of their language skills to future employers. The modules also count towards the Big Essex Award (which is the University's Employability Award) to help identify the skills they've developed at Essex.
- Our Data Science short courses are a unique, free, online or lab-based course available to all students, where they can learn or improve their data science skills over 1-2 weeks before starting the academic year.
- Frontrunners is the University's work placement scheme, helping students to develop their skills, knowledge, and experience in a supportive, familiar environment. This unique placement scheme allows students to: gain valuable experience that will develop skills and knowledge and enhance their CV; gain insight to working within a university environment; combine work experience with their studies; receive support from a professional mentor. Completing a Frontrunners placement also contribute units towards the Big Essex Award

STUDENT AMBASSADOR SCHEME INFORMATION

Your work as a Student Ambassador is very flexible and designed to fit around your studies and commitments. You do not have set hours so if you are unable to work a particular event then there is no expectation to do so; however, we encourage you to engage with work opportunities throughout the year to get the most out of this opportunity and to keep your skills and duties fresh in your mind.

HEAT Student Ambassador Portal (SAP)

SAP is the online portal where Student Ambassador work opportunities are advertised, applied for and allocated. This is where you will submit your timesheets once you have worked. It is also a secure online record of your contact information, training and work history.

Your Profile

Once you have completed your training, we will create your Ambassador User account and you will be notified by email. As soon as possible after receiving this confirmation email, you must click the link to SAP and follow the steps to complete your account set-up. If you do not do this, you will not be able to log in and view work opportunities.

We require you to take responsibility for ensuring your SAP profile is kept up to date and that all fields are completed accurately. It is important that you complete this as soon as possible after training and make updates any time your personal information, such as address changes. You can change your information at any time by clicking 'Your Details.'

Applying for work

When you log in to SAP your dashboard will show available work opportunities as well as those you have been accepted for. You can view any work opportunities available to you by using the search bar and applying the 'quick filters' that search for open, pending and accepted offers. You can also view work opportunities by 'application status' and you will be able to see key information that is relevant to the job, such as the start and end date and time.

To remove a work opportunity that you are uninterested in appearing on your dashboard, you can mark it as 'Not Interested.' However, you can still view and apply for this job by using the quick filter 'Not Interested.' You may also cancel an application to work if you have not yet been allocated, although it is important that you check your diary carefully and only apply for jobs that you are confident you will be available to work on.

You will be notified by email when new work opportunities have been uploaded and when you are selected to work, this work opportunity will display on your SAP dashboard.

If you need to cancel a work opportunity, it is important you let the organising member of staff know with as much warning as possible, so that they can reallocate the work to another ambassador. We aim for no later than 2

working days' notice. Late cancellations of work without a valid reason may result in a strike. If an event is cancelled, then we will aim to give you 2 working days' notice. If you receive less than this, then you will still be paid for the working hours you were allocated and you may be asked to carry out alternative work instead.

Please note that due to HR restrictions you will not be able to work when on a year abroad, however your SAP profile will be reinstated on your return.

Uniform

While you are working as a Student Ambassador you will need to wear a Student Ambassador t-shirt, sweatshirt and/or jacket, which should be always visible (i.e. please do not wear a coat over your uniform – we have branded coats you can borrow if it is raining or cold, or you can layer up underneath your t-shirt/sweatshirt!).

After training, you will be given a t-shirt and sweatshirt. This is yours to keep, and it is your responsibility to ensure that it is washed and dried between shifts. Please make sure you have collected your uniform before your first shift as an ambassador (instructions will be given on how to do this). If you will be working multiple days in a row and unable to wash your uniform, please do ask us for additional uniform. Along with your Student Ambassador t-shirt or sweatshirt, you can dress casually, as long as you look presentable and respectable, and think about the tasks you will be doing too. Tours in the winter will get cold so you need to wrap up warm, and if you're doing lots of tours in one day, make sure you wear comfortable shoes!

On the day of your shift

Our events and activities run to a set timetable, and we rely on our Student Ambassadors to help them run smoothly. Therefore, it is incredibly important you are on time and stick to any timings given throughout the event. You may also be issued with a strike on your ambassador record for lateness. When working, it is crucial to behave appropriately. Unsuitable behaviours such as swearing, referencing drugs, and bullying will not be condoned. You must not smoke or use an e-cigarette while working, or if you are in view of visitors. You must also think about the age of the group you are working with. Discussing alcohol and the SU Bar is not appropriate with younger visitors. We expect you to always maintain a positive attitude regarding your university and HE.

Unable to work

If you are unable to work because of illness or another reason, it is important that you inform us as soon as possible. If you are unwell on the day you are supposed to be working, please phone the member of staff you would be working with to inform them. You can find this information under the notes tab on HEAT. If you find yourself unable to work for any other reason, then you should give us at least 2 working days' notice and inform us by e-mail or phone.

Getting Paid

All Student Ambassadors are paid through BACS automatic payment system monthly. A monthly pay return is submitted to finance within the first two weeks of each month. Work undertaken before this will normally be paid

on the 28th of the month. You will be paid an hourly rate of £12.00; however, for some events you may be paid a fixed amount which would be indicated to you beforehand. It is important that you submit your timesheets through SAP once you have finished working on an event. We strongly encourage you do so within 48 hours of completing the shift to ensure timely payment. A list of monthly cut off and payment dates is available on the Student Ambassador box drive folder [here](#).

Hours from	Hours To	Submitted on	Date Paid
04 December 2023	07 January 2024	08 January 2024	26 January 2024
08 January 2024	04 February 2024	05 February 2024	28 February 2024
05 February 2024	10 March 2024	11 March 2024	28 March 2024
11 March 2024	07 April 2024	08 April 2024	26 April 2024
08 April 2024	05 May 2024	06 May 2024	28 May 2024
06 May 2024	09 June 2024	10 June 2024	28 June 2024
10 June 2024	07 July 2024	08 July 2024	26 July 2024
08 July 2024	04 August 2024	05 August 2024	28 August 2024
05 August 2024	08 September 2024	09 September 2024	27 September 2024
09 September 2024	06 October 2024	07 October 2024	28 October 2024
07 October 2024	03 November 2024	04 November 2024	28 November 2024
04 November 2024	01 December 2024	02 December 2024	<u>20 December 2024</u>

All Student Ambassadors should also register for the HR Organiser online; it can be found [here](#). This is an online self-service system for all Essex staff which allows you to amend your employment data and access your payslips. Printed payslips are not supplied unless you specifically ask for them through the HR Organiser. **Please note that you should not submit timesheets through HR Organiser – this should all be done through SAP.**

If you have any problems with payment you should contact the Student Ambassador team on ambmail@essex.ac.uk. Any problems with tax or pensions should be directed to Payroll, which is part of the Human Resources team: reward@essex.ac.uk



ADDITIONAL INFORMATION

Disciplinary Procedures

The Student Ambassador scheme operates a three-strike system. A written formal warning may be issued as a result of unsatisfactory performance or where a Student Ambassador fails to adhere to the Code of Conduct. If you receive three strikes you may be removed from the Student Ambassador scheme and not be allowed to work until a review meeting with the Student Ambassador Managers.

All Student Ambassadors have the right to challenge any disciplinary actions. Should you have any grievances yourself you should speak to a member of the Student Ambassador Management Team. We take seriously all complaints of harassment and discrimination, and these will be investigated fully, whether against students, visitors or members of staff.

Complaints

All complaints should be emailed to ambmail@essex.ac.uk in first the instance. If you have a serious complaint about a member of the CER team, please follow this [link](#) where you will find the procedure to take.

Chart My Path

We encourage all Student Ambassadors to sign up for the Chart My Path Award. The Award is run by the Employability and Careers Centre and will help you to identify new skills and learn how to confidently communicate these to future employers. You will find units on the Award specifically designed for Student Ambassadors, so we would encourage you to gain formal credit for the hours you have worked!

Full details on how to complete the Award can be found [here](#):

Electronic devices

Unless you are communicating with the event organiser through an organised Whatsapp group or phone call for example, you must not use your phone during an event, and any devices/headphones should be put away for the duration of the event. As a Student Ambassador it is a top priority that you are approachable at all times. People who think you are otherwise engaged may be hesitant to speak to you. This is especially the case for younger visitors who can be more nervous about speaking to strangers and older people.

Smoking

While working as a Student Ambassador, CER operates a strict no smoking policy. If working on a full day event,

you should only be smoking during your designated breaks. At this point, you should also be out of sight of other visitors, including at the end of the day as people are leaving, and you should not be wearing your Student Ambassador uniform.

Expectations

When working as a Student Ambassador, you are acting as a representative of the University. Therefore, we ask all Student Ambassadors to sign a code of conduct which details the expectations of all ambassadors whilst working. An additional copy of the code of conduct can be found in Appendix D.

Senior Student Ambassadors

Each year we recruit several current Student Ambassadors as Senior Student Ambassadors. As a Senior you will primarily work with the Outreach Team. You will have more responsibility in various areas, including managing events and supervising other ambassadors. This role is awarded to current Student Ambassadors through application and interview and will allow you to develop key skills which will be valuable in your future employment.

All Student Ambassadors will be contacted about applications to this role during the academic year. As part of your application, you will be expected to demonstrate strong experience as a Student Ambassador; therefore, if you would like to become a Senior Student Ambassador in the future, we encourage you to take part in a range of work opportunities and develop a positive record in your Student Ambassador work.

Senior Student Ambassadors are:

- Reliable
- Ready for more responsibility
- Show highest professional conduct

CAMPUS TOURS

A large part of your role as a Student Ambassador will be delivering campus tours to visitors. You will receive full training on how to deliver a campus tour but feel free to adapt your tour and information provided to suit your experiences of being at Essex.

Group Size

The size of your group will vary depending on the event you are working. We would hope to have around ten to fifteen people in a group at one time but at some events this number may vary. Always adapt your manner to the size of the group. If it's a large group, try and get up high and project your voice so everyone can hear you. When delivering a tour, you should keep track of the number of people you have with you, especially when dealing with younger visitors (under 18). If you realise that someone in your group has got lost, inform a member of staff as soon as possible. Likewise, if you see someone looking lost at another time, ask them if they need any help and point them in the right direction.

Timings

A campus tour may vary in time from 30-60 minutes. Sometimes you will be told that you have a specific amount of time to do the campus tour. If this is the case, it is imperative that you make sure you finish on time. Delivering your guests late can mean they miss elements of their programme, and this has a knock-on effect for them and us. Similarly, if you finish your tour too early, you and your guests will be hanging around before the next activity starts, which creates a negative impression of the event and its organisation.

If the event organiser gives you a shorter amount of time to deliver a tour then ask your guests what it is that they would like to see or which subjects/departments they may be interested in. This will help you adapt your route to include the most important elements to them, helping them to get as much out of the tour as possible.

If your tour also includes accommodation, then be prepared for your campus tour to take around an hour in total. Again, ask your guests what they would like to see if you need to be back sooner and offer to continue the tour later if their programme will allow it. You will typically be advised on how accommodation will fit into your campus tour at the start of the event.

Route

There is no set route for a campus tour, and it is down to you to think about what will work best for your group. As always, try to be aware of the interests of your group and show them the most relevant facilities first.

Depending on the event you may start your tour at different locations; however, the idea is always to show the visitors as much of our campus and facilities as possible in the time that you have. Try to avoid going back on yourself by creating a circular route. This isn't always possible with our campus but always make the effort to create a logical route where there is something to talk about.

Be aware that you will be conducting tours while others are working, and it's your responsibility to ensure that any disruption to students and staff is kept to an absolute minimum. This includes the Library; on days with large tour groups or frequent visits across the day, be prepared for the Library desk staff to restrict access to the building.

While you're on your tour, try to think ahead. If you can see lots of tour groups in front then divert somewhere else to ease congestion.

Also think about access. Familiarise yourself with 'step free' and wheelchair accessible routes so that visitors with physical or mobility impairments also get the best tour possible. More information can be found [here](#).

If you're touring on the Colchester campus, a central place to start may be the ICLH or Silberrad Student Centre. From these places, a good circular route is as follows:

- Sports Centre
- Past South Towers
- Through to Square 1 – 5
- Including STEM building, EBS, SU
- Back to starting place

Remember, if there is another tour using this route at the same time, you can take your guests in the opposite direction (starting with Squares 5-1) to ease congestion. Communicate with other Student Ambassadors on the day to work out a sensible plan for tour routes you'll take.

If you're touring on the Southend campus, a central place to start may be The Forum. From these places, a good circular route is as follows:

- The Forum including all areas open to University of Essex students including the library and study spaces on floor 2
- Gateway Building specific to subject/department of interest and relevant facilities if possible, such as Nursing ward room or Dental Skills Lab
- SU Lounge (Event organiser will let you know if this is open)
- University Square (Event organiser will let you know if there is a show flat available)
- Back to starting place

Restrictions for younger visitors

When delivering campus tours we need to think about the age of our visitors. We also need to remember that we are a working university and that our activity should never disrupt our students and staff. Visitors under the age of 18 are not allowed into our bars on campus and are not allowed to buy energy drinks. If you are unsure of how old your visitors are, then ask staff members, or avoid these altogether. You can still talk about these facilities, but do so from the outside, and make sure you're presenting age-appropriate information (e.g. 'This is the SU bar. It's a really popular place for students to meet with friends after lectures, and they also do some great food here!')

Art Exchange on Square 5 holds exhibitions throughout the year which are open to all. Before taking a group in however, make sure you know that the content of the exhibition is suitable. For more extensive information on Campus Tours see appendix A.

The paternoster lift in the library can be an exciting feature for younger students. However, students under the age of 16 are not allowed to use the lift. Please do not encourage younger students to use this lift, or to go the whole way around of the lift. If you are unsure of the age of your group, please ask the event organiser or avoid going near the lift.

HEALTH & SAFETY

If there is an incident in which a visitor needs a first aider or emergency help you need to be aware of the procedure. The procedures and emergency numbers are displayed across the university; however, familiarise yourself with the information below. It may be useful to save the phone numbers on your mobile phone.

You should not attempt to administer first aid to visitors – even giving out a plaster or a paracetamol tablet; visitors may have allergies that you are not aware of! We have trained first aiders at campuses who will make a record of any help they provide to visitors.

In the event of a fire, you should immediately operate the nearest fire alarm call point. Close doors and leave the building using the nearest fire exit. It is University policy that no person shall attempt to extinguish fires – you are more valuable than the property. Make sure you know where the Fire Assembly Point is for your group each time you work.

Colchester

First Aid

General first aid is available from the Information Centre on Square 3 and you can also call for a first aider on 01206 872125 - (2125 from an internal phone). Keep your group together, stay calm and in control of the situation. After you have dealt with the injured party, contact the team for which you are working as soon as you can.

In an emergency

Should a visitor need the help of an emergency service, call 01206 872222 on an outside line or 2222 on an internal phone. This will put you through to our security team. Do not call 999 directly as we have arrangements with the emergency services for getting them onto campus via the quickest route.

Southend

Please follow the link below to find accurate and up-to-date information on emergency procedures in Southend which can be found [here](#). In the event of sudden illness or collapse, call 999 directly and then call security using the details on the link above.

APPENDIX A – Campus Tour Facts

Colchester

- University of Essex opened in 1964 which means that we are approaching our 60th birthday.
- Our campus sits in the grounds of Wivenhoe Park. We have 200 acres of parkland and three lakes which makes it a lovely place in the summer and holds a Green Flag Award.
- The central squares of our campus were designed to encourage academics and students from different departments to socialise and work together and are based on Italian piazzas. To this day they remain meeting points for everyone.
- Pebbles (Campus Cat) is our adopted mascot, which is why guests may see photos of a black and white cat around campus. He moved himself to the University from his original home in nearby Greenstead about six years ago, and his food bowls can be found outside the SU Store. He loves sitting in the sunshine and is very friendly!

The Library

- Named after Sir Albert Sloman, the university's first Vice- Chancellor and the man whose vision it was built under.
- There are 1,000 study spaces within the main library and the reading room, including both group and individual study spaces and a dedicated postgraduate room.
- We have some of the longest opening hours in the UK. It is open 24 hours a day during term time.
- Our library extension opened in Autumn 2015 and enables us to house 1.4 million books, with unlimited borrowing for all users.

Silberrad Student Centre

- This multi-million pound development opened in 2015 and provides a 'one-stop shop' for student services.
- Facilities include a 24-hour technology-rich Learning Hub, 250-study-space reading room and Students' Union Creative Studios (Rebel).
- Houses our accommodation, registry, finance, student support teams and Student Development Careers Services team.
- The Skills for Success team offers all students support in improving their writing, maths, research, study skills and English language and also includes the IT Helpdesk.
- Support is offered through classes and workshops embedded in departments, additional classes including lunchtime sessions.

Square 5

- Our Ivor Crewe Lecture Hall is named after another former Vice-Chancellor and opened in 2007. It can hold up to 1,000 people and is also used for graduation.
- Our Lakeside Theatre holds 200 audience members and plays host to student and touring productions throughout the year. Theatre, comedy, music and more can all be seen here at bargain prices.
- Art Exchange houses various exhibitions throughout the year and run a variety of art classes for students throughout the year.

Square 4

- The Store is run by our Students' Union and has all your essentials.
- Discuss the food available on campus and mention Top Bar, Fusion Grill, FUNc, Buffalo Joe's and the pop-up food stalls.
- From Square 4 is the Essex Law Clinic, which students can work and volunteer for and get free legal advice.

Square 3

- Our Students' Union overlooks Square 3 so explain who they are, what they do and why that's important to you.
- Our Information Centre is open 24 hours a day, all year round, and looks after everyone on campus. Security is important so mention the CCTV coverage and patrols.
- Under Square 3 is Sub Zero. There are club nights for everyone but remember that talking about the clubs is not suitable for all your guests.
- Show your guests Zest Fresh and the Orangery. This cafe with IT facilities allows students to work together and was so successful, it led to the creation of the Limehouse under Square 4.
- The Advice Centre is run by the SU and offers free and confidential advice to students on a range of issues.
- SU Homes is a letting agent and housing advice service.

Squares 2 and 1

- Square 1 is home to our Department of Psychology and School of Computer Science and Electronic Engineering.
- The brand new £18 million STEM centre includes a 180-seat wet lab for Biological Sciences students and flexible exploratory learning space. The whole building is powered by roof-top solar panels!

Sports Centre

- Our £12 million Essex Sport Arena opened in January 2018. It includes eight badminton courts, three basketball courts, three netball courts, five volleyball courts and two futsal courts, as well as a bar and social area.
- We believe that everyone can benefit from regular physical activity, either through increasing fitness, boosting mental concentration, meeting new friends or just having fun.

- All students have My Essex Sport Membership which enables them to access our facilities (some without charge) and access sports clubs through the Student Union.
- We run an extensive programme of internal leagues and tournaments for those that want some friendly competition, such as in 5-a-side football, netball, basketball and touch rugby.
- There are over 40 sports clubs that compete in British Universities competitions and a range of drop-in fun 'Just Play' sessions across a wide range of activities.
- We also offer a range of opportunities to get involved in supporting community sport projects either through coaching, officiating or volunteering.
- We offer over 50 different fitness classes each week from Zumba, Spinning to Circuits. We also offer an exciting range of virtual classes.
- Students can upgrade their membership which provides access to the Evolve Gym featuring six different zones (cardio, functional training , performance , resistance, weights and stretch zone) each with up-to-date equipment to cater for everyone's needs. All accommodation now comes with a Silver Gym Membership.

Tony Rich Teaching Centre

- The Centre was opened in 2010 after refurbishment of our old boiler house and is named after our former Registrar.
- 85 per cent of the space is underground.
- There are twenty teaching rooms and a theatre rehearsal space, as well as communal seating on the ground floor.
- Point out that the North Towers accommodation is ahead, as well as the Health Centre and The Houses.

The Essex Business School

- Our £21m building is the first zero-carbon business school in the UK and reflects our commitment to responsible business practice in both our teaching and research.
- The EBS houses lecture and seminar rooms with state– of-the-art IT facilities, bespoke study spaces (including a cafe) for research students, in addition to social spaces for informal learning.
- The building features a virtual trading floor, has its own micro climate thanks to its internal winter garden, and saves one tonne of carbon every day due to its energy- efficient design.

Colchester

- Colchester is the oldest recorded town in Britain and was once the Roman capital.
- Colchester gained modern city status in 2022 to mark the Queen's Platinum Jubilee.
- It's a lively town with most high street shops and lots of independent stores too.
- There are clubs and bars to suit all tastes.
- Colchester boasts two theatres, art galleries and another venue called Colchester Arts Centre, which plays host to live music, stand-up comedy and more.
- Buses run frequently between campus and the town centre and the train station.
- Trains also leave frequently from Colchester to London Liverpool Street so you can be there in under an hour.
- A bus runs throughout the week between Colchester Campus and Stansted Airport.

Southend

Whilst delivering your campus tour you should include your own experiences to show what living here is really like but here are a few facts you can use too.

General

- Southend Campus opened in January 2007 and is situated in the heart of Southend High Street.
- Courses are run here from our departments of Health and Social Care, Essex Business School and East 15 Acting School.

Gateway Building

- The Gateway Building provides state-of-the-art teaching, business and study facilities.
- Multi-faith chaplaincy on second floor.
- Dedicated drama and dance studios, Nursing Ward and Dental Skills Labs.
- The Students' Union - Student only venue where students can relax, socialise and feel at home.
- SU Advice Centre – provides free, professional and confidential guidance service for all students.

The Forum

- Opened in Autumn 2013, The Forum houses a state-of-the-art library and learning facilities, open to students from the university, South Essex College and the public.
- It is also home to the Focal Point Gallery, café and lecture theatre.
- Our professional services and Students' Union staff are also based here along with our student admin team and Student Support.
- **The Finance Counter** - payments of rent, tuition fees, lost key cards etc. plus any financial issues.
- **Student Services Hub** - a broad range of services including registration, student documentation and the processing of DBS applications. Also incorporates Student Support and confidential drop-in service.
- **Employability and Careers Centre** – aims to enhance employability by directing students to exciting opportunities to gain work experience, develop skills and improve their CV. Students have access to a wide range of employer and staff led workshops, careers fairs, online resources and one-to-one advice sessions.
- **IT Support Team** - available at Info Point, Monday-Friday, 9am-5pm.
- **Talent Development Centre** - provides support and training for both academic study and graduate employability. Also provides help and advice on study skills and assignment writing.
- **The Learning Hub** - occupies most of the second floor. Available to students 24hrs with control card access. Each space is dedicated to a different style of learning and studying: including power enabled sofas, study pods and a group working area.

Clifftown Studios

- A renovated church which provides stunning state-of-the-art Theatre, performance and rehearsal space for East 15 Acting School.
- Contains a dynamic theatre space, and 5 studios used by stage combat and physical theatre students.
- Also hosts a diverse range of shows, workshops, community events and professional touring productions, open to the public.

APPENDIX B – Accommodation

During events, you may be expected to show visitors around empty show flats. You will show them the communal areas, bedroom and bathroom and you will not be expected to know extensive information about each accommodation type but please share information you know and any experiences you have living on campus. You may also be required to take groups of students to visit accommodation, where an Accommodation Representative will deliver the tour of their own accommodation. If you have any concerns about the accommodation you have shown, please let the event organiser know.

- To find up to date information on accommodation, please follow the link [here](#).
- We guarantee accommodation on campus for all our first-year students and all our undergraduate international students for the duration of their course (subject to conditions). Colchester students will also receive a Silver Gym Membership.
- Our single accommodation is arranged into self-catering flats, complete with fully equipped shared kitchens. We also have [adapted rooms](#) and [shared accommodation](#) available. Included in the rent fee is Wi-Fi, heating, hot water, contents insurance, electricity and the cleaning of communal areas (such as kitchens).
- Rooms for undergraduates are normally let for the full academic year, from late September to the end of June, which means that even if you're away from the University during the winter and spring vacations, you don't have to remove your things from your room. Postgraduate students let rooms for 50 weeks, until mid-September.
- Students living on Colchester campus during their first year cannot register a car to park on campus. Students with a disability can apply for parking. There is no student parking available at University Square (Southend). The town council run a pay-and- display car park underneath University Square for visitors.



Accommodation Options

Accommodation	Students
The Copse	Undergraduate Students
South Courts	Undergraduate Students
The Pastures	Undergraduate Students
The Meadows	Undergraduate Students Postgraduate Students
University Quays	Undergraduate Students Postgraduate Students
The Houses	Undergraduate Students (2 nd and 3 rd year students are prioritised)
Wolfson Court	Undergraduate Students
North Towers	Undergraduate Students Postgraduate Students
South Towers	Undergraduate Students Postgraduate Students
University Square (Southend)	Undergraduate Students Postgraduate Students

The Copse

Our newest accommodation and a 9-minute walk from the centre of campus. Located between The Meadows and the Essex Business School. Offers cluster flats for 4-12 people with shared kitchens and ensuite bathrooms, as well as studio flats. An onsite launderette and a short walk to The Meadows' shop and social pavilion. Available for UG students only.

South Courts

A short walk from the centre of campus and are arranged into flats accommodating four to fourteen students each. All rooms are en-suite and kitchens are shared. Double rooms and adapted rooms are available. Flat and room can vary in size and appearance and a laundrette is available on site.

The Pastures

Our newest accommodation for undergraduate students, is nestled opposite The Meadows, and close to the edge of campus, giving great access to local services. The Pastures is a great choice, if students want brand new accommodation with the latest facilities. The Pastures has a launderette and accommodation office where post can be collected. There are 285 single shared facility rooms (shared bathroom- 1 between 2 students) and 918 single ensuite rooms, alongside 58 single use studios.

The Meadows

The Meadows are located near the Rover Colne and close to EBS with a 10-minute walk to central campus. The Meadows has its own shop, laundrette and common room, and are organised into townhouses and cluster flats. Townhouses accommodate 12 students with shared bathrooms, and cluster flats accommodate 10 students with en-suite facilities.

University Quays

Close to campus and the Hythe train station, University Quays are a 15-20 minute walk to the centre of campus. Flats are arranged with four to eight students with shared kitchens. Quays also offer a laundrette and is available for UG and PG students.

Houses

Located on our parkland, close to the centre of campus and the main study facilities. Around a five-minute walk from the centre of campus and set in the parkland to the North of campus. The flats take between four and six students who all share a kitchen. All rooms are en-suite. Some adapted rooms available.

Wolfson Court

Situated on the North side of our Colchester campus, about a three minute walk to the central squares, Wolfson Court is the smallest of our residences. Each of our 8 flats in Wolfson Court provides accommodation for seven

people. There are shared kitchen and shared dining areas, alongside a shared shower and toilet facilities (2 showers and 2 toilets per flat)

The Towers

Centrally located to the centre of campus. Flat sizes vary and there are between 13 and 16 residents in each flat. All residents share a large kitchen and bathroom facilities. The size of the flats makes them a fantastic way to meet new friends as soon as students move in. Some self-contained apartments available.

University Square (Southend)

Two-minute walk from our Southend Campus and located just off the High Street and conveniently opposite a supermarket. All rooms are en-suite and there are between eight and ten students per flat. Ensuite single rooms, studios and adapted rooms available. There is a communal space with widescreen televisions, vending machines, a launderette and Wi-Fi is available throughout the building.

APPENDIX C – Top Tips on providing a positive experience for young people

A - Be ALERT as to the whereabouts of your students. Sometimes it can be tempting for students to explore by themselves, so please keep an eye on them.

B - BEHAVIOUR - These events are designed to be fun and we want students to enjoy themselves, but they are here to learn and you have the right to expect good manners and be respected.

C – CHILD PROTECTION – Make yourself aware of the risks involved when working with young people and how you can minimise these. Make sure you are clear about what to do in the case of a disclosure. You may be asked to complete a DBS (Disclosure Barring Service) check.

D – DON'T be afraid to ask for help if there is anything you don't understand or if you are having any difficulties with your students.

E - ENCOURAGE everybody to participate in group discussions/ activities. There can be students who prefer to take a back seat, but if you are enthusiastic, it can bring them out of their shells.

F - FLEXIBILITY - Be prepared to adapt to different circumstances or last-minute changes.

G – GROUP WORK – Try to involve all group members. Sometimes the dynamics within a group can cause problems. If friction or tension arises, try to make efforts to resolve these if you can. If not, inform a member of staff.

H - HUSH – When touring, please be considerate that in some rooms there may be lectures/exams taking place. Make sure your group is aware of this and try to minimise disturbance and noise, especially in corridors or when inside buildings.

I - IMPRESSIONABLE young minds. Young people are easily influenced by what you do or say. Be aware of this and display the appropriate behaviour and attitude.

J - JARGON– Some young people will not understand all of the terms that are used within HE institutions (for example – what does HE stand for?). Don't use lots of jargon that they won't understand, or if you do use terms they may not be familiar with, please try to explain what they mean.

K – KEEPING IN TOUCH – Giving out your contact details such as phone number and email to a young person is a definite no. The same goes for adding them as friends on Facebook etc. If they wish to communicate after the event (e.g. to answer a particular question) you can direct them to the website or to ask their teacher to pass on any questions after the event to the event organiser.

L – LUNCHTIME- Sometimes there can be large queues at different outlets during lunchtime. If you have a set times for your lunch break and plan to buy food on campus, make sure you factor in enough time to buy and eat your food before your shift resumes.

M - MENTOR - As a university student you have first-hand experience and knowledge of higher education. You can offer the best advice and answer any questions; you are central to making these events a success.

N – NEVER be alone with a young person at any time. This is to protect you as much as the young person. Always have another adult present, or be with a group of young people.

O - OPPORTUNITIES for you. Young people get a huge amount out of the work we do, but it's also an opportunity for you to enhance your communication skills, increase your confidence, employment prospects and leadership skills.

P - PROFESSIONALISM - Working as a student ambassador means that you are acting as a representative of the University of Essex, so stay professional at all times.

Q - QUESTIONS – Young people will ask lots of questions, either in student panels or on tours, so try to be as informative as possible. Sometimes they can be a bit shy in coming forward with questions so take the initiative and tell them about HE and your experiences.

R - RESPONSIBILITY - You are responsible for a number of young people and must act accordingly. As a role model you can find this job very rewarding, and you will get back what you put in.

S – SPEAKING in public – Sometimes it can be loud on the squares in campus when touring a group. So make sure to project your voice, and to stop and face your group when you speak, to make it easier for them to hear.

T – TIME KEEPING - You **MUST** be on time for your work. The beginning of the day is often the most important. If you are late you could throw the whole day out of sync. It's also crucial to make sure your group gets to their sessions on time and return promptly after lunch.

U - UTILISE your experiences and knowledge. If you feel that an event was not successful and you can offer constructive suggestions that would improve things, then please let us know.

V - VARIED groups. - Some groups will be great to work with; however, some will be much harder to work with and will need lots of encouragement. Also bear in mind that groups will usually vary in age from 13–18-year-olds, and may even be younger or older than that. Therefore consider the information that will be most relevant to them.

W – WAITING – There may be times where you are listening to a talk whilst you wait to take your group on a campus tour. Make sure to stay engaged and stay off your phone whilst you wait, as otherwise this can set a bad impression for the young people visiting.

X - X FACTOR – You have the power to make a lasting impression.

Y - YOU play a very important role and can make a life-changing difference. You could be the difference between someone getting a degree and their dream job, or potentially spending the rest of their lives regretting they never took the chance. Ambassadors really do affect life choices about HE.

Z - ZZZZ - Get some sleep the night before a shift! Some shifts can be long and tiring, so make sure to rest up the night before. Please do not turn up with a hangover and smelling of alcohol.

APPENDIX D - Student Ambassador Code of Conduct

As a Student Ambassador for the University of Essex, I agree that:

I will:

- Remain engaged, positive and proactive during all events that I am working on
- Be punctual and reliable for all events that I am working on
- Wear any identification provided for the event
- Dress in a manner that is suitable for the event
- Be respectful, polite and inclusive to all visitors and members of staff
- Inform the member of staff running the event, if I am unable to attend prior to the event, in a timely manner
- Adhere to the University of Essex child protection and equal opportunities policies
- Report any concerns regarding the welfare of a visitor to the event lead or the Student Ambassador manager
- Attend training sessions, including briefings, and read the Student Ambassador Handbook
- Take responsibility for regularly checking the HEAT portal to apply for shifts and submit timesheets for work completed
- Ensure that there is nothing inappropriate on the screens/internet pages/browser history if I share my screen during an online event
- When using Zoom, always use my University of Essex Zoom account, not a personal account
- Ensure that no recording of events and no images are taken
- Not share my mobile phone number, home phone number, email address, online gaming ID, Facebook, Twitter or any other social media or contact details with any of the visitors I met during my Student Ambassador role

I will not:

- Work whilst under the influence of alcohol or illegal substances
- Smoke in the presence of visitors

- Exchange personal contact details with visitors
- Initiate, or respond to, inappropriate physical contact with visitors or members of staff
- Use inappropriate language when communicating with visitors and members of staff
- Use mobile phones and other electronic devices for non-work purposes whilst working