AMBASSADOR HANDBOOK

2021-2022
INTRODUCTION

Congratulations on being appointed as a Student Ambassador. We hope you enjoy your time with us and take the opportunity to try your hand at as many different areas of our work as possible. This handbook is designed to provide you with some of the key information you’re going to need in your role. It’s really important to have a good read through and take in as much as you can. We don’t expect you to memorise every single part (at first!) but by taking the time to have a read through, you’ll be best prepared for work 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 website: www.essex.ac.uk/see/sa-resources

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.

Student Ambassadors are, in many ways, the face of the University. An Ambassador can influence a prospective students’ decision to study at the University. It is therefore essential that Student Ambassadors are helpful and enthusiastic at all times. You should always be willing to offer assistance to visitors to the University, you should believe in the benefits of Higher Education and have a passion for the University of Essex - all of the reasons you got the job!

COMMUNICATIONS AND EXTERNAL RELATIONS

You now work for CER, which is one of the main sections at the University of Essex. Our section, as the name suggests, is responsible for interacting with the outside world and our goals cover everything from recruiting students to interacting with our alumni. In your role as Student Ambassador, you may be asked to work for teams across the section and, on occasion, for other areas of the University. However, you will mainly work for two teams; Outreach, and Marketing and Student Recruitment.

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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 11 and 18. However, we also work with people older or younger than this, including mature 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 HE, you can have a huge impact on those you are working with and, helping them to see that university need not be daunting at all!

www.twitter.com/UoEOutreach
www.essex.ac.uk/outreach

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, above the Extra Campus shop on Square 4. Our Ambassador Scheme Assistant, Chris Snow, is located along the corridor with the CER Central Team. You can find her in Room 5N.7.10.

If you have any questions throughout the year then please get in touch.
MARKETING AND STUDENT RECRUITMENT

Our Marketing and Student Recruitment team have responsibility for recruiting students from the UK and overseas. You’ll work with our recruitment team on a variety of events throughout the year including Open Days and Applicant Days, and you are crucial to their successful running. These events are hugely important for us in recruiting students and chances are you probably attended one yourself when you were applying to Essex. 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.

Our Marketing team create all types of materials which we send to prospective students and applicants. This includes everything from prospectuses to maintaining our Facebook, Instagram and Twitter pages. Again, your experiences of studying here are really important and you may be asked to write something for a publication, blog online or even star in a video!

Where to find Marketing and Student Recruitment

Our Student Recruitment team are based in 5S.7.11 and our Events team are based in 5S.7.23. You can find our offices on Floor 7 above the Extra Campus shop on Square 4.

If you have any questions throughout the year then please get in touch.

@Uni_of_Essex uniessex

www.essex.ac.uk/visit-us/open-days

Contact details

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<th>Name</th>
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<td>If you are emailing about a specific event, please contact the event organiser given on the work opportunity notes section on SAP. Please quote the work opportunity number, campus and date of work in all correspondence.</td>
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<tr>
<th>Chris Snow</th>
<th>Student Ambassador admin enquiries Outreach work and payment enquiries</th>
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<tr>
<td>Outreach and Ambassador Scheme Assistant</td>
<td><a href="mailto:ambmail@essex.ac.uk">ambmail@essex.ac.uk</a> 01206 87 3424</td>
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<td>Outreach Officer/Ambassador Co-manager</td>
<td><a href="mailto:b.spencer@essex.ac.uk">b.spencer@essex.ac.uk</a></td>
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CAMPUS VISITS

These generally involve a school group visiting campus, often for the first time. Ambassadors will give campus tours to the students (predominantly aged 14-17). Ambassadors will need to tailor their tours to suit the ages of the visitors (see Campus Tour Facts for further information).

You will usually be required to supervise students during lunch and sometimes you may be provided with a lunch voucher; however, this is not your lunch break! During this time you will be expected to engage with the students, and use the opportunity to informally share your student experiences and answer any questions. Due to the age of these students, it is essential that you are aware of the number of students in your group and do not leave anyone. If someone in your group goes missing, please report this to the organiser as soon as possible. The hours and timings can differ for each visit.

STUDENT PANELS

A Student Panel is an activity which involves a small number of ambassadors answering a range of questions from a group of school students and/or parents/carers. Questions can be about anything to do with university life including finance, social life and study. Student panels take part at the end of a campus visit, as well as during other activities such as visits to schools. See our website for sample questions you might be asked and further hints to help you prepare:
www.essex.ac.uk/see/sa-resources

SCHOOL TALKS

Student Ambassadors may be required to go into local schools and assist in delivering presentations on student life. A full-time member of CER staff or a Senior Student Ambassador would usually accompany you. Transport will be provided or, where the use of public transport is required, advance tickets will be provided. School talks can last from 20 minutes to an hour.
SAFEGUARDING

As you will be working with children and young people aged under 18, it’s important that you understand your responsibilities with regards to safeguarding. 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 under 18s:

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 Outreach Officer 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

More information can be found at: www.essex.ac.uk/see/sa-resources

A DBS check may be required to work on some Outreach projects, 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 an Outreach Officer.

Read our A-Z of working with young people on page 19 for a quick reminder.
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. A lot of your time will also be spent welcoming guests and delivering tours. Many of 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. Most Open Days are held on Saturdays and we expect Student Ambassadors to work at least one of these events throughout the year.

APPLICANT DAYS
Throughout the year, we hold Applicant Days where we welcome current undergraduate applicants to our Colchester and Southend campuses. Again, you will help with setting up, delivering tours and generally assisting with the running of the day. These are our be held on our Colchester campus in June 2020 and you may be required to assist the thousands of visitors from key conversion events, by which we mean everyone you meet has already applied to us and our aim is to ‘convert’ them so that they choose Essex as their firm choice. Applicant days are mainly held on Wednesday and Saturdays in Colchester and on a range of days in Southend.

INDIVIDUAL TOURS
Anybody from outside the university can book a campus tour with us through the CER Central Team/Reception. These can range from one person to a large group. It is important to be friendly and informative, consider your audience and make sure everyone can hear you.

SCHOOL FAIRS AND TALKS
Our Student Recruitment and Outreach teams regularly visit schools and colleges locally to give talks or attend fairs. In some cases, you might be asked to attend with a member of staff in order to give your perspective of studying at Essex. Occasionally, you may be asked to attend a fair or a talk without a member of staff.

MARKETING
Our Marketing team is always in need of friendly students to help with their print and digital materials. As such we might ask for ambassadors to star in vodcasts (talking about their course or the university in general), or you might be asked to write a blog or a profile for a publication.

OTHER WORK
There are other events which you may be offered to work at throughout the year. The Essex UCAS Exhibition is held every year in June on our Colchester Campus and you may be required to assist the thousands of visitors from across the country.
In August, CER gears up for Clearing for which we need people to operate our hotline to process clearing applications. Although this work is separate to the Student Ambassador scheme, it is mainly ambassadors who are recruited. General office work may also be available throughout the year, and there are always other new and exciting opportunities for you to get involved in.
WHY 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.

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 Complete University Guide 2022)

❖ 88% of Essex graduates are in employment or further study (Graduate Outcomes 2021) Top 25 for International Outlook (Times Higher Education, World University Rankings 2022)

❖ 3 campuses located in Colchester, Southend and Loughton.

❖ 3 faculties, 21 academic departments, 3 flagship research institutes, 33 centres

OUR GLOBAL REACH
18 international academic partnerships with global institutions in China, France, Germany, Morocco, Japan and Singapore. 146 friendship and progression agreements around the world. Study abroad links with 164 universities. 5 regional teams: West Africa (Lagos), China (Beijing, Guangzhou, Shanghai), South Asia (New Delhi), Middle East (Amman, Cairo) and South East Asia (Kuala Lumpur).
STUDENT AMBASSADOR WORK

Your work as a Student Ambassador is very flexible and designed to fit around your studies. You do not have set hours so if you are unable to work a particular event then there is no expectation to do so. We do appreciate your commitment, however, and we hope to have all hands on deck for major events throughout the year, such as Open Days.

STUDENT AMBASSADOR PORTAL (SAP)

SAP is the online service whereby Student Ambassador jobs are advertised, applied for and allocated. It is also an secure online record of Student Ambassadors’ 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 that you have been a successful applicant. 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 job offers.

We require Student Ambassadors to take responsibility for ensuring your profile is kept up to date. In order to do this, please ensure that you have completed all fields in your SAP profile 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 open work offers as well as the work offers you have accepted. You can view any work offers 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 offers 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 stop a job 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.

We recommend that you login at least once a week to check for new work opportunities. We aim to post as far in advance as possible.

A member of staff will then login to allocate work between 2 - 7 days after it was advertised. If you are selected to work you will be notified via email, and the job 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.
This is the same for us. If an event is suddenly cancelled we will aim to give you 2 working days notice. If it is shorter than this time you will still be paid for the working hours you were originally supposed to work, and we may ask you to do alternative work for the department on that day instead.

Throughout the year, the amount of work will vary, but it’s important you keep checking SAP so you don’t miss out.

**ON THE DAY**

It’s really important that you are not late for work. 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.

While you are working as a Student Ambassador you will need to wear an ambassador t-shirt, sweatshirt and/or jacket, which should be clearly visible at all times. Please make sure you have collected these before you are due to start work. 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!

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 a visiting school group. 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 maintain a positive attitude regarding your university and higher education at all times.

**GETTING PAID**

All ambassadors are paid through BACS automatic payment system on a monthly basis. 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 £9.24; however, for some events you may be paid a fixed amount which would be indicated to you beforehand.

All ambassadors should also register for the HR Organiser online; it can be found here: [https://www.essex.ac.uk/staff/starting-at-essex/using-hr-organiser](https://www.essex.ac.uk/staff/starting-at-essex/using-hr-organiser). 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.

If you have any problems with payment you should contact Chris Snow on ambmail@essex.ac.uk, depending on which office the work was organised through. Any problems with tax or pensions etc should be directed to Payroll, which is part of the Human Resources office based in Colchester: [reward@essex.ac.uk](mailto:reward@essex.ac.uk)
CAMPUS TOURS

A large part of your role as a student ambassador will be delivering tours of our campus to visitors. You will receive full training on how to deliver a campus tour but feel free to add your own personality. Remember, our guests want to hear about your experiences so don’t be afraid to talk about how you use our campus.

GROUP SIZE

The size of your group will vary dramatically. We would hope to have around ten to fifteen people in a group at one time but at some events this number may go up and at others you may be dealing with a much smaller group. 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.

TIME

A normal campus tour should last around 45 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. If you are given a shorter amount of time to do a tour then ask your guests what it is that they would like to see, so they get as much out of it as possible.

If your tour also includes accommodation then this can take around an hour. 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.

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; unless you have received prior permission from a staff member to take your tour group into the Library, you mustn’t go inside. Instead, tell your group about it from the outside.
While you’re on your tour, try to think ahead. If you can see lots of tour groups infront then divert somewhere else to ease congestion.

Also think about access. Think about ‘step free’ and wheelchair accessible routes so that visitors with physical or mobility impairments also get the best tour possible.

www.essex.ac.uk/access

RESTRICTIONS FOR YOUNGER VISITORS

When giving 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, or avoid these altogether. You can also talk about these facilities from outside.

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.

COLCHESTER CAMPUS TOUR FACTS

General

- We opened in 1964 which means that we are around 55 years old.
- 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.
- 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.

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.
- Floor 2 has recently been refurbished to cater for more power sockets, PC and a better layout for book access.

The 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 Talent Development Centre (TDC) 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 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.
- Waterstones hold core text books for each course at the university so you can buy your texts on campus.

**Square 4**

- The Campus Shop (The Store) is run by our Students’ Union and has all your essentials. Tesco is only a short distance away too. Also point out The Extra Store, everythingEssex, the Copy Centre and Santander bank.
- Discuss the food available on campus and mention Top Bar, Fusion Grill, Blues, Buffalo Joe’s and the pop-up food stalls.
- Off of Square 4 is the Essex Law Clinic, which students can work and volunteer for and get free legal advice, if needed.

**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 and Base. 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 which is a letting agent and housing advice service.
- The Salon

**Squares 2 and 1**

- Square 1 is home to our Department of Psychology and School of Computer Science and Electronic Engineering.
- The brand new £13.2m 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 new £12m 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.
- Each term there are a series of ‘learn-to’ sport introduction courses. If you ever fancied trying something new, such as Archery, Pole Dancing, Ballroom Dance, Trampolining or our very popular couch to 5k, we have the course for you.
- 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.

- Evolve+ membership provides access to our gym and fitness classes at any time between 6.30am and 11pm on weekdays, and 8am and 10pm on weekends.

- You can buy an annual membership from just £99 or split into instalments. Ambassadors should check online information regularly for up-to-date prices and deals. www.essex.ac.uk/sport/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.
- It’s a lively, young 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 CAMPUS TOUR FACTS

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.
- There are over 1000 students at our Southend Campus representing over 30 nationalities.
- A number of courses are run here from our departments of Health and Human Sciences, Essex Business School, East 15 Acting School, and the Professional Development Studies.

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 and Oral Health 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 Southend-on-Sea
- 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.
- There are plenty of places to eat in Southend, as the high street is right on your doorstep.

**Gym Facilities**

- There are several gyms within easy reach of Southend Campus. Lots open 24/7. Great selection of fitness classes and extensive free weights area and cardio-vascular equipment.

**Services at the Forum (second floor)**

- 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, career 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.

When conducting a tour, please consider:

- The Forum - library and second floor
- Gateway Building:
- Fifth floor – East 15 drama studios
- Fourth Third floor – Essex Business School, lecture rooms and the computer lab.
- Second floor – medical skills lab, chaplaincy, computer lab and Health and Social Care reception.
- First floor – dental skills lab
- Accommodation at University Square
- Visit Clifftown Studios if possible and relevant.
- The Students’ Union
ACCOMMODATION

At Colchester, the majority of the time we do not have show flats (empty flats). Instead, some student ambassadors living on campus will show their room, or we hire students specifically to clean, and then open their bedroom and kitchen area for visitors to see on events. The role of a student ambassador will be to show their group of visitors the bedroom, kitchen and ensuite/shared facilities. Please remain with your group at all times. If you have any concerns about the accommodation you have shown, please let the event organiser know.

Frequently asked questions

What is in the bedrooms
Every room contains a single bed (apart from The Meadows and The Copse, which have a small double bed) and standard bedroom furniture including a desk and a wardrobe. All bills and a Silver Gym Membership are included in the rent and every room has an internet access point. Wi-Fi is now also available in all areas of all accommodation.

Bedding and towels etc. are not supplied and the same applies to kitchen utensils. You can pay for these things and more to be delivered to your room before you arrive. Applicants will be given all the information about this once they’ve booked accommodation.

Am I guaranteed a room?
All new first-year undergraduate applicants are guaranteed accommodation as long as they apply before the published deadline. All full-time, fully registered, postgraduate students are guaranteed accommodation for their first year, providing they apply before the deadline in July.

Do I need to move out over the holidays?
Unlike other universities, our students keep their room for the whole academic year. You do not need to move out over Christmas and Easter.

For postgraduate students, the room is allocated for the full period of your study so you do not need to move out over Christmas, Easter and summer vacations.

Can I bring my car?
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.
<table>
<thead>
<tr>
<th>Accommodation</th>
<th>Rent Per Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Copse</td>
<td>£171.29-£200.83</td>
</tr>
<tr>
<td>South Courts</td>
<td>£160.30-£165.83</td>
</tr>
<tr>
<td>The Meadows</td>
<td>£158.69-£199.01</td>
</tr>
<tr>
<td>University Quays</td>
<td>£151.69-£216.72</td>
</tr>
<tr>
<td>The Houses</td>
<td>£145.46-£157.99</td>
</tr>
<tr>
<td>Wolfson Court</td>
<td>£110.60</td>
</tr>
<tr>
<td>North Towers</td>
<td>£105.21</td>
</tr>
<tr>
<td>South Towers</td>
<td>£107.80</td>
</tr>
<tr>
<td>The Maltings</td>
<td>£150-£211</td>
</tr>
<tr>
<td>University Square (Southend)</td>
<td>£152.67-£188.30</td>
</tr>
</tbody>
</table>

**HOUSES**

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.

**THE TOWERS**

Centrally located meaning you can get to and from the centre of campus really easily. 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 you move in. Some self-contained apartments available.

**SOUTH COURTS**

A short walk from the centre of campus and are arranged into flats accommodating four to twelve students each. All rooms are en-suite and kitchens are shared. Some double rooms available and some adapted rooms available. Flat and room sizes can vary. There is a laundrette in Harwich Court.

**UNIVERSITY QUAYS**

Opened in 2004 and around a 15-minute walk from the centre of campus. Some double rooms available. The flats are for between seven and eight students and all are en-suite with shared kitchens. A laundrette is on site and Tesco is only a short walk away.
THE COPSE

Our newest accommodation, opened in 2018, 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 laundrette and a short walk to The Meadows’ shop and social pavilion.

THE MEADOWS

Opened in 2013. The Meadows are organised into townhouses and cluster flats. The townhouses accommodate 12 students with shared bathrooms, and cluster flats accommodate 10 students with en suite facilities.

The development sits between The Quays and the campus, and includes a common room, laundrette and cafe.

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 laundrette and Wi-Fi is available throughout the building.
THE IMPORTANT STUFF - SAFETY FIRST!

If, while you are delivering a tour, 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; younger visitors particularly may have allergies that you are not aware of! We have trained first aiders at all of our 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, staying calm and in control of the situation. After you have dealt with the injured party, contact the office 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**

**First Aid**

General First Aid is provided at the Gateway Building, The Forum and University Square by trained members of the Norland Security team. East 15 staff provide this facility for Clifftown Studios during normal hours and Norland provide the service outside of this. They can be contacted by dialling the following numbers:

**In an emergency**

If a member of your party collapses or is suddenly taken ill when you are not with a member of staff, please call 999 and then contact Norland Security on 01702 328208. This action can be life saving and is encouraged by the university when an appropriate situation arises.
It is essential that you contact Norland and advise them that you have contacted the Emergency Services so that they can direct them on arrival. Advance notice saves time and ensures the quickest response possible. Norland will send a First Aider to the location to assist while the Emergency Services arrive.

**Gateway Building: 01702 32 8208**
**The Forum: 01702 32 8508**
**University Square: 01702 32 8408**
**Clifftown Studios: 01702 32 8325**

**MORE IMPORTANT INFORMATION- WORK PROCEDURES**

**Unable to work**
If you find yourself 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 SAP. 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.

**Punctuality**
You are key to the successful running of our events so it’s crucial you report for work on time. If for any reason you are running late then please phone the member of staff you have agreed to work for to let us know. Our events often run to tight schedules so it’s important that you are on time to avoid problems later on in the day.

**Smoking**
While working as a Student Ambassador, Communications and External Relations 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 ambassador uniform. Please also ensure that when you are working, your clothes do not smell of smoke.

**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 such as this you will be removed from the Student Ambassador scheme and not be allowed to work.

All Student Ambassadors have the right to challenge any disciplinary actions. Should you have any grievances yourself you should speak to a member of staff. 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 day-to-day complaints should be emailed to ambmail@essex.ac.uk in the first instance. If you have a serious complaint about a member of the Communications and External Relations (CER) team please use this link www.1.essex.ac.uk/students/experience/complaints.aspx and follow the procedure.

Senior Student Ambassadors
Each year we recruit several current ambassadors as Senior Student Ambassadors. As a Senior you will have more responsibility in various areas, including managing events and supervising other ambassadors. This role is awarded 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 this role during the academic year.

The Big Essex Award/Chart My Path
We encourage all ambassadors to sign up for the Chart My Path/Big Essex 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 ambassadors, so it’s really easy to log and gain formal credit for the hours you have worked! Full details on how to complete the Award can be found at: www.essex.ac.uk/careers/bige
YOUNG PEOPLE

A - Be Alert as to the whereabouts of your students. Sometimes the temptation of a day off school and a chance to go shopping is sometimes too much for our little rays of sunshine! It is important to remember that the university is a big place and it’s all too easy for participants to wander off and get lost.

B - Bare-faced cheek! - 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 is always at least one who likes to take a back seat. Be enthusiastic, and you never know, they might even enjoy themselves.

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! - Other people are trying to work! Ok, so we don’t expect silence, but bear in mind that most of the time there will be lectures/ exams taking place around the university. Make sure your group is aware of this and try to minimise disturbance and noise, especially in corridors.

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 actually 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 you or they wish to communicate after the event (e.g. to answer a particular question) you can do this via the Outreach team who will communicate using their work emails.

L - Lunchtime – Lunchtime can be hectic and it’s a prime opportunity for students to go walkabouts! You get paid during your lunchtime because you don’t stop working, so whilst eating your lunch you must keep your eyes peeled as to where the students are. Also, try not to sit on a table of just
ambassadors; instead, mix with the young people and chat to them during lunch, especially if anyone is sitting on their own.

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 - Question time – 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 - Sneaky smokers – smoking in the toilets is still a fascination with young people, watch out for groups of kids disappearing for a quick fix! It will be highlighted this is now illegal in public buildings.

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 returns 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 can range from 13 year olds to 18 year olds. Therefore consider what information will be most relevant to them. If you are unhappy with a group please inform the member of staff who organised the event.

W - Work hard – If you put the work in and are willing to make an effort, you will enjoy it!

X - X factor! - Make a lasting impression (for the right reasons!). Wow them with your personality and skills.

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 spending the rest of their lives regretting they never took the chance. Ambassadors really do affect life choices about HE.
Z - Zzz - Get some sleep the night before! You will be amazed how tiring you will find this work. You need to be fresh faced and bright eyed to face the battles and delights of the day ahead. Please do not turn up with a hangover and smelling of alcohol.