Contents

What is Access and Widening Participation? 3
Job Description 4
Benefits of being a student ambassador 6
Types of Student Ambassador Jobs 7
Tips and skills 8
Who do we work with? 9
The UK Education System 10
Entry Requirements and applications 12
Core and Optional Training 14
Why study at UCL? 15
What you can expect from UCL 16
Student ambassador conduct and discipline policy 18
Applying for work 20

Talking to people who I’d never usually talk to, from different ages and backgrounds
—Current student ambassador
UCL’s Access and Widening Participation team offers an exciting range of visits, events and programmes for students in years 5–13 and adult learners who are under-represented in higher education. We also run activities for parents and carers, and teachers and educational professionals.

All of our events and activities are designed to give students a greater insight into UCL’s degree programmes and student life. We also seek to raise the aspirations of students from groups who are under-represented at university. Finally we aim to raise the attainment of young people through our long-term academic programmes.

Student ambassadors support the widening participation team by working directly with young people on the projects run by UCL, on campus, in schools and in the community.

UCL has one of the largest WP operations in the country. Our work is innovative, evidence-led and shapes national direction, working at all levels from primary through to mature students returning to education.

**What is Access and Widening Participation?**

**Aims of work with young people:**

**Primary**
Introducing the idea of higher education at an early age, levelling the playing field of aspiration and expectation.

**Secondary**
Creating engaged learners. Supporting their attainment and learning skills, and advising them of their study options and pathways.

**Prospective university students**
Advice and guidance about university applications, and the realities of university life and study. Helping students to see that they belong at a highly selective university like UCL.
Job description – Student Ambassador

Department
Access and Admissions

Section
Access and Widening Participation

Grade
3

Location
London, WC1

Reports to
This post reports to recruiting staff within the Access and Widening Participation Office.

Context
The Access and Widening Participation Office delivers activities to encourage applications from students who come from socio-economic backgrounds currently under-represented in higher education. Student Ambassadors are currently enrolled undergraduate and postgraduate students employed on a casual/temporary basis to represent UCL at events both within and outside UCL.

1 As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.
Main purpose of the job

Student Ambassadors will be trained to assist the Access and Widening Participation office with short-term and long-term projects, and one-off events by offering support, encouragement and advice to prospective students and their families/supporters. The role is varied and can involve assisting with administrative tasks, delivering presentations, supporting groups of young people, and ensuring events/activities are delivered effectively. A full list of all the projects/activities run by the Access and Widening Participation office can be found on our website.

Duties and responsibilities:

— To visit schools and colleges (primarily state schools and colleges in England), and represent UCL at higher education fairs to give presentations and offer information, advice and guidance about UCL, student life, the university application process and student finance.

— To supervise and lead groups of participants, Years 5–13, and support their engagement in workshops, presentations, discussions and project work, both on and off campus.

— Address minor behavioral issues and ensure all young people are safe at all times, referring more serious issues to a member of the Access and Widening Participation team quickly and responsibly.

— Act as a positive role model for UCL and Higher Education.

— Supervising participants during breaks, off-site activities, social evening activities and (for residential programmes only) overnight stays in UCL halls of residence.

— Work with Access and Widening Participation staff to co-ordinate and deliver events, including overseeing participant activities, registration, attendance, resources, catering and ad hoc queries.

— Use of online mentoring portals to contribute to discussion forums, respond to queries, and provide feedback (for applicable programmes).

— Offer occasional administrative support to the Access and Widening Participation office, including data entry.

— Ensure effective communication with permanent staff members within the Access and Widening Participation office.

— Undertake all work in line with UCL policies, procedures and regulations and to ensure at all times the promotion of equality of opportunity and non-discrimination in accordance with UCL's Equal Opportunities policies.

— To undertake all work in line with UCL Widening Participation Child Protection and Safeguarding Policy and the UCL Data Protection Policy.

— To maintain an awareness and observation of Fire and Health & Safety Regulations, and to go about duties in a resource efficient way and minimising impacts to the environment wherever possible.

— Any other duties commensurate with the grade and purpose of the post.

Special Working Conditions

— The post holder is required to complete an enhanced DBS check (if selected to work on regulated activity).

— Ability to commit to full attendance requirement of individual programmes of activity, including training sessions.

— Some out of hours work may be required, and details of this will be disclosed prior to the event. When working on consecutive days, workers will have a break of 11 hours between days, in-line with EU working hours regulations.
Being a student ambassador has been a really rewarding experience for me over the last couple of years. I really enjoy welcoming prospective students, school children and casual visitors to the uni campus during the tours. I find it satisfying to work with people that are so excited and enthusiastic about seeing the campus, higher education and the history of UCL.

Coşkun Güçlü, Student Ambassador

Benefits of being a student ambassador

- Student Ambassador work is paid at the rate of £11.29 an hour, holiday pay is paid monthly as 18% of your hourly rate.
- It provides valuable experience for CVs and future work life. You will gain skills such as public speaking, working with diverse young people, events organisation and working in schools and colleges.
- You will have the option to take a variety of training, delivered by experts at UCL and professionals training facilitators to help you develop new skills outside of your studies.
- You will contribute to UCLs widening participation effort, from our very beginnings in 1826, UCL was founded to be open to all, irrespective of religion, race and background and the WP team continue to strive to achieve.
- In 2016/17 UCL widening participation ran 34 projects across 4 teams, working with 3324 Participants, 67% of whom were from lower socio-economic groups.
- You will meet other student ambassadors and join a community on campus of student staff from a range of study levels and disciplines.

1 Rate of pay increases each new academic year.
Types of student ambassador jobs

Fairs (Higher Education (HE), Destinations, Careers)
Fairs are generally held in secondary schools and FE colleges for their students thinking about careers and university options. You will have a stand, with a table cloth, banner and prospectuses and your role will be to speak to prospective students about UCL and give out prospectuses.

Presentations and public speaking
We have a selection of standard presentations which you may be asked to deliver, you will receive the slides and notes from the event organiser and can ask them for any advice or guidance. You also may be asked to join a panel event, where you talk about being a UCL student or do a Q&A with a group of young people.

Tours
Campus tours are guided tours around the UCL campus, these may be one-off or part of a bigger on-campus events. You will guide a group of prospective students and potentially parents or teachers.

Summer Schools
Summer schools may be residential (meaning the students stay on campus) or non-residential (meaning the students attend UCL for each day and then go home in the evening). Your role would be supporting academic sessions and activities are part of summer schools.

Long-term projects
Long-term projects will run over a long period of time with the same group of students attending numerous events. You may be recruited to work on the entire project, or just on one of the events as part of the project.

On-Campus events run by UCL Departments
Occasionally you may be asked to support an event on-campus run by another department or organisation. These will usually be working with young people and could be lectures, campus tours, seminars, workshops or other kinds of events.

For some long-term projects and summer schools student ambassadors will have to go through the application process and will have to commit with working with the group through the entirety of the project.
Tips and skills

Visiting Schools

✔ Give yourself plenty of travel time when visiting schools, allow for issues with public transport or getting lost.

✔ Have the name of the contact running the event you’re attending and know where to check in when you arrive. Schools and colleges will always ask you to check in for safeguarding reasons and may also ask for additional information (e.g. contact details) so be prepared, never give your personal email or phone number.

✔ If you are DBS checked, you may be asked in advance to bring the paper copy.

✔ Save the number for a school’s reception when visiting schools in case you get lost or are running late.

General advice

✔ If you can’t answer any questions never guess, please point the student in the direction of the contact for their course of interest in the prospectus.

✔ Always have your UCL ID with you when attending a student ambassador shift, on or off campus.

✔ Always attend a shift in your student ambassador uniform, wear comfy shoes as you’ll be on your feet.

✔ If you have nothing to do at an event, ask the event organiser how you can be useful! Never use that time to look at your phone or laptop.

Tours

✔ UCL has developed self-guided tour advice available here, you can use this to brush up your campus tour skills.
We assess applicants to our projects based on the criteria set out below. We also reserve 50% of places for eligible male students, as they are currently under-represented across our programmes. Please see the website of particular programmes for their full eligibility criteria.

School
— Attend a non-selective state school; attend a school with low average results for GCSE or A level

Family background
— Do not have parents or carers who studied at university, or have non-professional occupations
— Are currently eligible for free school meals (provided by the school if parents receive government benefits)

Neighbourhood
— Low numbers of people who go onto higher education and high levels of deprivation

Groups under-represented in higher education
— Forced migrants: refugees, asylum speakers, displaced people
— Young carers: who cares for a friend or family member who has illness, disability or addition
— Students estranged from their family: who no longer have a relationship with their parents
— Care-experienced students: students who have been in care during their childhood
— Disabled students
— Under-represented ethnic and gender groups
— Black African and Black Caribbean students
— White British students who meet our family background/neighbourhood criteria
— Students from Gypsy and Traveller communities

Academic potential
— We are looking to work with highly able students with the potential to meet UCL’s minimum entry criteria.

For students aged 16+:
— Applicants must have achieved at least five A*-B grades at GCSE;
— Applicants must be likely to achieve a minimum of ABB at A level or at least 34 points at IB (please note that for subject specific activity students must be on track to meet the degree programme’s minimum entry requirements);
— Applicants must be taking at least two subjects from UCL’s list of preferred A levels.
The UK Education System

— In the UK, full time education is compulsory from age 4–16.
— Between 16–18 students in England must either stay in full time education, complete an apprenticeship or traineeship or spend at least 20 hours per week working or volunteering whilst continuing in part time education or training.
— In Scotland, Wales and Northern Ireland they can leave school at 16, or continue on any of the paths as above.
— All children in England between the ages of 5–16 are entitled to a free place at a state school. Most state schools have to follow the national curriculum.
— The national curriculum is broken down into Key Stages (see below), these are fixed periods of the national curriculum, with required assessment at the end of each stage.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Key Stage</th>
<th>Type of Education</th>
<th>School years</th>
<th>Details</th>
</tr>
</thead>
</table>
| 5–11 years old| KS 1&2    | Primary          | Year 1–6     | — Compulsory for all  
|               |           |                  |              | — In Year 6 students sit KS2 SATs exams |
| 11–16 years old| KS 3&4   | Secondary        | Years 7–11   | — Compulsory for all  
|               |           |                  |              | — In years 10 and 11 students study GCSEs |
| 16 years old+ | KS 5      | Further Education (FE) | Years 12–13 Sixth Form or, College | — A variety of qualifications can be studied at this level  
|               |           |                  |              | — Students can study a range of qualifications including A levels, BTECs and the IB |
| 18 years old+ | N/A       | Higher Education (HE) | University | — Undergraduate qualifications include Bachelor’s degrees or Higher National Diplomas (HND)  
|               |           |                  |              | — Postgraduate qualifications, may include postgraduate diplomas, Master’s degrees or PhDs |
Types of British State Schools

- **Academies**: do not have to follow the national curriculum, but have to follow state rules on admissions. Funded directly by the government and run by an academy trust.

- **Community schools**: follow the national curriculum, controlled and run by the local council.

- **Special schools**: specialise in working with students with special educational needs.

- **Faith Schools**: follow the national curriculum, choose what to teach in religious studies.

- **Free schools**: funded by the government but run on a not-for-profit basis by groups like charities, universities, private schools, businesses etc.

Selective Schools

Mostly UCL Widening Participation does not work with Selective or Private Schools (although sometimes we work with individual students from these schools who meet other criteria).

- **Grammar schools**: state funded selective schools, entry requirements based on academic ability.

- **Private schools**: sometimes called public schools or independent schools, charge fees to attend, do not follow the national curriculum and may set their own entry requirements.
Entry requirements and applications
GCSE
Most GCSE’s are graded on a system of 1–9 (9 is the highest), however before 2017 they were graded as A*–G. UCL has a general GCSE requirement of English Language and Mathematics at grade 5 (UCL considers 5 equivalent to C) or higher. Some courses have specific GCSE requirements.

A level
UCL generally makes offers to students who have A level in the range of A*A*A–ABB depending on the course. The entry requirements for each course are available in the prospectus and or on the course page on the website.

Access UCL
From 2019, UCL will run an alternative offer scheme for students from groups that are underrepresented at UCL. Student who meet the criteria will be automatically flagged when they submit the standard UCAS application and do not need to do anything additional. If a student is eligible they will receive two offers, a standard and an access UCL offer, the Access UCL offer will be up to two grades lower depending on the course.
To accept the reduced offer a student must:
— UCL as their firm choice;
— Complete a Preparation for Academic Study online module (not graded);
— Complete and successfully pass an academic assessment – sent in July.
Full details of the scheme and the eligibility criteria are on the website.

UCAS
All applicants must apply via UCAS for admission to UCL. The application fee is £18 to apply to just one course, or £24 for multiple courses, and for late applications sent after 30 June.
— UCAS deadline for Oxbridge or medicine, dentistry and veterinary medicine courses is in October.
— The general UCAS deadline is in January.

Student Finance
— Most UK and EU students are eligible for some student finance loans.
— The maximum loan for living costs for 2018/19 students living in London is £11,672 per year – some may be eligible for less and outside London it is £8,944.
— Tuition fee loans cover student’s tuition for study and are paid directly to the University.
— Student loans are not paid back until after graduation, when earning £25,000 or more and then it is a small percentage taking from wages before tax on Pay as You Earn wages.
— Student loans do not effect credit score or mortgage applications.
— Bursaries come directly from Universities and do not have to be paid back, they can be based on academic background or other factors such as personal circumstances.
Core and optional training

Core training
When you start your new position as a student ambassador you must attend a core half-day training session, including the following topics:
- Being a Student Ambassador
- Payments and booking jobs
- Campus Tours
- Safeguarding
You will receive an annual refresher of this training. Core training is paid at your usual Student Ambassador rate.
If you apply for certain jobs you may have to apply for additional training.

Optional Training
Optional training is an opportunity to develop key skills to use in student ambassador work, as well as to include on your CV. This training is for your own personal continued professional development. Ambassadors are invited to attend any of the offered optional training, session dates will be advertised via email and on the website throughout the year.
If you have ideas for training you would like to receive we welcome your suggestions and feedback, get in touch:

studentambassadors@ucl.ac.uk
Why study at UCL?

Academic excellence
— We are one of the world’s very best universities, consistently placed in the global top 20 in a wide range of world rankings.
— UCL is a multi-disciplinary university, home to centres of teaching excellence in subjects from medicine to languages, law to engineering and history to astrophysics.

In the heart of London
— Our central London location gives our students access not only to the best in entertainment and nightlife, but also to cultural and academic resources. We are close to, and have teaching and research links with, countless hospitals, museums, galleries, libraries and professional bodies.
— Our student halls give students the chance to live in central London, 75% of halls are within 15 minute walk of our central London campus.

Global outlook
UCL students come from over 145 countries, you will study alongside students from all over the world as well as students from London and from across the UK. Around 25% spend time abroad as part of their degree course, so there is plenty of opportunity to study abroad.

Supporting your ambitions
— UCL Careers offers professional help and advice to students seeking employment, work experience placements or further study, and our Alumni Relations office facilitates networking to help UCL graduates in their chosen careers.
— UCL Innovation & Enterprise, our centre for entrepreneurship, offers training, networking, competitions and business support for UCL students seeking to start their own business.

Life after study
— Around 90% of UCL graduates enter work or further study within six months of graduating.

UCL Fun Facts
Jeremy Bentham...
...a spiritual founder of UCL died in 1832. His body was preserved and gifted to UCL in his will. Today Bentham sits in UCL’s South Cloisters dressed in his own clothes and sitting in his chair where members of the public and students can visit him.
The Dark Knight...
...director Christopher Nolan is a UCL Alumni and parts of the film were shot on UCL’s Campus.
Leonardo DiCaprio...
...filmed the lecture scene from Inception in the Gustave Tuck Lecture Theatre.
Well known alumni include...
Coldplay (musicians who met at UCL), David Attenborough (TV nature presenter), Mahatma Gandhi (leader of Indian independent movement), Christine Ohuruogu (Olympic Gold-medal winner).
As a UCL Student Ambassador, you have the right to:

- Clear and accurate information about the jobs you are assigned.
- Prompt payment for your work: no more than two months in arrears from the date of the work.
- Reasonably prompt response to queries: please note that staff are only available during office hours.
- Training opportunities: compulsory training which give you the skills for your job alongside optional training opportunities (more information on page 14).
- A safe and respectful working environment.
- Feedback on your performance: if we receive good or bad feedback from an event organiser we will share this with you.
Giving us feedback

The UCL student ambassador scheme organises annual form feedback, including opportunities for online feedback and focus groups. We welcome student ambassador feedback to help us improve.

If you feel that you have been unfairly treated, bullied, harassed, subjected to discrimination or subjected to any other conduct that is unwanted, unwelcome and undermines your dignity whilst working for AWPO, you have several options:

- You can raise your concerns with a AWPO staff member or Manager (see our contacts list).
- You can contact Human Resources for advice and guidance.
- Contact Dr Ruth Siddall, UCL's Student Mediator. She advises UCL students with the resolution of complaints involving staff, other students or UCL services.

Please get in touch
studentambassadors@ucl.ac.uk
Being a UCL student ambassador is a paid professional role with important responsibilities. This document outlines expected conduct, key points for child protection, and our discipline policy.

Professional conduct

✔ Complete your document checks and registration with UCL UniTemps promptly.
✔ If you are a Tier 4 visa student, it is your responsibility to ensure you don’t exceed the weekly working hours specified in your visa.
✔ Submit accurate timesheets for your work promptly, within a week of each job.
✔ Be reliable and punctual. Respond promptly to messages about work.
✔ If you can’t work or are late, tell us as soon as possible and give a reason (“due to unforeseen circumstances” is not an accepted reason).
✔ Be polite and respectful to everyone, and follow any instructions given by UCL staff.
✔ Model good behaviour for young people and act as a role model.
✔ Do not swear or use offensive language at work.
✔ Wear appropriate clothes (no offensive slogans or images, not too revealing or casual).

✔ Do not drink alcohol, smoke or use drugs while working. Do not arrive hungover, drunk, or smelling of cigarettes.
✔ Do not use phones or laptops while working, except where relevant to the role.
✔ Don’t say or do anything that could be offensive to someone based on their gender, sexuality, age, social background, religion, ethnicity, or disability.
✔ Be careful not to give inaccurate or misleading statements about the UCL student experience or university admissions processes. Always make it clear when you are speaking about your personal experiences of university.
✔ Follow UCL’s and Access and Widening Participation Office’s data protection policies.
✔ If you are unsure of something, say so, and suggest how to find the answer (for example checking the online prospectus).
**Child protection**

- Sexual relationships between UCL students and young people on AWPO programmes are strictly forbidden (during and after the programme) and may be an abuse of trust which constitutes a criminal offence (Sexual Offences Act 2003).
- If you have concerns about the wellbeing of a young person, or about the conduct of an adult on a programme, you must report it as soon as possible using our Concern or Incident Reporting (CIR) form. The form and our full child protection policy are here.
- If something happened that made you think a child protection allegation could be made about you, you must complete a CIR form and report it to the UCL HR safeguarding contact, copying in an Access Manager. HR and AWPO will then work to support you.
- If you are working on projects with frequent or regular contact with young people, you must have a clear DBS certificate and two references before you start.
- You must attend AWPO child protection and safeguarding training annually.
- Do not discuss your personal life with young people.
- Never arrange to meet young people in private away from UCL activities.
- Do not hug or have inappropriate physical contact with young people or colleagues.
- Do not exchange contact details or connect on social media with young people.
- Do not take photos or videos of young people (unless asked to by an AWPO staff member, using AWPO equipment).
- Ensure there is always more than one adult present, or within sight, when working with young people. Never be alone with young person in a room with the door closed.
- If you are booked to work on project that requires a clearance certificate from the DBS (Disclosure and Barring Service), you must arrange to do this as soon as possible through UCL Unitemps. You must keep the paper copy of the certificate safely stored when you receive it.

**Discipline policy**

- We operate a ‘traffic light’ (green, amber, red) system for managing misconduct and poor performance by student ambassadors.
- Some examples of misconduct and poor performance:
  - Failure to follow our child protection policy
  - Failure to follow our data protection policy
  - Being rude, threatening, or putting someone in danger
  - Arriving late, failing to attend work, or ignoring repeated attempts to contact you
  - Arriving for work hungover, smelling of cigarettes or inappropriately dressed
  - Refusing to follow reasonable instructions from AWPO staff
  - Making inaccurate statements about UCL or higher education admissions
  - Not taking due care and attention when supervising groups of young people
- The first time a concern is raised about your performance, it is a ‘green’ flag and is recorded in our database. An AWPO staff member will discuss the concern with you and explain what improvements we expect from you to keep working for us.
- If a second concern is raised about you, it is an ‘amber’ flag. It will be recorded in our database, an AWPO staff member will discuss the concerns with you again, and explain that you are now on a final warning.
- If a third concern is raised, this a final ‘red’ flag. We will contact you to explain that you will no longer be able to work for us as a student ambassador.
- If a very serious concern is raised about you (for example if you have threatened someone, or a child protection allegation is made about you), the traffic light system does not apply. In this case you will be prevented from working on any UCL programmes with young or vulnerable people (not just our programmes) while the issue is investigated. UCL HR will provide guidance to you during this process.
- If you have personal problems affecting your work as a Student Ambassador, please let us know as soon as possible so we can support you.
Applying for work

Student Ambassador Management System (SAMS)

ambassadors.ucl.ac.uk

When you start as a student ambassador you will be given access to SAMS and this is where you apply for jobs. The first time you access SAMS please use the password reset link to set a password for your account using your UCL email address.

1. Log in and see a calendar for each month with all available events
2. Click on the event for job details
3. To apply for a job click “Tick to offer” and save
4. You will be notified by email if you have been successful when the job closes

Most jobs are allocated automatically by the system to give a fair spread of job offers, occasionally if a job has any specific requirements (e.g. looking for subject specific experience) we may change allocations.

If we have additional, last minute work we may contact you via email about it, we will also email you about other work opportunities in AWPO or neighbouring departments. This could be long-term projects or university wide events.

Payment and expenses

- The standard student ambassador pay rate is £10.95 per hour, plus holiday pay
- Holiday pay is paid as a percentage on top of your base rate of pay (approx. 18%)
- Payments are made one month in arrears (if you work in Jan, you will be paid end of Feb)
- Pay day is usually the last working day of the month
- All travel costs will be covered, if you have to travel in London an oyster card can be collected from AWPO before the event. For travel outside of London travel will be booked in advance.
- If you ever have to incur any expenses are part of a job for UCL please ensure you agree the costs with the event organiser and you will be able to claim the expenses back following the event
We pick our shifts. It’s incredible. No other job lets you literally apply only when you want to, so it’s perfect.

– Current student ambassador

Useful links

**Student Finance**
Information on student finance and the options available to prospective students.
www.direct.gov.uk/studentfinance

**UCAS**
Information on the application process, how it works, advice on personal statements, references and other application information.
www.ucas.com/undergraduate/applying-to-university

**UCL Undergraduate Courses**
Find all the information on UCL Undergraduate Courses in the Undergraduate Prospectus.
www.ucl.ac.uk/prospective-students/undergraduate/download

**UCL – How to Apply**
UCL’s information on how to apply for a undergraduate degree, including information on entry requirements and qualifications.
www.ucl.ac.uk/prospective-students/undergraduate/application

**UCL – Fees and Funding**
All of UCL’s information on fees, funding your study and financial support and advice.
www.ucl.ac.uk/students/fees-and-funding