STUDENT AMBASSADOR CONDUCT AND DISCIPLINE POLICY

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 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 Data Protection policy and the AWPO privacy notice, ensure the security of personal data at all times and report any data protection breaches to staff immediately.
- 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: www.ucl.ac.uk/widening-participation/child-protection-and-safeguarding
- 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.
- AWPO must receive two acceptable references before you can start working for us.
- If you are working on projects with frequent or regular contact with young people, you must have a clear DBS certificate before you start.

Updated May 2019
• 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. 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:
  o Failure to follow our child protection policy
  o Failure to follow our data protection policy
  o Failure to submit Unitemps timesheets punctually (if applicable)
  o For Tier 4 visa students, exceeding the working hours restrictions of their visa
  o Being rude, threatening, or putting someone in danger
  o Arriving late, failing to attend work, or ignoring repeated attempts to contact you
  o Arriving for work hungover, smelling of cigarettes or inappropriately dressed
  o Refusing to follow reasonable instructions from AWPO staff
  o Making inaccurate statements about UCL or higher education admissions
  o 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.

Updated May 2019
**Student Ambassador Declaration – Please Complete**

I confirm I have read the conduct and discipline policy and agree to follow it while working for AWPO.

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*E.g. “2nd Year”. If it is the summer period, please state the next year of study you will begin