



## CODE OF CONDUCT FOR UCL STUDENTS WORKING ON UCL WIDENING PARTICIPATION PROGRAMMES

### Professional conduct

- Check your email and phone regularly and respond promptly to messages from Access and Widening Participation Office (AWPO) staff.
- Manage your other study, work and personal commitments to ensure that you only commit to WP events that you will definitely be able to work on.
- Be punctual and reliable for all assigned jobs. If you become unable to work on an event, let the staff member know as soon as possible and provide a specific reason.
- If you are late or become unable to work on an event less than 24 hours before the event is due to start (for example due to sickness), call the AWPO staff member you are working for as soon as possible to explain.
- Be polite and respectful to everyone while working. This includes all other UCL staff and students, all WP programme participants and other UCL guests, and the general public.
- Follow any reasonable instructions given to you by AWPO staff members.
- Do not swear or use offensive language at work.
- Wear appropriate clothing. You can wear jeans and trainers, but you must look reasonably smart. Do not wear very revealing clothes, very casual clothes such as track-suits, or clothes with potentially offensive slogans or images.
- Do not drink alcohol, smoke or use illegal drugs while working. Do not discuss drinking, smoking, or drug taking while working, and do not arrive for work hungover or intoxicated.
- Do not use personal phones or laptops while working, and keep your phone on silent and on vibrate.

### Being a positive role model and ambassador for UCL

- Always make an effort to engage positively with event participants and visitors (including children and young people, parents and family members and teachers).
- Ensure that all young participants are included and valued. Be proactive in talking to them and sharing your university experiences, help them to engage with presentation and workshop content, and make them feel welcome at UCL (especially if they are shy).
- Make sure you give equal attention at all participants you are assigned to work with. Avoid having 'favourites' or focusing on only participants that you find easier to engage.
- Do not make negative or stereotypical comments about different degree subjects and careers, other universities or different parts of the country.
- Be careful not to say or do anything that could be perceived as hurtful, offensive or excluding to someone based on their gender, sexuality, age, social background, religion, ethnicity, or disability.
- Be familiar with the AWPO code of conduct for young participants on programmes, and always ensure that they follow it. Address any problematic, disruptive or dangerous behaviour or language by young participants quickly and fairly (for example bullying or excluding people, using racist, sexist or homophobic language, or not following safety

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instructions). Explain to them why it is a problem, listen to their point of view, and remind them of the code of conduct (and if appropriate, ask them to apologise to someone they upset). If the problem continues, seek support from your AWPO staff member.

- Model good behaviour for young participants, for example not talking while someone is presenting, not playing with your phone, or complaining that a session is 'boring'.
- Be very careful not to give inaccurate or misleading statements about aspects of the UCL student experience or university admissions processes. If you are unsure of something, say so and suggest ways they could find the answer (for example checking the UCL online prospectus or emailing a AWPO staff member).
- **Remember that details of student finance, entry requirements and degree programme modules can change year to year, so your experience may not be exactly the same as future students' experiences. Always make it clear when you are speaking about your personal experiences of university.**

### Child protection and safeguarding

- Pay attention to health and safety issues. Be aware of your surroundings and look out for risks. Make sure you know the fire exit procedures for locations you are working in and the assigned first aiders for the event. Keep your phone switched on vibrate and charged in case you need to call the AWPO staff member (or receive calls from them). In an emergency, dial 222 from any UCL internal phone to speak to UCL security. They will liaise with the emergency services for you.
- If you are working on a programme which involves "regulated activity" (frequent or regular contact with one cohort of students), you must have a DBS certificate and two references before you start work on it. AWPO staff will advise you on this process.
- You must attend the AWPO child protection and safeguarding training session, and an annual refresher.
- Read the AWPO child protection policy and ensure you understand it.
- You are in a position of trust in relation to children and young people attending WP programmes. Sexual relationships between UCL students and WP programme participants are strictly forbidden (both during and after the programme) and may be an abuse of trust which constitutes a criminal offence (Sexual Offences Act 2003).
- Do not discuss your personal or romantic life with children and young people, or develop close personal relationships with them.
- You must never meet, or arrange to meet, any children and young people from WP programmes privately away from planned UCL activities.
- Do not hug or have inappropriate physical contact with children and young people.
- Do not exchange any contact details (this includes your UCL student email) with any teachers, parents or young people on WP programmes, and do not connect with them on social media accounts.
- Do not take any photos or videos of anyone on WP programmes, unless a AWPO staff member instructs you to for a specific purpose (in which case you must use a AWPO camera or phone, not your personal camera or phone).
- Ensure that there is always more than one adult present when you are working with children and young people (for example, you and one other adult you are working with). If this is not possible, make sure that you are within sight or hearing distance of another adult. You must never be alone with a child or young person in a room with the door closed.

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- Supervise children and young people carefully during events. Know the names and total numbers of any young people you are responsible for, take regular head counts when moving between locations, and work with other student staff to ensure the full group is always accounted for and that you do not lose any participants.

### **How to report disclosures and child protection concerns**

- If you have any child protection concerns about a child or young person, or concerns about the conduct of an adult working on a UCL WP programme towards children or young people, you must report it as soon as possible to the appropriate person using a Concern or Incident Reporting (CIR) form. You must also ensure the report is acknowledged.
- Full details of the reporting procedure, definitions and indicators of abuse, examples of child protection concerns and safeguarding contact details are given in the AWPO child protection policy. The policy and the CIR template are both available at this webpage: <https://www.ucl.ac.uk/widening-participation/child-protection-and-safeguarding> Copies are also emailed to you after you attend AWPO child protection training.
- If you receive a disclosure that UCL staff member or a UCL student is abusing a child or young person, or you are worried about their conduct towards children and young people, you must complete a CIR form and report the concern immediately to the UCL HR safeguarding contact, copying in a WP Access Manager. If the concern is about a WP Access Manager, then you should copy in the Head of Access.
- If you receive a disclosure that a child or young person is being abused by someone (who as far as you know is NOT a UCL staff member or a UCL student), or you have other reasons to be concerned about a child or young person's safety and wellbeing, you must report the concern immediately to the AWPO staff member running the event you are working on, and then complete a CIR form and give it to them. The staff member will alert a WP Access Manager.
- If you are worried that you could be open to an allegation of misconduct towards a child or young person for any reason, you must complete a CIR form and report the concern immediately to the UCL HR safeguarding contact, copying in a WP Access Manager. The HR and AWPO team will then work to support you.

### **Performance monitoring and disciplinary procedure**

- AWPO staff may give you performance feedback to help you develop professionally, for example suggesting ways to improve your presentation style or to effectively address misbehaviour by young people.
- Disciplinary action is rarely needed, as most UCL student ambassadors take great pride in their work, and your work is highly valued by the Access and WP office.
- However, if you do not follow this code of conduct, you may trigger disciplinary action. At the University's entire discretion, if you commit any act of misconduct you may either receive a warning, or be dismissed as a UCL student ambassador and will no longer be able to work on WP programmes.
- Some examples of misconduct:
  - Arriving late for work, failing to show up for work, or ignoring repeated attempts to contact you by AWPO staff
  - Arriving for work hungover, smelling of cigarettes or inappropriately dressed
  - Not following reasonable instructions from AWPO staff, or being rude to colleagues

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- Receiving poor feedback from programme participants or colleagues
  - Making inaccurate statements about UCL or higher education admissions
  - Not taking due care and attention when supervising groups of young people
  - Making comments that people could find offensive
  - Failure to follow our child protection policy
  - Being aggressive, threatening or putting someone in danger
- If any child protection concerns are raised in relation to your conduct, you will be removed from working on any UCL programmes with children and young people (not just WP programmes) while the concerns are investigated. UCL HR will provide guidance to you during this process.
  - If you feel that you have unfairly treated, bullied, harassed, subjected to discrimination or subjected to any other conduct by a AWPO staff member that is unwanted, unwelcome and undermines your dignity, you may raise your concerns either with an AWPO Access Manager or with the University's Human Resources Advisory Service.  
You may also wish to contact Dr Ruth Siddall, UCL's Student Mediator. Her role is to advise and assist UCL students with the resolution of complaints involving staff or other students or services of UCL.  
[www.ucl.ac.uk/student-mediator](http://www.ucl.ac.uk/student-mediator)

### **DECLARATION FOR UCL STUDENTS WORKING ON UCL WIDENING PARTICIPATION PROGRAMMES**

I have read this Code of Conduct and agree to follow it at all times while working for the UCL Access and Widening Participation Office.

**YOUR FULL NAME (CAPITAL LETTERS)**

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**YOUR SIGNATURE**

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**YOUR DEGREE PROGRAMME, DEPARTMENT AND CURRENT YEAR OF STUDY**

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**DATE:** \_\_\_\_\_

**Please keep a copy of this code of conduct for your future reference.**