

St Mary's  
University  
Twickenham  
London



# Student Ambassadors Handbook





## Important Contact Information

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# The role of a Student Ambassador

- Showing prospective students and their parents around the University on campus tours.
- Helping out with Applicant Experience days.
- Helping out with Open Days.
- Assisting with the delivery of presentations and workshops in schools.
- Assisting with on-site and off-site visits and fairs.
- Supporting the Academic Schools with recruitment events.

## Additional duties (which some Student Ambassadors may have the opportunity to undertake) include:

- Attend UCAS exhibitions.
- Working on residential events on campus.
- Working on tutoring programmes in targeted schools to support students who need more encouragement to progress on to higher education.
- Working on a student e-mentoring programme.
- Unibuddy – online 'chat' with prospective students.

# The role of a widening participation Student Ambassador

WP Student Ambassadors will support the WP and Outreach Team to work closely with local and London-wide schools to promote higher education in general particularly to young people who are underrepresented in higher education. The Widening participation and Outreach Team's targeting criteria includes people from areas of economic and/or social deprivation from BAME (Black, Asian and Minority Ethnic) groups, students who are care experienced and facing barriers.

- WP has a focus on the promotion of higher education in general rather than just St Mary's University.
- Ambassadors will often draw on their own experiences of life at St Mary's, however, they must be prepared to promote all routes into higher education and recognise that not all universities are the same.
- A WP Student Ambassador will support underrepresented groups into higher education via activities and projects that raise student aspirations and attainment.
- A WP Student Ambassador will support the work of the team by acting as a positive role model for young people providing an insight in to university life and undertake a range of activities such as campus visits, mentoring, presenting and creating subject tasters.
- WP Ambassadors must have an awareness and understanding of Widening Participation and some of the barriers faced by young people who are underrepresented in higher education.



- Job opportunities include working as mentors, coaches, tutors and participating in HE fairs at events in corroboration with our WP partners as well as delivering talks and presentations to school groups.

# Code of conduct

As a Student Ambassador **you are expected to:**

- Adhere to the minimum work commitment as per the Student Ambassador contract.
- Keep in regular contact with the Student Ambassador Co-ordinator, answering calls and responding to emails in a timely fashion.
- Be conscious that you are working in a diverse environment and ensure that all individuals are included and valued.
- Deal with all individuals, including young people, in an approachable, respectful, friendly and safe manner, and respect different opinions.
- Adhere to the Child Protection and Safeguarding Policy.
- Be punctual and reliable. Please arrive at the required venue at least 15 minutes before your shift starts. If you are unable to attend an activity you have committed to work on you should call/email the Student Ambassador Co-ordinator or a member of the Student Recruitment Team.
- Give at least 48 hours' notice to cancel a booked job.
- Behave professionally. Do not use offensive language, smoke in the presence of young people/visitors.
- Fully understand the activity you are participating in and your roles and responsibilities.
- Dress in an appropriate manner, including wearing the Student Ambassador uniform provided.
- Be an enthusiastic and positive representative of the University.
- Be approachable and friendly.
- Co-operate with the event Lead and follow instructions in a prompt and respectful manner.

As a Student Ambassador **you can expect to be:**

- Treated with with courtesy and respect.
- Made aware of your roles and responsibilities as a Student Ambassador and of the code of conduct.
- Provided with relevant information and details about the job you will be doing.
- Provided with relevant training and development opportunities.

- When a Student Ambassador has completed an agreed job/activity, they will be paid after completing a pay claim form.
- Notified of job cancellations at the earliest opportunity.

If a Student Ambassador fails to adhere to the code of conduct, or behaves in an unreasonable manner, they may be withdrawn from the scheme.

Anyone found to be working under the influence of drugs or alcohol will be removed from the scheme with immediate effect.

## Student Ambassador obligations

It is expected that a Student Ambassador will be able to commit to:

- The scheme for the entire year.
- Working a minimum of two events per Semester.
- Attending compulsory Student Ambassador training.
- Participation in St Mary's employability initiatives related to the Student Ambassador role.
- At least one ongoing training opportunity.
- Be open to being approached for assistance with other University activities and events.

## Hours

- Student Ambassadors will be required to work on an ad-hoc basis (fitting it in around your studies), and will be required to be available throughout the year.
- Hours tend to vary depending on the task in question, for example, a campus tour takes 40 minutes, but an open day may be a full day.
- Some work may require you to travel and stay overnight, for example, UCAS fairs.

## Uniform

For all ambassador work you will be required to wear your ambassador t-shirt. Please ensure your uniform is clean and presentable for all events. Do not wear your uniform for anything other than ambassador work. Remember, when you are wearing your uniform you are promoting the University.

## Development and training

We are keen to see you get the most out of your time as a Student Ambassador and receive recognition for your hard work. As part of this endeavour, there will be an opportunity for you to progress to a senior Ambassador role, giving you different responsibilities and a different status under your role as a Student Ambassador. It will afford you more work opportunities and looks great on your CV!

## Student Ambassador survival guide

- Always be professional when on duty.
- If you have any worries or concerns, please contact the Student Ambassador Co-ordinator.
- Complete and submit a timesheet by the deadline on a monthly basis. Return to the Student Ambassador Inbox.
- All travel costs will be reimbursed for external events, so please keep hold of receipts and tickets.
- When you have been paid, you can view your payslips online on 'Peoplenet.'

## Widening participation

Widening participation aims to promote higher education to all those who can benefit from it, especially in areas where traditionally participation in higher education has been low. Students from under-represented groups include people from areas of economic and/or social deprivation, from BAME (Black, Asian and Minority Ethnic) groups, students who are care experienced and facing barriers.

The Widening Participation and Outreach team works directly with schools, colleges and community groups. The aim is to strengthen progression into further and higher education. The intention is to raise aspirations of those from under-represented groups and to motivate them to consider progression to higher education.

As a Student Ambassador you could make a real difference to young people and mature learners from under-represented groups by sharing your experiences, knowledge and enthusiasm.

It is important to remember that widening participation is different from recruitment in that widening participation aims to be impartial and to present a balanced view of higher education and the steps towards progression. Recruitment involves marketing a specific university.

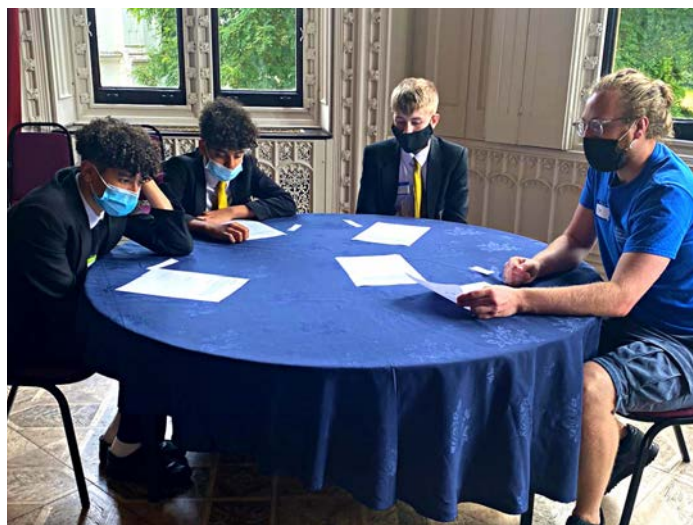
1. Whilst working on a project in a local school funded by an external widening participation charity, a child asks you which university you think they should apply. WHAT DO YOU DO?  
*Tell them to do as much research as possible, looking at course, type of university, location, accommodation, bursaries. Ask them to consider whether or not they want to leave home. However, as this is a widening participation event the children may well be from lower socio-economic groups and so you must manage financial aspects sympathetically.*

2. You are working on the English department's stall at a university open day for the Recruitment team and a visitor asks you what you think of a neighbouring but rival institution. WHAT DO YOU DO?

*Attempt to be fair but point out the advantages of your institution. This is recruitment and so it is okay to sell your institution. This is when knowing the history of your institution and some statistics can be helpful.*

## The UK education school system

All children in England between the ages of 5 and 18 are entitled to a free place at a state school. Most state schools follow the national curriculum.



## The curriculum

The basic school curriculum includes the national curriculum, as well as religious education and sex education. The national curriculum is a set of subjects and standards used by primary and secondary schools so children learn the same things. It covers what subjects are taught and the standards children should reach in each subject.

Other types of school, including academies and private schools, don't have to follow the national curriculum. Academies must teach a broad and balanced curriculum including English, maths and science. They must also teach religious education.

## Post-16 (education or training)

Various options are available to someone aged 16. These include:

1. Staying on in a school sixth form.
2. Attending a further education college – these offer a variety of vocational and academic programmes.
3. Becoming an apprentice – the opportunity to work for an employer whilst training.
4. Becoming a trainee – work experience and learning that prepares young people for an apprenticeship, employment or further education.

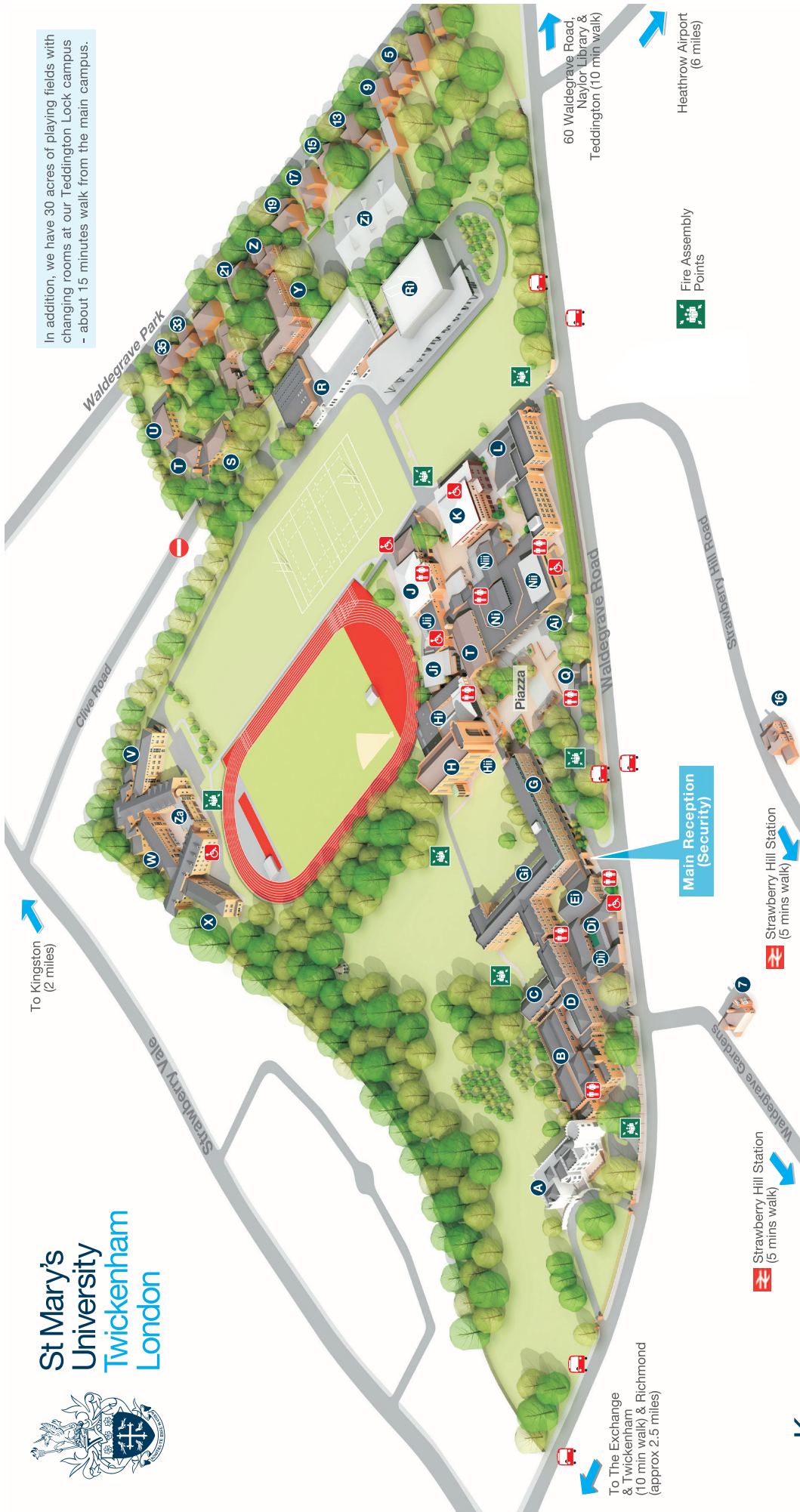
Qualifications at this stage include AS and A levels, Scottish Highers, BTEC National Diplomas and the IB (International Baccalaureate).

Age	Key stage	Year	Assessment
3-4	Early years		
4-5	Early years	Reception	
5-6	KS 1	1	Phonics screening check
6-7	KS 1	2	Teacher assessment in English, maths and science
7-8	KS 2	3	
8-9	KS 2	4	
9-10	KS 2	5	
10-11	KS 2	6	National tests and teacher assessments in English, maths and science
11-12	KS 3	7	Teacher assessments
12-13	KS 3	8	Teacher assessments
13-14	KS 3	9	Teacher assessments
14-15	KS 4	10	Some children take GCSEs
15-16	KS 4	11	Most children take GCSEs or other national qualifications



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In addition, we have 30 acres of playing fields with changing rooms at our Teddington Lock campus - about 15 minutes walk from the main campus.



## Key

Accommodation Office.....	J
Administration.....	B
Bar.....	J
Careers Service and Centre for Workplace Learning.....	Jii
Chapel.....	H
Chapel in the Woods.....	Ai
Chaplaincy Centre.....	Q
Centre for Teaching Excellence and Student Success.....	Niii
Dolce Vita Cafe.....	Ji
Drama Studios.....	C, D, Di
Fees Office.....	J
Health Centre.....	D
Mail Room.....	Dii

Library and Learning Technology.....	Hi
Library 24 Hour Study Hub.....	Hii
Reception.....	Ei
Refectory.....	Ni
Registry.....	J
Security - at Main Reception.....	Ei
Shannon Suite.....	Nii
Sport Centre (Gymnastics Centre, Multi-Use Studio, Performance Education Centre, Sports Injuries Clinic).....	R
Sports Hall and Fitness & Conditioning Suite.....	Ri
Sport and Health Services.....	R
Strawberry Hill House and Grounds.....	A

Student Services.....	J
Student Recruitment 'Widening Participation' (WP).....	J
Students' Union.....	K
Student Wellbeing Service.....	J
Tennis Centre (Beirne Hall).....	Zi
Theatre.....	T
Waldgrave Suite.....	B
Washeteria.....	L

<b>Halls of Residence</b>	
16 & 16a Strawberry Hill Road.....	16
Benedict XVI House.....	7
Cashin.....	Z
Clive.....	S, T, U
Cronin.....	Y
De Marillac.....	Za
Doyle.....	V
Graham.....	X
Old House.....	G
Waldgrave Park Houses.....	5 to 35
Wiseman.....	W
Grosvenor Hall Student Accommodation is in Twickenham	

# Campus Tour Notes

General Tour – 60 minutes

Open Day Tour – 45-60 mins

(depending on group size)

**Please note: Deliver in any order but end at Waldegrave Suite (OPEN DAY ONLY)**

## REMEMBER:

- No Negative Comments! If asked any negative questions turn them into a positive.
- REFER TO YOUR TOUR NOTES IF YOU ARE UNSURE OF ANYTHING!
- Use your initiative – point out lecture rooms/classrooms as you go.
- Speak and interact with your group.
- You can deliver the tour in any check point order.
- Talk about the history of St Mary's, using the history notes available on the Student Ambassador page on SIMMspace.

## Beginning of Tour

Please introduce yourself loudly, say what course you're studying and what year you're in.

Explain that you will be showing the '8 Main Areas' of the campus. Please note that you can start at any of the check points.

## Introduce a short history of the University:

"St Mary's began as a teaching college in 1850 and has a strong educational reputation. In 2014 we were awarded full university status. We sit within the grounds of Strawberry Hill House which is a gothic mansion. The house was designed and created by Horace Walpole (author of the first gothic novel, *The Count of Otranto*). His father was Britain's first Prime Minister, Sir Robert Walpole (point out the building at any time during the tour)".

## \*Check Point 1 – Sports Facilities

**(A member of Sports St Mary's staff should be available to deliver a sports tour)**

- **Facilities** – we have a range of world class facilities on offer for our students to utilise. We were at training base for New Zealand and South Africa for the Rugby World Cup in 2015 and for the Olympics in 2012 we hosted South Africa, Japan, China and South Africa.
  - Indoor – 2 indoor halls, Fitness and Conditioning Suite and a purpose built strength and conditioning centre, dance studio and a gymnastics gym.
  - Outdoor – Sir Mo Farah athletics track and rugby pitch on main campus and just down the road in Teddington Lock we have 3 football pitches, 1 rugby pitch and an all-weather pitch.
  - Excellent range of activities and opportunities for students to get involved, including coaching and volunteering – eg, SIMMSport programme provides coached sports activities for 5-11 year olds in the local community and ALL the coaches are STUDENTS. We actively recruit from the student body and these opportunities can lead to PAID EMPLOYMENT!

- **Full sporting pathway** – for students at St Mary's there are opportunities for everyone to participate in sport. We have students who take up sport for the first time at university through to current Olympians studying at St Mary's. Our famous alumni include Sir Mo Farah, Rebecca Romero and Joshua Buatsi (current student and Olympic Bronze medallist in boxing).
- **Rio 2016**, 23 athletes competed at the Rio Games. Six medals were won in the Olympics and three in the Paralympics. In the Olympics, St Mary's would have ranked 25th on the national rankings.
- **Sports clubs/teams** – 25 sports clubs and over 50 competitive teams. Students can get involved in club committees. All teams have professional coaches. Partnerships with NGBs and professional clubs.
- **Scholarships** – Range of scholarships available to support athletes who want to compete at the highest level and combine their studies. Scholarships include the provision of support services and a cash award.
- **Gym** – *Allow group to look inside the gym itself*
  - Recently refurbished and offers a variety of cardiovascular machines as well as six Olympic lifting platforms as well as equipment designed specifically for people with disabilities.
  - Affordable gym and fitness classes with regular offers for students.

**REFER** all queries (prices, access, etc) to the Sports Centre Reception.

*Point out pitches whilst out on the tour and mention our Teddington Lock Campus (another 15 acres of pitches, etc).*

## Check Point 2 – Students' Union (K11) and K Block

- **About the SU** – help students out with academic and welfare issues, by campaigning for them, by organising clubs and societies, in representing students and through our wide range of events.
  - Is democratic, and students are in charge of what we do. Every student automatically becomes a member of the students' union when they join the University.
  - If you're facing any issues whilst studying here, the Students' Union is here to look after you – we're independent from the University and we can offer confidential advice if you ever have issues.
  - SMSU also runs campaigns on behalf of students – so things like Black History Month, LGBT Month.

**REFER** to full size cut outs of elected presidents etc. at the door which mentions their specific roles

## • Annual Events

- *Freshers' Fair* – An opportunity to promote the Students' Union societies, internal services, work and volunteering opportunities
- *The SMSU Elections – February* – where students run campaigns to be voted in. Voting takes place online and usually over 1,500 students vote

- o Varsity – March – yearly sporting contest against Brunel University, current score is 5-3 to Brunel but St Mary's are fighting back – over 34 fixtures happen each year. It alternates between our campus and Brunel's campus each week
  - o *Summer Ball* – May – live music, funfair. Black tie event. Meal held in Walpole House before the entertainment starts
  - o RAG – All Year – we organise events all throughout the year to fundraise for our RAG Charities which change yearly. We've raised over £10,000 on some years
  - o Weekly entertainment – Bus 2 Club, Wednesdays – entry to club and travel there and back for a bargain price
- **Clubs and societies** – anyone and everyone can join. Every Wednesday, our sports teams compete in the BUCS Leagues to get points for St Mary's – at the end of the year all of the Universities who compete are entered into the BUCS League table.

## Check Point 3 – Students' Services and Bar (J Block)

Stand outside and talk about students' services then go inside and show them the bar area

- **SU Bar** – weekly events include quiz nights, karaoke, live music... also serve food including pizzas and wraps. Lounge area opens up to create large dance space as well as being used for wide variety of events including society socials and fresher's' fair, etc.
- **Accommodation Office** – Not only places students in their first year but also gives information advice and guidance about finding accommodation in the local area, flats for 2nd and 3rd years and reputable landlords and letting agents who work in the area and have been approved by St Mary's for renting to students.
- **Finance and Fees Office** – Offers help with budgeting, loan instalments, managing bank accounts and what to do if you get into financial difficulty.
- **Counselling** – free of charge counselling offered to all students for any larger or confidential problems.
- **Disability and Dyslexia Advisor** – Can work with you if you have any additional needs that need to be accounted for through the transition to St Mary's as well as throughout your three years. Additional one to one tutoring is also available.

## \*Check Point 4 – The Ref

Show them all the food stations as well as the dining areas if possible; however, if very busy encourage them to come back into the ref for their lunch

Breakfast is served 8-10.30am  
Lunch is served 11.45am-2pm  
Dinner is served 4-7pm

- Open 7 days a week.
- In addition to serving times the refectory shop is open from 8am-7pm and serves sandwiches, salads, snacks, drinks and desserts.



- The refectory shop also sells toiletries, daily essentials and stationary.
- If you are on the St Mary's meal plan, the credits (10 points a day) for each of your meals are stored on your student card so you don't need to worry about whether you have enough cash on you in order to get a hot meal. The menu changes every day and will always cater for varied dietary requirements.

## Check Point 5 – The Café

If very busy encourage them to come back for a drink later on

- Wireless internet access for laptop use.
- A selection of sandwiches, Paninis and nachos along with snacks and sweets.
- Events such as acoustic nights sometimes on in the evenings.
- Relaxed working environment – useful between lectures as well as for some informal tutorials.
- 10% cheaper than the high street Starbucks.
- Opened 7 days a week.

## Check Point 6 – Outside the Chapel

Stand outside the chapel in the piazza. If there is time, take guests inside

- We are a Catholic university, which means we welcome people of all faiths and none.
- The Chapel is open each day, and you are welcome to go in for some quiet time or prayer. There are also regular times of prayer (advertised on the notice boards).
- There is a prayer room (with washing facility) near the post room, not far from main reception.
- The Chaplaincy building is open weekdays from 9am to 5pm and is a relaxed, friendly space where all members of St Mary's University are welcome. Tea and biscuits are available, and the team is always happy to have a chat or share more about Chaplaincy activities.
- Chaplaincy activities include social events, retreats, discussion groups, interfaith events and outreach opportunities.



## Check Point 7 – LRC (Library and IT department)

A library staff member may give a 5 minute tour – go round with group (ask – only if there's time)

- **Facilities**
  - Main book stock collection
  - Group study rooms
  - Silent study room
  - Self-service borrowing and returning, quick log on PCS
  - Printers
  - Staffed Information desk
  - 24 hour social study space which is a more social space for learning
  - You can borrow laptops to use anywhere on campus
  - Wi-Fi is available throughout campus
  - If you live in halls, you will be able to use the wireless access in your room.
- **On first floor**, we have the Law library and five computer rooms. (Either point these out whilst taking visitors around on the tour or describe them)
  - One (IT2) is a silent zone, as well as a 24 hour group study room and a silent study room.
- **Opening hours** – The LRC is open 8.15am until midnight in term time, but is only staffed until 7pm. The Naylor Library is open until 9pm weeknights, 11am-5pm Saturdays and 12-6pm Sundays. You can also access the computer areas 24 hours and many of our services are available online 24 hours.
- **LRC staff** – Staff are very happy to help you with any issues to do with Library and IT. Learning advisors can be booked for help with writing coursework and assignments and librarians can be booked for help with finding and using the appropriate resources. Library staff also run skills sessions throughout the year.
- **Library Account** – Students can normally borrow 18 books or resources and you can manage your account online, renewing and reserving popular books that can be looked up on our library resources system, or we have a huge number of eBooks.
- **Computer account** – You will be given a username and password that will allow you access to your computer account, your email, electronic resources and a learning environment online called My Modules.
- **Naylor Library** – Off campus (10 minutes' walk). Has 270 study spaces and an on-site café, group study rooms, loanable laptops and also houses Education resources.

## Check Point 8 – Waldegrave Suite

- Waldegrave rooms consist of Drawing Room and Senior Common Room.
- Originally part of the adjoining Gothic mansion – Strawberry Hill House.
- Designed and created as a Gothic fantasy between 1747 and 1792 by Horace Walpole, historian, writer, collector and son of Britain's first Prime Minister Sir Robert Walpole.
- Walpole wrote the first Gothic novel, *Castle of Otranto*.
- Rumoured to be haunted.



### Other info to point out!

- **St Mary's Main Building** – Offices and classrooms used by all Academic Schools and Programmes. The majority of tutor offices and seminar rooms are located in the main building. Old House halls on top 2 floors.
- **G5 and G7** – lecture theatres (where their introductory talks were held or will be held) are used by all programmes and are two of the larger lecture halls on campus
- **Employability Service** – The Employability Services comprises accredited work placement modules designed and delivered by an academic team (workplace learning), together with an extensive careers service delivered by qualified careers consultants, on hand to help students and graduates with finding part-time work, vacation work, internships, volunteering, graduate training schemes, alternative gap year options and further study. They can also guide you in preparing excellent CVs and applications, as well as help you to practice for success in interviews and at assessment centres.
- **Theatre** – Regular student productions throughout the year, often working with professional directors and theatrical companies. All students are able to go and see performances throughout the year for a reduced rate when compared with seeing professional theatre in Central London.
- **Health Centre** – Students can register with the medical centre as well as staying registered with their doctor at home. A nurse is available for appointments and prescriptions Monday – Friday mornings during term-time.

ONCE ALL CHECK POINTS ARE COVERED, END TOUR

# Accommodation information

## Halls of residence – general info

We have nine halls of residence on campus. Below is some general information you may be asked for. For any further information, please see our accommodation pages on [www.stmarys.ac.uk/accommodation](http://www.stmarys.ac.uk/accommodation).

- **Applying for halls:** Information about applying for accommodation in our halls of residence is sent out by post by the end of May to all prospective undergraduate students who have made us their firm choice. This information will explain the procedure for making an online application. A £250 deposit payment must first be paid through a secure online payment site (using credit or debit card) before the accommodation application can be submitted.
- **Security:** All halls of residence have 24-hour security, a senior resident and a warden.
- **Meal plan:** All students who live in halls of residence have daily breakfast as well as a dinner included in the cost of their accommodation. At weekends there is also a cooked brunch available.
- **Cleaners:** The bins in each room are emptied on a daily basis. Students are responsible for cleaning their own room. Mops and vacuum cleaners are provided in the kitchens.
- **Broadband internet:** Broadband is available free of charge in all student bedrooms on campus.
- **Free internet access:** WiFi is available in the Learning Resources Centre (LRC) and i-Learn Café 24 hours a day.
- **Moving in dates:** Those students selected to stay in halls of residence will receive notification of their hall, room number and moving in date before early September. If you do not receive this information please contact the Accommodation Office.
- **Moving in dates for postgraduate and foundation students:** This will be different to the undergraduate moving date. Postgraduates have different moving in dates to undergraduates, so all students should check their term dates.
- **Kitchens:** There are communal kitchens available in halls for students on the meal plan. These provide snack making facilities, for example, fridges, microwaves, kettles and toasters. Students must not bring any cooking equipment into the halls of residence, however, small (mini) fridges are permitted. There are shared bath/shower/toilet facilities in non en suite halls of residence.
- **Washeteria:** There is a laundrette on campus located behind the education block.
- **Furniture within student rooms:** Essential furniture is provided (usually a wardrobe, drawers, desk and chair) and rooms have shelf space and a notice board. Posters or photographs can only be displayed on the designated board. You may bring your own items with you, for example, TV/HiFi. Please be aware that the University takes no responsibility for your possessions.
- **TVs and electrical equipment:** If you bring a TV you must buy a TV licence in order to use it!

# DBS checks

All Widening Participation (WP) Student Ambassadors are required to complete a Disclosure and Barring Service (DBS) check. This is particularly necessary for regular work with students under the age of 16. The DBS is the body in England and Wales which looks after providing criminal record checks for employers or employees.

Any students identified or selected to participate in WP activities will, where necessary, undertake the required checks to fulfil this legal requirement.

# Child protection/ safeguarding

All young people have the right to grow up in a safe and caring environment. This includes the right to protection from all types of abuse. Those of us in a position of trust have to do everything possible to foster these rights. We have a duty of care and, to help us, certain protections need to be in place.

## Always remember:

1. Never exchange personal contact details or accept friend requests on social networking sites.
2. Avoid physical contact.
3. Avoid one-to-one situations and keep an open door policy.

Sometimes a young person may disclose sensitive information, such as abuse to someone they trust. If a young person discloses an issue to you, or you have reason to suspect they may be in trouble, REMEMBER:

1. Listen carefully and be understanding.
2. Do not question them or interrogate them.
3. NEVER promise to keep it a secret.
4. Report it to a member of staff immediately.

Do not be put off by this information. Remember, these guidelines are there to protect YOU as well as those we are working with. Use the guidelines above to help you and, if you feel you need more guidance, ask a member of Student Services at St Mary's University or speak to the Student Ambassador Co-ordinator.

# Definitions of abuse

Somebody may abuse or neglect a child/young person by inflicting harm, or by failing to act to prevent harm. Children/young people may be abused in a family or in an institution or community setting, by those known to them or, more rarely, by a stranger.

## Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child/young person.

## Emotional abuse

Emotional abuse is the persistent emotional ill treatment of a child/young person such as to cause severe and persistent adverse effects on the child/young person's emotional development. It may involve conveying to children/young people that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of the other person. It may feature age or developmentally inappropriate expectations being imposed on children/young people. It may involve causing children/young people to frequently feel frightened or in danger, or the expectation or corruption of children/young people. Some level of emotional abuse is involved in all types of ill treatment of a child/young person, though it may occur alone.

## Sexual abuse

Sexual abuse involves forcing or enticing a child/young person to take part in sexual activity, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities such as involving children in looking at or getting involved in the production of pornographic material, or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

## Neglect

Neglect is the persistent failure to meet a child/young person's basic physical and/or psychological needs, likely to result in the serious impairment of the child/young person's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failure to protect a child/young person from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child/young person's basic emotional needs.

# Equality and diversity

The concepts of equality and diversity are concerned with focusing on the individual and not making assumptions about someone based on their appearance or their background. Equality is not about treating everyone the same. Treating people 'fairly' might mean treating people differently in order to better meet their needs. For example, a supermarket may provide parking near its entrance for people with mobility impairments or who have young children; these customers are being treated differently so that they have equal access to shop at the supermarket.

Equality and diversity is also not just about protecting minority groups; its principles cover all groups regardless of the size or representation. Its aim is to provide a level playing field for all, rather than one that is skewed towards minorities.

## What does this mean for you as a Student Ambassador?

1. Take time to recognise individual's differences and be prepared to help them regardless of their characteristics, background or personality.
2. Oppose prejudice and challenge any prejudice you may see whilst carrying out your duties as a Student Ambassador.
3. Ensure that people are not deprived of their rights.
4. Respect the different beliefs and values that people hold.

## REMEMBER:

UK legislation protects people from discrimination in employment and education on the grounds of the following 'protected characteristics': age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Individual employees can be held personally liable for their actions in some circumstances. Equality and diversity is the law.

## Equality

Freedom from discrimination for specific groups of people: removing barriers that could result in certain groups of people being disadvantaged compared with others.

## Diversity

Recognising, respecting and valuing the individual difference: treating everyone fairly regardless of personal characteristics, background or personality.

All Student Ambassadors are required to complete Online Equality, diversity and Inclusion training before commencing work as an Ambassador.

## EDI Training

All ambassadors are required to successfully complete the Student Leaders' online Equality, Diversity and Inclusion training before commencing their ambassador role.

# Employment policies, values and procedures

- You are paid in arrears on 25th of the month as long as you have submitted all the paperwork and relevant documents.
- Only your passport or NI card and birth certificate are accepted (HR do not accept a driving licence).
- Inform us/HR of any address changes or bank detail changes using the Change of Bank Details/Change of Address forms which can be found on SIMMSpace and sending an email to confirm the change to us or hrhelpdesk@stmarys.ac.uk.
- Any assignments requiring travel will be flagged when the opportunities are advertised to ambassadors. In putting yourself forward for these, you undertake to pay and claim back travel expenses on the relevant sundry claim form with support and receipts. In all cases transport modes and tickets should be the most sensible and cost effective option, for example, travelling into central London from Twickenham with a return Oyster fare is cheaper than a one-day travel card from zones 1-5.
- All travel is to be authorised by the budget holder.
- When undertaking events on campus lunch will not be provided. When undertaking assignments off campus, for example, at an exhibition fair or school visit, catering may be provided. Depending on the duration of the assignment students may be able to claim lunch. Where this applies, you will be notified as part of your assignment briefing.
- At times of the year occasional assignments may involve travelling to cities outside London. In such cases, your train travel will be pre-booked and direct instructions will be given about any further expenses that may be incurred or require additional arrangements before you go.

As with all formal means of employment high levels of behaviour, conduct and performance are expected of all Student Ambassadors. Where appropriate students will be given feedback on any assignments, positive or otherwise. In some cases this may require further training and support, but in exceptional cases, it may be felt appropriate based upon discussion with those concerned that failure to behave, conduct or perform to the expected standard may result in removal from the Student Ambassador scheme and no further work assignments offered.



# Health and safety

Staff and students have a responsibility to take care of themselves and of others, to follow instructions and to report problems. Visitors are also required to follow health and safety instructions given to them. As a Student Ambassador, you may be involved with the work of students or groups either at the University or off campus. You will need to be sure that you understand the arrangements and any precautions, set a good example, try to prevent anyone harming themselves or others, and help to look after visitors or staff in an emergency. This is especially important if the visitors are children.

As a Student Ambassador, your personal responsibilities are to:

- act with due care for health, safety and welfare of yourself and others and cooperate with managers by complying with instructions and procedures for safe working.
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare.
- report anything that could be considered as an immediate danger to health and safety.
- make sure any proposed new activity is risk-assessed before the activity commences.

## Preventing accidents and fires

- Make sure you know where the evacuation routes are and where the assembly point is.
- Keep fire doors closed and fire routes and exits clear and free from obstruction.
- Be mindful of disabled persons in your care; do they require a specific evaluation plan due to their immobility? Some university buildings contain disabled emergency lifts and safe refuge areas for wheelchair users. If in doubt, ask.
- If you discover a fire, raise the alarm using the nearest fire alarm call point.
- Evacuate the building using the nearest emergency exit, and report to the nearest assembly point.
- Notify security and, if necessary, phone the emergency services using the nearest telephone (number 999).

# COVID-19

We expect all Student Ambassadors to adhere to the government/ NHS guidelines in relation to Covid-19. In line with this, you are expected to follow the University's procedures to keep yourself and others safe, and the campus Covid-secure. You can find out more information on the St Mary's website at [www.stmarys.ac.uk](http://www.stmarys.ac.uk).

# First aid

- Dial 9-999 (from an internal phone).
- Ask for the ambulance service. Be prepared to give details of the nature of the accident/injury; the condition of the casualty; your exact location (including building name, floor, room number, etc.).

## When you have called the ambulance service:

- Phone the University Security on 4335 (using an internal phone) or 020 8240 4060 to alert them to the fact that an ambulance has been called. Ask them to direct the ambulance to your location.
- Be prepared to send other helpers to direct Security and ambulance personnel to your location.
- Provide reassurance to the casualty until trained help arrives.
- For less serious emergencies the names and contact details for local First Aiders are available on the portal or call Security who will alert and send a First Aider to your location.
- Outside normal working hours, or if a First Aider is not immediately available, contact Security on 4060 (020 8240 4060 on a mobile) and ask for a First Aider.

Let us know **IMMEDIATELY** after you have notified Security and the emergency services (if needed) when an incident occurs.



# Manual handling

In your role as Student Ambassador you may be asked to do manual handling, for example, help carry suitcases, setting up tables and chairs for events. We have included some general information about how to do this safely and without injuring yourself. If you have a medical condition, such as back or neck problems, which means this would be difficult for you, please do let us know so that we don't ask you to do this.



Think before lifting/handling



Keep the load close to the waist

Are you able to lift alone or will you need help? How far do you need to carry the object? Remove any obstacles in your way. For long lifts consider resting the item on a table or bench.

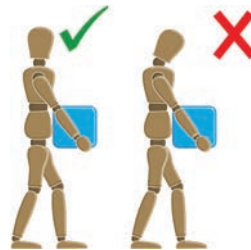


Adopt a stable position with feet apart and one leg slightly forward to maintain balance

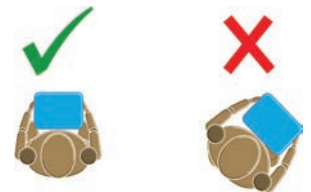


Start in a good posture

When carrying the item, once you are holding it securely, look straight ahead and not down at the item. Avoid leaning sideways or twisting your back.



Keep the head up when handling



Avoid twisting the back or leaning sideways while the back is bent



If you need to put the object in an exact position, put the object down first, and then adjust it.

# Useful websites

## Office for Students

[www.officeforstudents.org.uk](http://www.officeforstudents.org.uk)

## Action on Access

[www.actiononaccess.org](http://www.actiononaccess.org)

## University and Colleges Admissions Service (UCAS)

[www.ucas.com](http://www.ucas.com)

## Which? University

[www.university.which.co.uk](http://www.university.which.co.uk)

## Information on UK education system and qualifications

[www.gov.uk/government/organisations/department-for-education](http://www.gov.uk/government/organisations/department-for-education)  
[www.qca.org.uk](http://www.qca.org.uk)

## Child Protection and Safeguarding

[www.childrensociety.org.uk/what-you-can-do/resources/child-protection-and-safeguarding](http://www.childrensociety.org.uk/what-you-can-do/resources/child-protection-and-safeguarding)  
[www.nspcc.org.uk/preventing-abuse/child-protection-system](http://www.nspcc.org.uk/preventing-abuse/child-protection-system)

## Care Leavers

[www.thewhocarestrust.org.uk](http://www.thewhocarestrust.org.uk)



# Glossary

**A level:** In the UK (apart from Scotland) a qualification in a specific subject typically taken by school students aged 16-18, at a level above GCSE.

**Academy:** In England these are state-maintained but independently-run schools set up with the help of outside sponsors. They have more freedoms than schools under local authority control.

**Anaphylaxis:** A serious allergic reaction to an antigen (for example, a bee sting or nuts) to which the body has become hypersensitive. It is rapidly progressing and can be life threatening.

**Assembly point:** A location or designated place for a group to meet or for people to gather in an emergency.

**BTEC National Diplomas:** In the UK (apart from Scotland) these are vocational qualifications taken by young people aged 14 and over.

**Child protection:** The process of protecting individual children identified as either suffering, or likely to suffer, significant harm as a result of abuse or neglect. The four types of abuse are physical abuse, sexual abuse, emotional abuse and neglect.

**Code of conduct:** An agreed set of rules of behaviour for an individual, group or organisation.

**Confidentiality:** The need to keep information private, only passing on to agreed members of staff, in limited circumstances, such as to meet safeguarding requirements.

**Courtesy:** The showing of politeness in one's attitude and behaviour towards others.

**Designated Safeguarding Officer (DSO):** Each organisation has a Designated Safeguarding Officer who is responsible for safeguarding children and young people. They make sure all staff are aware how to raise safeguarding concerns and understand the symptoms of child abuse and neglect. They refer any concerns to social care and monitor children who are the subject of child protection plans and maintain accurate and secure child protection records.

**Disability:** The social model of disability says that disability is caused by the way society is organised, rather than by a person's impairment or difference. It looks at ways of removing barriers that restrict life choices for disabled people. When barriers are removed, disabled people can be independent and equal in society, with choice and control over their own lives.

**Disclosure:** Disclosure in the case of child protection occurs when a child or young person tells you, or lets you know in some other way, that she or he has been, or is being abused. Disclosure can be direct, indirect, or a third-party disclosure. You need to report all disclosures of abuse, no matter where or when they happened.

**Diversity:** Recognising, respecting and valuing individual difference: treating everyone fairly regardless of personal characteristics, background or personality.

**Duty of care:** A moral or legal obligation to ensure the safety or wellbeing of others.

**First aid:** Help given to a sick or injured person until full medical treatment is available.

**Further education college:** An establishment that offers formal education beyond school. Young people here look to attain an intermediate or follow up qualification necessary to attend university, or to begin a specific career path.

**GCSE:** In the UK (apart from Scotland) a qualification in a specific subject typically taken by school students aged 14-16.

**Higher education:** Education at universities or similar educational establishments, especially to degree level.

**Independent/private school:** In the UK an independent/private school is a fee-paying school, which finances and governs itself independent of the state.

**International Baccalaureate:** A set of examinations intended to qualify successful candidates for higher education in any of several countries.

**Key stages:** In the UK (apart from Scotland) these are any of the fixed stages into which the national curriculum is divided, each having its own prescribed course of study. At the end of each stage, pupils are required to complete standard assessment tasks.

**Line manager:** In the workplace your line manager would be the person who you directly report to. As a Student Ambassador this is likely to be the University member of staff who runs the Student Ambassador scheme, or a senior Student Ambassador.

**Mature students:** An adult who attends college or university some years after leaving school.

**National curriculum:** A common programme of study in schools that is designed to ensure nationwide uniformity of content and standards in education. In the UK this is set by the government.

**Offensive language:** Hurtful, derogatory or obscene comments made by one person to another.

**Open door policy:** This term has two elements. Firstly it refers to the need to ensure that an adult is not left alone in a room with a child in a closed room, and secondly that those responsible for safeguarding should be visible and accessible, ensuring that anyone with concerns can go straight to the person who can do something about them.

**Outcomes:** The outcomes are generally seen as the specific changes that come about from your project or activity.

**Physical contact:** The act of touching physically.

**Prejudice:** A preconceived opinion that is not based on reason or actual experience.

**Professional behaviour:** A concept that involves behaving in a way that upholds the public reputation of a profession, organisation, group or individual. The practice of not bringing the reputation into disrepute.

**Progression:** The process of developing gradually towards a more advanced state. When related to education this refers to moving from one stage of education to another; for example, moving from school to higher education.

**Protected characteristics:** Grounds upon which discrimination is unlawful. These characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

**Racism:** Prejudice, discrimination or antagonism directed against someone of a different race based on the belief that one's own race is superior.

**Recruitment:** The act of encouraging people to attend a particular university.

**Rights:** Things to which you are entitled or allowed; freedoms that are guaranteed.

**Risk-assessed:** A situation where a responsible employer or employee has identified, assessed and controlled health and safety risks associated with workplace hazards.

**Safeguarding:** A broader term than child protection which relates to protecting children from maltreatment, preventing impairment of children's health and development, ensuring that children grow up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children have the best outcomes.

**School sixth form:** The final two years at school for students between the ages of 16 and 18 who are preparing for A levels, BTECs, Higher Nationals or International Baccalaureate.

**Scottish Higher:** In Scotland this is one of the national school-leaving certificate exams and university entrance qualifications.

**Sixth form colleges:** A college for pupils in their final years of secondary education, starting at the age of 16. These are separate from school sixth forms and may offer a wider range of subjects than a school sixth form. Young people may choose to study at these institutions rather than stay on at a school sixth form.

**Students who are or have been in care:** A child who is being looked after by the local authority is known as a child in care. They might be living with foster parents, at home with their parents under the supervision of social services in residential children's homes, in other residential settings such as schools or secure units. They might have been placed in care voluntarily by parents struggling to cope. Or, children's services may have intervened because a child was at significant risk of harm.

**Under-represented:** Those with insufficient or inadequate representation relating to their proportion of a population.

**Vocational qualifications:** These are work-related qualifications that are designed to enable the learner to acquire knowledge and skills that are required to be able to perform a particular job.

**Vulnerable adult:** A person aged 18 years or over, who is in receipt of or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself, or is unable to protect him or herself against significant harm exploitation.

**Welfare:** Statutory procedure or social effort designed to promote the basic physical and material well-being of people in need.

**Widening participation:** A government-driven initiative to increase the number of students from under-represented groups participating in higher education. It aims to increase take-up of higher education by raising aspirations, encouraging applications, and ensuring progression, retention and success.

**Young people:** In the UK this generally refers to people from 14 to 18 years of age.



# St Mary's University Twickenham London

You can find further information, updates and resources by searching “Student Ambassadors” on the St Mary’s website: [www.stmarys.ac.uk](http://www.stmarys.ac.uk).

