Student Ambassador Handbook

Student Ambassador Scheme Version V3. 2018

UWE Bristol University of the West of England

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Congratulations on becoming a student ambassador of UWE Bristol!

We would like to take this opportunity to welcome you to the student ambassador scheme.

Every year we rely on a dedicated team of student ambassadors from each programme to assist us in representing the University and recruiting the best students from around the world. We aim to showcase the diversity of our students by recruiting ambassadors from a wide range of academic backgrounds, career aspirations, nationalities and more.

As an ambassador you need to be ready for varying events and activities and most of all...you need to be passionate about UWE Bristol and Higher Education.
We want people to make the right career/progression/education decision for them.

The scheme will also boost your personal and professional development by giving you opportunities to expand your interpersonal and networking skills and gain employer visibility, meet people, improve your public speaking, and gain valuable experience in a large organisation.

This handbook provides all the information relevant to your role as student ambassador and UWE Bristol policies and procedures which you need to be aware of.

We look forward to working with you during your time at UWE Bristol.

Student Ambassador Coordinator

Student Ambassador Scheme

1.1 The student ambassador scheme

The student ambassador scheme sits within Recruitment and Outreach department, under the Future Students service.

Student ambassadors are an integral part of UWE Bristol through assisting with our recruitment and marketing events.

Ambassadors are key representatives of the University and provide a vital service in promoting Higher Education as a whole. You will be in contact with young learners, prospective students and influencers of all ages and backgrounds.

Your main role as an ambassador will be to:

- Inspire; Engage; Assist; Promote; Explain; Encourage

This will vary from:

- Talking about your course and your experience as a student
- Providing directions and approaching visitors
- Showcasing facilities and providing campus tours
- Supporting staff members
- Providing Higher Education talks and advice
- Running HE/Careers fair stands

Prospective students and their influencers value the experiences and information current students have to offer and will often feel more comfortable talking to a peer than a member of staff/academic.

Your attitude, professionalism, body language and wording all influence people. Everything you say and do represents the University and will influence people's perceptions of us.

1.2 Line Management

Your line manager is the student ambassador coordinator.

We operate an 'open door' policy within the Recruitment and Outreach department and encourage you to discuss any issues with us. Staff will also support you during events you work.

Overall line management is provided through the student ambassador scheme, however at an event/job you will be supervised by the requesting member of staff.

1.3 Contact the scheme

The student ambassador scheme is coordinated by Stef Oliver and assisted by Jamie Dymock. To contact the scheme you can either use the ambassador email or call:

✉ **student.ambassador@uwe.ac.uk**

☎ 0117 32 82698 (Stef Oliver) **☎ 0117 32 84571 (Jamie Dymock)**

1.3.1 Contact the Recruitment & Outreach office

If you are unable to get through to the student ambassador scheme, please also try calling the general Recruitment & Outreach number for our office: **☎ 0117 32 82162**

1.3.2 UWE-Bristol student ambassadors Facebook group

The UWE Bristol student ambassador scheme has an official Facebook group (***UWE-Bristol student ambassadors***). This is to be used by all current ambassadors to make it easier to set up social events or clarify any small questions new ambassadors might have.

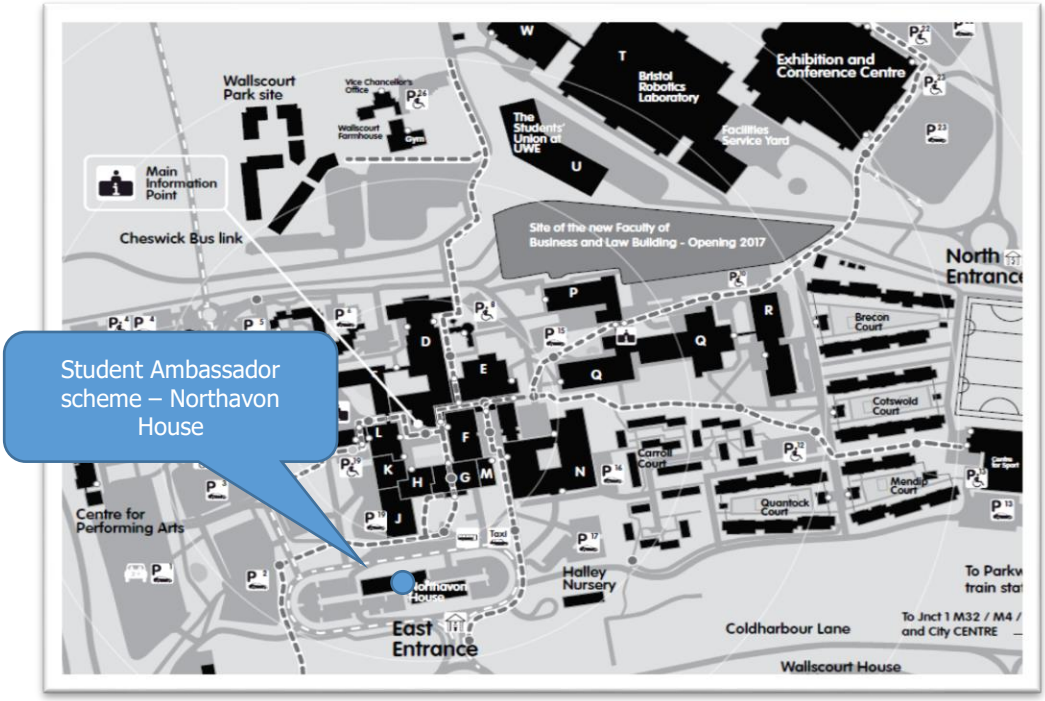
It is **NOT** however the main point of contact with the student ambassador scheme.

The Facebook group is closed and to be added you will need to request for approval.

1.3.3 Locate the office

The student ambassador office is located:

🌍 2nd Floor, Northavon House, Frenchay Campus, Coldharbour Lane, Bristol BS16 1QD



Being a student ambassador

All student ambassadors are expected to adhere to the code of conduct.

1.3.4 How to behave

We need ambassadors to act and behave in a professional manner.
This means:

- COMMITMENT - Only committing to work if you're definitely available. We understand that timetables change – so if you find you are unable to work a job that's been confirmed to you, please get in touch with us ASAP.
- SMILING ☺ - a simple thing, but something that can be forgotten.
- PROACTIVE – Don't just twiddle your thumbs – if you've finished your role, see if other ambassadors or staff need support.
- ENCOURAGING – Sometimes visitors or young students can be shy. Try and engage them in conversation so they can get the best out of an event.
- PUNCTUAL – Please be on time! We need you on time for events.
- RELIABLE – Staff, visitors and fellow ambassadors rely on you. If you don't turn up for work or disappear from your post, you'll be putting fellow ambassadors/staff under pressure.
- POSITIVE – We want to promote UWE as well as Higher Education.
- BE YOU – We want you to be honest with your experiences and knowledge. However do think about the content of information you're providing and remember who your audience is.

1.3.5 Don't be scared

Everyone is different and we all learn at a different pace. There will be some ambassadors who are super confident and ready to get involved. There will also be a few of you who are a bit more unsure and nervous when you start working for the first time. This is fine ☺.
The aim of the training day is to provide you with further information and explain situations and events to you. It's also a chance for you to get to know us and other new ambassadors.
If you are unsure about something – always ask us.

1.4 Our expectations of you

In order to be effective in your role, you are expected to conduct yourself in the ways indicated below. Remember whenever you engage with visitors/students, you are representing UWE Bristol and your actions, attitude and behaviour will contribute to its reputation.

We expect you to:

- be a role model - positive and encouraging to young people about the opportunities open to young people either at work or university.
- provide young people with the benefits of your experience of school, college, university and work.
- communicate a balanced account of academic and social benefits.
- be respectful and aware of the variety of paths into Higher Education (e.g. HND, access course, work based learning, apprenticeships, diplomas etc.) and emphasise that these are valid options.

- not engage in inappropriate personal conversations with any young person, nor should you condone or admit to the use of any drugs or the excessive use of alcohol.
- use appropriate language at all times.
- not have any physical contact with any young person, nor should you be expected to be alone and unsupervised with any young person. If this situation arises you should bring this to the attention of university and/or school staff.
- not to discriminate against any young person or impose your own beliefs upon them – treat all people with respect and dignity.
- keep information about young people confidential – subject to child protection guidelines
- not undermine rules that staff/teachers have set or contradict what a member of staff has said.
- refer to a member of staff immediately if you encounter discipline problems with any young person.
- be respectful of teachers and other professionals and respect the decisions they make.
- be responsible for moving groups of young people to different locations.

Types of work

Any UWE staff member can request student ambassador support for an event/job. The type of role and event will vary but there will be set events/activities which take place throughout the academic year.

1.5 Recruitment and Outreach

UWE provides a wide range of activities to support schools, colleges and other education and community partners in the area. These are based on raising awareness, raising aspiration, raising attainment, facilitating progression to Higher Education (HE) and recruiting potential new students to the University. We also participate in careers and HE events offering information about UWE and its courses to potential students and parents/carers.

Some of our activities are targeted at people from under-represented backgrounds, families, groups and communities. Under-representation is closely connected with issues of educational inequality and social exclusion. We want to increase opportunities for people from lower socio-economic groups; people who live in areas of relative deprivation where participation in HE is low; 'looked after' young people in the care system; people with a disability/specific learning difficulty; and people from minority ethnic communities.

The majority of events will be based around student recruitment by offering activities/events on and off campus. We also take part in careers/HE/UCAS fairs where we aim to raise awareness of UWE and showcase the courses and facilities we have to offer.

Some typical examples of activity involving student ambassadors are provided below.

Campus visits and taster days

Typically these involve campus tours and talks aimed at raising awareness and understanding of the opportunities available at the University and in higher education generally. They often focus on activities based on challenging students' perceptions about higher education and the people who have been, or aspire to go to university. In some cases campus visits involve subject tasters or are themed around specific subject areas. Campus visits sometimes include study skills and student life sessions, help with

writing personal statements, information about applying through UCAS, careers advice or sessions aimed at parents/carers. Our student ambassadors play a key role in supporting the delivery of campus visits and taster days.

Subject specific curriculum enrichment/BoxED

The University makes a substantial contribution to curriculum enrichment through the provision of support for schools and colleges in a range of subject areas. This activity often forms a key strand of campus/school visits and is designed to give students an experience beyond the national curriculum in order to develop enthusiasm for the subject in question. STEM subjects (science, technology, engineering and mathematics) feature prominently in our curriculum enrichment activity programme.

Open/Applicant Days

Open Days are a key recruitment tool which allows us to invite prospective students and their guests onto campus in order to gain awareness of the courses and facilities we provide. It is a great opportunity for prospective students to attend course talks and view course/faculty facilities as well as visit the campus and accommodation which UWE provides. Students who attend open days generally haven't yet chosen their UCAS options, so it is important we provide all visitors with an engaging and enjoyable visit.

Applicant Days are important conversion events. This is where we invite students who have applied to UWE Bristol to come along to the University in order to gain further information about their course. We can provide taster sessions and more in-depth talks in order to provide applicants with further information about their chosen subject.

Selection Events

A large number of courses at UWE Bristol have a selection process for applicants which may include an interview or portfolio discussion. Student ambassadors assist in these interviews by guiding applicants around campus; invigilating tests; providing information during the day to applicants.

Welcome

The start of the new academic year involves a high number of roles for ambassadors. Assisting in course induction talks; manning registration desks; providing directions; and assisting with accommodation move in are a few of the roles which ambassadors assist with over the move-in period.

Progression Routes

Whilst an ambassador there will be opportunities for you to develop in order to receive additional job opportunities.
These additional jobs require ambassadors to work in specialist areas and take on a higher level of responsibility.
Further development opportunities are optional to you – but **do provide further jobs**.

Getting Started

1.6 Presentation and Uniform

All new ambassadors to the scheme will be issued their student ambassador uniform, which consists of one polo shirt and one hoodie.

It will be your responsibility to look after your uniform and keep it clean. You must arrive ready for your shift in your uniform. If you need to change please allow extra time for this.

Occasionally some events will require you to dress smartly rather than the student ambassador uniform. This will be specified on the job invitation email you receive. Make sure you read the "dress code" section.

1.7 Training

1.7.1 Initial Training to become an ambassador

Student ambassadors will be required to attend specific mandatory training sessions and complete online reading modules as a prerequisite to commencing work as an ambassador.

Training covers topics such as professional conduct, working at events, and communication and presentation skills.

Students will be paid for attending mandatory in house training sessions, in line with HR regulations. Attendance for the training session will be paid to students who complete the formal process of becoming an ambassador. This includes completing all required HR and payroll information, all pre-reading modules and attending the training in full.

Only the in house training is paid. Pre-reading/online training modules are not paid.

Students can claim via an online timesheet for this training time once becoming an ambassador. You will be emailed with confirmation that you attended training and within this email will be the jobcode and information required to complete the timesheet.

1.7.2 Current ambassadors – top-up training:

Student ambassadors may be required to attend top-up training as part of their ambassador development. Attendance for top-up training sessions will be paid to student ambassadors who attend the training in full.

1.7.3 Lunch/Breaks

All ambassadors who work over a 6 hour shift must take a 30 minute break.

Breaks are unpaid, as they are for all UWE staff.

If you work a shift under 6 hours – you can take a break if you require. Please check with staff in charge when you can or should go for a break.

1.7.4 Holiday

As ambassadors are casual workers, you are not entitled to paid holiday. Due to this, the HR department automatically add on a percentage of holiday pay to each timesheet you submit.

Casual Worker Agreement

Once registered as a student ambassador, you will be sent a casual worker agreement.
The HR department have created a casual worker registration agreement for all casual workers at UWE.
As a student ambassador, you are classed as a casual worker.
No action by you is required, apart from reading the agreement.
This is not a contract of employment, just an agreement recording the terms on which a casual work relationship is entered into between you and the University. You do NOT need to sign or return this document – it is read only.
As this is a generic document for all UWE Bristol causal workers, there are a few details which are not entirely accurate for the student ambassador scheme. In these cases we have made comments to further expand on the understanding.
If you have any queries about this document please let the scheme know and we will forward your query onto the HR department.

Working

1.8 Correspondence

Student ambassadors are expected to read all correspondence sent to them through mediums such as email.

1.9 Working Hours

Work undertaken by student ambassadors is flexible and fits around your studies.
Student ambassadors are casual workers, and as a casual worker - the student ambassador scheme is not obliged to offer you any work nor are you obliged to accept any.
The University advises students to limit their working hours to 16 hours per week during term time so you can keep a balance between work and study.
As a scheme, we do expect the majority of ambassadors to work our large scale recruitment events such as Open Days and Applicant Days.

Ambassadors will work variable hours which may include early mornings, evenings and/or weekends.

- The majority of student ambassadors are not required to commit to regular work patterns.
- Each event is a job in its own right and commitment begins and ends with each event.
- Student ambassadors can register to work for as many or as few events as they wish.
- Due to the flexible nature of this work, set working hours are not guaranteed.

1.9.1 Tier 4 visa work limitations

Non-EU students will usually be studying at the University on a Tier 4 student visa issued by UK Visas and Immigration (UKVI). This visa will either be stuck inside your passport or on a biometric card (similar to a driving licence). It will clearly state the number of hours your visa allows you to work, if at all.

For those on a first degree or above, the visa may state you can work 20 hours a week – however the University limits this to 16 hours.

Below a first degree the student will be granted 10 hours of permitted work a week.

Please note the limitation of 16 hours per week encompasses all jobs you may have e.g. student ambassador work and a part time job at a supermarket.

Though UK & EU students have no legal limitations on the hours they work – the university also advises you work no more than 16 hours a week. **This is to ensure students put their studies first!**

Unlike UK and EU students, a 'week' in this context is considered to be any rolling seven-day period (ie a 'week' does not run from Monday to Sunday or from any other specific day).
During university vacation periods non-EU students may work up to 37 hours a week.
It is your responsibility to adhere to your work limitations.

1.10 Continuing as an ambassador

You will be invited by email to continue working as a student ambassador for the following academic year provided your conduct and performance have met the standards required.
Failure to respond to this email will result in you being removed from the scheme.

1.11 Place of work

The majority of student ambassador work opportunities take place on one of the UWE Bristol campuses (Frenchay/Glenside/Bower Ashton/City Centre/Gloucester).
We also undertake numerous events and activities in local and regional schools, community settings, within the city of Bristol, and elsewhere in the UK - so you may be asked to work in a variety of places.
The only place ambassadors don't go is overseas.

1.12 Who you work with

This very much depends on the event you are working.
As a student ambassador supporting an Open Day, you could be asked to work in teams of 2-10 or on your own giving campus tours to potential students and their families. During Undergraduate Open Days we require around 300-400 ambassadors to work.
Student ambassadors supporting campus visits for schools/colleges usually work in pairs with groups of up to 10 learners.
Student ambassadors who visit schools/colleges might be working in pairs to deliver talks or activities, on their own in the classroom alongside a teacher or on their own with an individual learner or a small group.
Some events will require you to work alongside UWE staff. These staff will be from the related department/service who requested ambassador support.

Pay

Student ambassadors are at Grade A of the University pay scale. The pay scale is annually reviewed by the University.

The student ambassador scheme will inform you of any changes to the pay scale.

All student ambassadors need to join UWE payroll and have a valid employee number.

1.13 Updating your details with payroll

If any details such as your address or bank account change then you need to contact payroll in writing from your UWE email account to: **personnel.payroll@uwe.ac.uk** with the updated details.

1.14 National Insurance Number

You require a National Insurance Number when working in the UK.

If you do NOT have a National Insurance Number you will need to obtain one. For further information please visit the HMRC website: http://www.hmrc.gov.uk/ni/intro/number.htm

1.15 Payment process

Ambassadors **MUST** complete and submit an electronic timesheet for each job/event they work.

It is each ambassador's personal responsibility to submit timesheets in order to be paid for work they have completed.

Payroll runs on a monthly basis.

1.16 When to submit timesheets

1.16.1 Timesheet Rules

1. It is your responsibility to submit electronic timesheets **AFTER** each event has taken place.
2. Timesheets **MUST** be submitted within 1 month of the event worked.
    - Any timesheets submitted AFTER this 1 month timeframe may be refused and NOT PAID.

      E.g. If you work an event which takes place on 8 July 2018 you have until 08 August 2018 to submit your timesheet.
3. It is good practice for all ambassadors to submit timesheets straight after they have worked an event.

1.16.2 Your timesheet deadlines

Ambassadors need to submit timesheets before 09:00 on the 25th of the month in order to be paid the following month.

- *E.g. Timesheet submitted 24 Aug is paid in Sep payroll.*
- *E.g. Timesheet submitted 26 Aug is paid in Oct payroll.*

1.16.3 How to submit timesheets

When you are confirmed as working an event, within the confirmation email will be the Job Code and timesheet link.

You need to submit a timesheet AFTER each event/job you work.

If you are working a two day UCAS fair, you will submit a timesheet for each of the days you have worked.

Timesheet Link

The timesheet link is always the same –
https://uwe.formstack.com/forms/student_ambassador_electronic_timesheet

Job Codes

The Job Code is different for each ambassador and each event. When submitting timesheets you will need to ensure you use the correct Job Code for that particular timesheet.

It is **YOUR responsibility** to correctly submit a timesheet for each job/event you have completed.

1.16.4 How you are paid

Student ambassadors are paid by BACS directly into your bank account.
You will receive a pay slip for each month you submit a timesheet. You will also receive a P60 at the end of the tax year and a P45 once you finish working for us.

1.16.5 Best practice

It is in your best interest to keep a log of events/jobs you have been confirmed as working and what you have submitted timesheets for.
Keep hold of your confirmation email, as you'll need the Job Code to submit your timesheet.

How work is sent to you

When work is available, you will be sent a Work Invitation email which will contain details about the work, including date/shift time/role/location etc.

- If you are not available or not interested in working the event – you can ignore the email.
- If you are interested in working – register your interest through a link at the bottom of the email.

An example of a work invite is below:

WORK INVITATION

I would like to offer an opportunity to work on **Saturday 17 June 2019 from 08:15 to 15:30** for the following event. Please note that this e-mail is not confirmation that you will be working. You will need to confirm first that you wish to work by following the instructions at the bottom of this e-mail.

Open Day - Frenchay Campus, Frenchay Campus - 4E13
Description: Open day support – various roles
Tasks: This will be confirmed nearer the open day
Meeting location: 4E13
Requested by: Stef Oliver - 0117 328 2698
Faculty/Service: R&O
No. of ambassadors working: 400
Dress code: Unless stated differently below - please wear your student ambassador t-shirt/hoodie.
Briefing on day? Yes

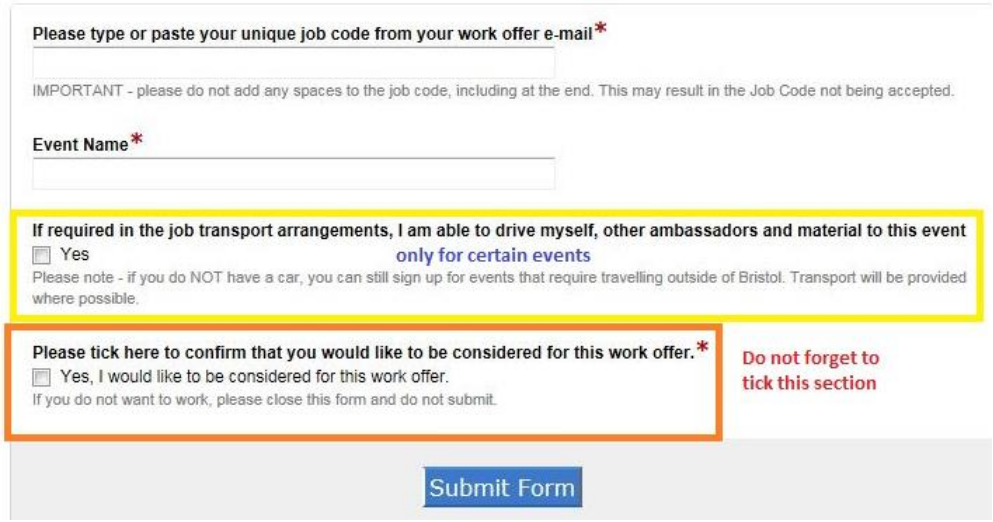
Travel: ambassadors are working ONSITE at UWE campus or affiliated venue IN Bristol or Gloucester - they must organise their OWN transport to the event location - NO EXPENSES: this CAN'T be claimed under travel expenses and is at the ambassadors OWN cost
Timesheet link (for ambassadors to complete): https://www.formstack.com/forms/uwe-student_ambassador_electronic_timesheet##
Can travel expenses be claimed? No
Can food expenses be claimed? No
Can travel time be claimed? No

If you do NOT want to work:
If you do not want to be considered for this work offer, you may disregard this e-mail.
If you DO want to work:
If you would like to be considered for this work offer, you must enter the following unique job code at https://www.formstack.com/forms/uwe-sa_accept_work_offer
JOB CODE: 13012931A160618103

1.17 Applying for a shift

To apply for a shift simply copy the job code provided in each email to the following link:
Job application link - https://www.formstack.com/forms/uwe-sa_accept_work_offer

You will then be taken to a webpage where you can register your interest in working that particular event:



When you respond to inform us you are interested in working via the formstack link, you will see a message:
'**If required in the job transport arrangements, I am able to drive myself, other ambassadors and material to this event'.**

- If you tick this option, you are confirming you are able to drive to this event if required and take other ambassadors as passengers and event materials.
- If you do NOT tick this option, you can still apply to work these jobs.

This information allows us to plan for events by knowing who, if any ambassador is able to drive to an event if necessary.

How shifts are allocated

Shifts are allocated as fairly as possible to give everyone the opportunity to work. However, we may base our decision on who works particular events based on the skills required for the event.
Certain events may require ambassadors to be from a specific course or campus depending on the nature of the work (e.g. course interviews). Other events may require ambassadors from a particular course year or who have particular experience.
Where possible the scheme will endeavour to offer work out as fairly as possible.

1.18 Knowing if you are working

If you respond to a job invite with an interest to work, you will receive one of three emails.

1.18.1 *Confirmation of Work*

If you have been selected to work, you will receive a confirmation of work email.

1.18.2 *Reserve*

For most events we put a number of ambassadors on reserve. If you receive a reserve email, this means that you are not yet confirmed to work, but are on standby.
If an ambassador who has been confirmed as working cancels their shift – reserve ambassadors will then be confirmed as working to take that place.

1.18.3 *Event full*

If you are not sent a confirmation or reserve email, you will be sent an email stating that the event is full.

1.19 Confirmation that you are working

The confirmation email will state:

- Ambassadors confirmed to work
- Job details such as venue, date, time
- Event organiser contact details
- Your personal job code for that event (which you'll need to submit your timesheet)

The event organiser will also receive a confirmation email informing them of ambassadors confirmed and their contact details.
It is the responsibility of the event organiser and ambassador to liaise with each other regarding any event briefings or role queries.

Claiming Expenses and Transport Arrangements

Please refer to the separate Guide to Claiming Expenses.

Using your own car for events

You do not need a car in order to be a student ambassador – the team will assist you with transport planning and arrangements for certain events.
For events such as schools and college visits – it is useful if one of the ambassadors working can drive themselves, fellow ambassadors and materials to the event.

- **The responsibility for checking that the necessary motor insurance is in place and your vehicle is safe to drive rests with the student ambassador.**
- **Under no circumstances should you ever give a lift to a visitor/learner with whom you have been working.**

1.20 Your car insurance cover

If student ambassadors wish to use their own vehicle for events, you must ensure that your insurance policy covers this business use.

1.21 Equipment

When transporting UWE equipment and materials, please ensure that any valuable equipment (such as ipads) are kept out of view and taken out of the car if parking overnight.
Also, ensure that your own possessions are kept safe and taken with you.

Activity and event checklist

Remember whenever you engage with a school or college in any context, you are representing UWE Bristol and your actions and attitude will contribute to its reputation.

1.22 Preparing for events

In some cases student ambassadors may be asked to attend a short briefing session and/or read online guidance prior to a job/event. Some recruitment events may require you to prepare a presentation, which you'll be informed of in advance by the event organiser.

1.23 How you can prepare

Be aware of:

- the time you are expected to arrive and make sure you are early
- who your staff/school/college contact is and how to contact them
- your role and what is expected of you - if in any doubt, contact the event organiser as detailed in the work confirmation email
- evacuation and health and safety procedures - including first aid, absence, and illness reporting
- event resources - including presentations/talks and/or collect all required materials from the Recruitment & Outreach office
- your phone on silent/out of sight
- the location of the base room for the event
- accessible tour routes and facilities
- catering provisions during the event
- suitable language – avoid HE jargon and terminology

1.24 Event set-up/pack down

One of the core tasks when working most events is to assist with the set-up and pack down of the event. This will vary depending on the scale of the event.

1.24.1 School/college HE stand set-up

Prior to these events, you will generally need to collect the event materials from the Recruitment & Outreach office. This will normally include:

- UWE Bristol table cloth
- Pop up banner(s)
- Boxes of prospectuses
- Trolley to move boxes
- Any additional materials such as bags to give away

Once you arrive at the venue, you will need to locate the school/college main reception to report in. You'll then be directed to the event area (e.g. school sports hall) and told which stand to set up.

You will generally be given an empty table, which you will then dress with the table cloth, prospectuses and the banner.

Please always be presentable and attentive – even if the event is quiet, you still need to be stood up ready to engage with visitors and staff.

Once the event has ended, you will pack down the materials and return them back to the office either the same or the following day.

Disclosure and Barring Service check

The majority of ambassador events/jobs do not require a DBS check.
However, if you're offered a position/work that requires you to have regular contact with children or young people, you will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check.

This check will detail any warnings, cautions or criminal convictions you may have (spent and/or unspent) and will be used to help us make a decision about your suitability for participation. The check will entail completing an additional form and providing proof of identity. Full guidance will be given. You will not need to pay for the DBS check.
Certain types of caution or conviction may exclude you from participating in the student ambassador scheme. Certain types of caution or conviction might exclude you from participating in a particular role rather than the entire scheme.

The online application form asks you to declare whether you have ever received a warning, caution or been convicted of a criminal offence. If you have any concerns over something which has happened in your past, we are more than happy to discuss this in confidence with you prior to undertaking your DBS check.

1.25 Students who already have a DBS check

It is UWE Bristol policy not to accept checks from other organisations.
We will only accept DBS checks which have been processed by the University.
Once you have had a check carried out by UWE Bristol (whether for the Recruitment and Outreach department or your course), this will last you for the duration of your course (maximum of three years) provided you have no significant gaps (e.g. a placement year).

Placement

It is important for us to have placement student ambassadors working at events such as Open Days in order to promote the importance of placement opportunities to new students.
If you're going on a long term placement or lots of short term placements, we'll still like to keep you on the student ambassador scheme.

If you are on a long term placement and want to stop receiving work invitations from the scheme, you can let us know and we'll suspend your ambassador status.
As soon as you are back from placement and want to start receiving work invitations again, just let us know.

A number of events take place in evenings and weekends as well as during the day, so most ambassadors decide to still receive work emails whilst on placement.

Leaving the student ambassador scheme

1.26 If you can no longer commit to being a student ambassador or need to take a break

Please speak to the student ambassador coordinator as soon as possible. We do understand that your studies take priority, that deadlines sometimes get on top of you and that unforeseen events happen in life outside university.

We much prefer you to speak to us (in confidence) rather than simply stop working.

You can stop being an ambassador at any time.

1.27 Suspending your studies

If you suspend your studies you will also need to suspend your work as an ambassador. You can be reinstated as an ambassador once you commence your studies.

If you are leaving UWE or suspending your studies for any reason, get in touch with us and we will explain how this will affect your ambassador role.

Safeguarding

1.28 Child/Adult protection

The following information has been taken from UWE Safeguarding Policy and Guidance on Safeguarding

The University is committed to supporting and promoting the welfare of staff, students and visitors and is committed to the provision of a safe environment conducive to work, study and the enjoyment of a positive experience for all members of its community.

1.28.1 Definition of vulnerability

The University defines vulnerability as being when a child or adult is at risk of exploitation, harm or abuse, including the risk of radicalisation. While the definition of "vulnerable adult" and "child" are set out below, the Policy notes that a person can become vulnerable as a result of specific circumstances or situation which may increase the risk of exploitation.

1.28.2 Vulnerable Adult

The University defines a vulnerable adult as a person aged 18 or over who is, or may be, in need of 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 unable to protect him or herself against significant harm, abuse or exploitation, including being drawn into terrorism.

1.28.3 Definition of a child

The University defines a child as a person who is under the age of 18.

1.28.4 Reporting Safeguarding Concerns

It is the remit of Social Services and/or the Police to investigate safeguarding concerns; however, the University will undertake a risk assessment before making a referral to such an external agency. If a member of the University, staff or student, has any immediate risk concerns (including outside normal University hours) they may refer directly to the Police or Social Services, but otherwise they should follow the internal referral process. If a direct referral is made, the member of staff or student should inform the University Designated Safeguarding Officer at the earliest opportunity.

If in doubt, talk to a Designated Officer, Line Manager, Academic Lead at the University.

1.28.5 **Do's and Don'ts**

The following list of useful dos and don'ts is based on those included in the *Safeguarding Vulnerable Adults: Guidance for English Higher Education Institutions (HEIs) – Department for Innovation Universities and Skills (December 2007).*

If a child or adult discloses that they are experiencing abuse or harm or if there are suspicions a child or adult is at risk of abuse or harm consider the following:

DO	**DO NOT**
Be supportive.	Panic.
Take what the child or vulnerable adult says seriously.	Delay.
Remain calm.	Promise to keep secrets.
Reassure them that it was right to tell someone.	Ask leading questions.
Use language they understand.	Ask them to repeat the story unnecessarily.
Explain what will happen next i.e. that disclosure of relevant information may need to be made to the Designated Safeguarding Officer.	Express any opinions about what you are told.
Write down verbatim immediately afterwards what was said, including the time, place and any other observations: sign and date the record.	Discuss the disclosure with anyone other than the Designated Safeguarding Officer and other relevant personnel.
Pass the report to the Designated Safeguarding Officer.	Start to investigate.
Remember that you may need support. Seek advice and support for yourself from the Designated Safeguarding Officer.	Do not contact the alleged abuser.

1.28.6 **Working with students under the age of 18 years**

All staff who have regular one-to-one contact with students who are under the age of 18 should adhere to the following guidance.

If you have any concerns or queries arising from reading this guidance please contact Head of student Support and Wellbeing who is responsible for matters relating to safeguarding vulnerable groups.

*1.28.6.1 **General Guidelines to ensure safety for yourself and the young person***

- Respect all individuals whatever their age
- Place the safety and wellbeing of the young person first. It must be placed before any personal or organisational goals and before loyalty to friends and colleagues
- Form appropriate relationships with young people. These should be based on mutual trust and respect.
- Be aware of the relative powerlessness of young people compared to staff members
- Be committed to actively preventing the exploitation and abuse of children and young people.
- Conduct meetings with the student either with another staff member present or in an open environment (e.g. leave office door open and do not hold meetings when lone working)
- If physical contact is necessary e.g. for demonstration purposes, ensure it takes place only with the full consent of the student and that its purpose is clear
- Do not use touch as a form of communication, even to comfort a student who is distressed.
- Consider implications of transporting students in your own vehicle, do NOT offer lifts

- Consider your expected behaviour in certain situations and what might be considered unacceptable, e.g. sexually suggestive comments, inappropriate language
- You must never take, or arrange to meet, a young person outside of school or event premises without a teacher or event organiser present
- You must never make unnecessary physical contact with young people
- You must report any suspicions that a young person is being abused to the school or college's named person or event organiser. When working in schools/colleges this is the head teacher or principal unless you have been informed otherwise.

Equal opportunities and diversity

The following information has been taken from UWE Equality and Diversity Policy and webpages

The University is committed to being an inclusive organisation, where people are treated as individuals and where equality and diversity is celebrated.

The University is committed to supporting, developing and promoting equality and diversity in all of its practices; it aims to establish an inclusive culture, free from discrimination, harassment, and victimisation.

The University will, in carrying out its activities, have due regard to:

a) the promotion of equality of opportunity.
b) the promotion of good relations between different groups.
c) the elimination of unlawful indirect and direct discrimination.

1.28.7 How we can all work towards Equal Opportunities

- Fostering a culture in which equality and diversity considerations are embedded into work areas.
- Ensuring students, visitors, prospective students are encouraged and enabled to reach their full potential, irrespective of their background or protected characteristic.
- Using your role to promote equality of opportunity for students and staff.
- Contributing to an inclusive environment which celebrates diversity.

1.28.8 Definitions

Direct discrimination: Actions where people are treated less favourably than others on the grounds related to their identity as one of the protected groups.

Diversity: Recognising, valuing and taking account of individuals' different backgrounds, knowledge, skills and experiences to create a more productive and effective educational community.

Equal opportunity: This is the right of individuals and protected groups to equality of access and outcome in employment and service delivery.

Equality: A situation where all are able to participate and where everyone has the opportunity to fulfil their potential.

Harassment: There are three types of harassment which are unlawful under the Equality Act:

- Harassment related to a relevant protected characteristic.
- Sexual harassment.
- Less favourable treatment of a student because they submit to or reject sexual harassment or harassment related to sex.

Indirect discrimination: This occurs where a condition or requirement has been put in place which applies to all, but, in practice, has a detrimental effect upon a group of individuals that cannot be fully justified.

Positive action: This is action taken by an organisation to provide development opportunities for 'Protected groups' who are demonstrably and statistically under-represented within the University.
Protected groups: Equality legislation currently provides protection against unlawful discrimination in employment and service delivery on the following grounds:

- Age
- Disability
- Gender Identity
- Marriage and civil partnership
- Maternity and Paternity
- Race
- Sex
- Religion and Belief
- Sexual orientation

Victimisation: This is the treatment of someone less favourably because they have made or might make a complaint about discrimination under one of the above protected group categories.

Health and Safety and Emergency situations

The following information has been taken from UWE Health and Safety webpages
The University strives for a positive health and safety culture that involves the entire University community in commitment and active co-operation at every level.
It conducts its activities in such a manner as will, so far as is reasonably practicable, avoid harm to staff, students, visitors or the environment. The University seeks to ensure that its students, within their learning experience, gain an understanding of the importance of health and safety and leave the University having come to regard good safety practice as the norm.
Health & Safety – You have a duty to safeguard your own and others' health and safety during your working day.
In practice, this means acting positively in relation to health and safety, co-operating when instructed and not misusing any equipment provided.
Student ambassadors should comply with UWE's Health & Safety policy at all times when working on campus and should follow the guidelines set out in their training.
The guidelines set out here relate to health and safety on campus however the majority of the guidance provided is common sense.

1.29 **Health and Safety Responsibility of all UWE Bristol students:**

1. Through their 'duty of care' students have a responsibility to take reasonable care of the health and safety of themselves and others by their acts and omissions.
2. Treat staff, their co-students and other members of the UWE community with regard for their safety and well-being.
3. Co-operate with the University as far as is necessary to enable any duty or statutory requirement to be performed or complied with. This will include complying with safety instructions given by staff or participating in exercises such as fire drills.

4. Report all accidents, incidents, including near misses and hazardous circumstances to their tutor or to a responsible person within the University. This should be done by using the established reporting arrangement within their Faculty or Accommodation.
5. Not attempt to operate machinery or use substances until they have received instruction on safe methods and have demonstrated their competence to their tutor or the technical staff for the area.
6. Undertake any health and safety training and induction required by the University.
7. Have a legal duty not to interfere with anything provided for safety purposes. This will include personal protective equipment, window restraints, machinery guards, barriers, cones, signs, fire alarms and extinguishers etc.
8. While on campus, students are responsible for the actions of their visitors and must ensure the requirements of the University's' Health and Safety Policy are met.

1.30 Accidents

The University cares about its staff, students, those who visit us and our contractors. Should any of our activities cause injury or ill health, however minor, the University needs to find out about it, not to apportion blame, but to learn why it happened so as to prevent recurrence.
Therefore all accidents, however small, which happen to University staff or students *engaged in University activities - or which happen to anyone on University premises* - must be reported on the University's Accident Report form.
An accident is "an unplanned or unexpected event or series of events that may result in **personal injury** or **ill health**, damage to property or none of these. An accident where there has been no personal injury or ill health is a **near-miss**".

1.31 Reporting Hazards/Incidents

Student ambassadors should report hazards/incidents but how you do this depends on where it is, what it is and how urgently attention is necessary:

- If it's in the area where you're working, then you should report it directly to your line manager.
- If it's in a staffed facility (e.g. the Library, OneZone) then you should report it to a member of staff in attendance. You should explain the hazard, and make a note of when and to whom you reported.
- Alternatively, report the hazard directly to UWE's Health and Safety Unit on **82596** from an internal phone (or **0117 32 82596** from a mobile) or e-mail safety@uwe.ac.uk.

Any accident, incident or near-misses which take place on or off campus should initially be reported to the student ambassador scheme.
Staff within Recruitment & Outreach will then investigate the situation and report it onto the Health and Safety department within the University.

1.32 Don't Walk By

The University is keen to ensure that staff and students who see something they think is dangerous have an effective method they can easily use to promptly report it.
Don't be discouraged from reporting by thinking someone has already reported the matter. Better several reports and the job done once than no report and several accidents.
A report of anything which appears unsafe on campus may be made to the **Facilities Helpline 222**.

Alternative methods of reporting:-

- by phone to the Health and Safety Team (internal 82596 / external 0117 3282596)
- by e-mail (safety@uwe.ac.uk)
- in person to Main Reception or your Faculty/Campus Reception

1.33 Emergency

If you require an ambulance, fire engine, police and/or security call:
- 9999 from an internal phone or **0117 328 9999** from a mobile. This will take you through to specially trained Operations and Security staff at the Frenchay Campus Gatehouse. They will organise emergency assistance and take responsibility for directing emergency vehicles to your location when they arrive on campus.

It is essential that you follow this procedure. UWE campuses are large and complex, and you could seriously delay emergency assistance if you contact the emergency services directly.

1.34 First Aiders

University **First-aiders** are specific UWE employees who have successfully undertaken First-aid Work training in accordance with the Health and Safety (First Aid) Regulations and hold certificates of qualification from a nationally recognised awarding body.

Student ambassadors should not give First Aid even if they're qualified to do so (except in a life or death situation).

1. If someone needs non-emergency treatment on campus you should:
   - Notify your **UWE line manager** or any UWE staff member if they're in the immediate vicinity or
2. contact a **First Aider** directly

Lists of First Aiders and their contact numbers/locations are displayed on notices throughout the University. If you can't locate a First Aider, phone the Frenchay Campus Gatehouse on 82552 from an internal phone (or 0117 32 82552 from a mobile) and staff there will send a First Aider to your location.

If someone needs urgent treatment on campus, you should follow the Emergency Assistance procedure and call:
- **9999** from an internal phone or **0117 328 9999** from a mobile.

1.35 Fire Safety & Emergency Evacuation

If you discover a fire then, without waiting for automatic detection to raise the alarm, you should - Communicate and Escape.
Action on Discovering a Fire:
If you discover a fire (or suspect one) then without waiting for automatic detection to raise the alarm, you should:

1. Break the glass of a nearby manual call point. This will activate the fire alarm for the building or zone in which it is located.

2. Follow the Emergency Assistance procedure and call **9999** from an internal phone or **0117 328 9999** from a mobile.
3. Shout "fire" to alert persons in the immediate vicinity.
4. At your earliest opportunity from a safe place you should inform those staff coordinating the evacuation of the reason and location of the alarm being raised.

Firefighting is a high-risk activity that requires appropriate training. It is UWE policy that staff and students are generally not trained to fight fires with fire extinguishers.

1.36 Manual handling

Some student ambassadors, depending on their role, may be asked to lift and carry objects in the course of their work, e.g. carrying boxes of prospectuses, helping to set up chairs for graduations etc.

1.36.1 What is manual handling

Manual handling is the movement of a load, directly or indirectly, by hand or bodily force. This includes lifting, putting down, pushing, pulling, carrying or by other means.

There are a wide range of manual handling activities carried out at the University, examples include:

- Pushing trolleys, e.g. catering materials, AV equipment
- Carrying furniture, e.g. stacking chairs, tables, desks
- Carrying boxes, e.g. copier paper, printed materials
- Setting up displays, e.g. boards, tables

1.36.2 Risks and consequence

The risks associated with manual handling activities arise from the task, e.g. twisting, stooping, strenuous pushing and pulling; the load, its weight, size, shape, stability, ease of grasp of loads; the working environment, e.g. constraints on posture, poor floor surfaces, hot, cold or humid conditions and the individual, e.g. their health, the effects of protective equipment and clothing.

1.36.3 Techniques

When lifting, it's important that student ambassadors apply the following techniques:

1. **Think before lifting/handling.** Plan the lift. Where is the load going to be placed? Will help be needed with the load? Remove obstructions. For a long lift, consider resting the load mid-way on a table or bench to change grip.

   2. **Keep the load close to the waist.** The load should be kept close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. Try to slide it towards the body before attempting to lift it.

   3. **Adopt a stable position.** The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). You should be prepared to move your feet during the lift to maintain their stability.

   4. **Get a good hold.** The load should be hugged as close as possible to the body.

   5. **Start in a good posture.** At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

   6. **Don't flex the back any further while lifting.** This can happen if the legs begin to straighten before starting to raise the load.

   7. **Avoid twisting the back or leaning sideways, especially while the back is bent.** Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.

8. **Keep the head up when handling.** Look ahead, not down at the load once it has been held securely.
9. **Move smoothly.** The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.
10. **Don't lift or handle more than can be easily managed.** There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

Dealing with inappropriate behaviour

1.37 Bullying

Bullying is offensive, intimidating, malicious or insulting behaviour; an abuse or misuse of power through means intended to undermine, humiliate, disparage or injure the recipient.

1.38 Harassment

Harassment is inappropriate behaviour that affects a person's dignity. It arises when a person engages in unwanted conduct, related to a relevant 'protected characteristic', and the conduct has the purpose or effect of violating the recipient's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for the recipient.

1.39 Types of bullying and harassment

Here is a list of different forms of bullying and harassment. Note, however, that they can often overlap.

- **Verbal** - Verbal bullying and harassment includes: shouting; threatening; name calling; embarrassing and humiliating; using offensive language (e.g. racist or sexist); making disparaging or personal remarks; telling offensive jokes; and constantly interrupting or talking over someone.
- **Non-verbal** - Non-verbal bullying and harassment includes: using aggressive and intimidating gestures or body language; mimicking; giving someone the cold shoulder (e.g. ignoring and disregarding; communicating only by email or through a third party); and showing offensive pictures.
- **Physical** - Physical bullying and harassment includes: pushing; hitting; touching; standing too close, i.e. invading someone's 'personal space'; and throwing things.
- **Unfair criticism** - Unfair criticism includes: excessive destructive criticism (as opposed to timely constructive feedback); trivial fault finding; excessive monitoring and supervision; ignoring and down-playing achievements; and fabricating allegations to make it appear that the victim is at fault.
- **Victimisation** - Victimisation includes: singling someone out for different treatment; setting someone up to fail; forcing someone to work excessive hours; frequently contacting someone when they are at home or on leave; and delaying applications for holidays or training courses.

1.40 Who is responsible?

No one can afford to ignore inappropriate behaviour in the hope that someone else will do something about it.

All of us, from senior management to support staff, need to take responsibility for the human aspects of the working environment - the way each of us behaves, affects everyone around us.

1.41 Helping people who behave inappropriately

There are a number of ways in which those in a position of authority or influence can help people to modify inappropriate behaviour.

• Focus on the fact that it's the behaviour of the person which is unacceptable, not the person himself or herself.

• Identify in which situations and with which person or people they are likely to act in this way.
• Explore what feelings they have before and after they carry out their inappropriate behaviour.
• Above all, make it clear that, whatever the reasons for their behaviour, it is totally unacceptable and will not be tolerated.

1.42 Assertive responses

Assertive responses to inappropriate behaviour are composed of three parts:

1. Describe the behaviour that you find unacceptable:
2. Describe the effects of that behaviour - how it made you feel:
3. Say what you would like to happen:

A statement like this asserts your right to be treated with respect, without being aggressive.

Dealing with challenging behaviour

1.43 What is challenging behaviour?

- Behaviour which presents a challenge to teaching and learning.
- Behaviour which prevents or hinders facilitators (teachers) or other students from doing what they want or need to do.

1.44 Common causes of challenging behaviour:

- Mismatch - student is not doing what they expected or wanted to do.
- Boredom - student finds a session irrelevant or monotonous.
- Prolonged mental effort - a student concentrates too hard for too long.
- Poor relationships - between students and teachers or groups of students.
- Inability to do the work - student finds the work too difficult or is unclear about what the task demands.
- Don't know – sometimes people don't intend to be rude or may not realise how their actions are being interpreted. This is not an excuse however for bad behaviour.
- Low self-esteem - some students lack self-confidence in themselves as learners. As a result they may be reluctant to take risks with something which may prove too difficult. Disruptive behaviour may represent an attractive alternative.

1.45 Ways to Prevent the Development of Challenging Behaviour

Ownership: People are unlikely to disrupt if they feel a sense of ownership for what is happening.

Relationships: Try to build positive, friendly relationships with the young people with whom you work. Finding things which you have in common can really help here, and it is important to remember personal details between sessions.

Checking in: If young people have worries and they do not get the chance to disclose, they may well 'act out' these concerns during the session. By giving them the chance to talk about any such concerns at the beginning of a session you can reduce the likelihood of disruption.

Activity: Young people are less likely to get bored and present disruptive behaviour if they are actively engaged. This may involve discussions, short presentations, role-play or making something, etc.

Variety: Even when young people are actively engaged, sessions can become over-taxing or boring unless there are fairly frequent changes of activity. Constant small group discussion throughout a session inevitably gets boring.

Success: Even if a topic is difficult the young people may be unlikely to fully understand or be fully competent by the end of a session, try to ensure that they complete at least part of it successfully. This can prevent feelings of hopelessness and the subsequent loss of motivation.

'Hurdle help': Try to anticipate which bits of a session are likely to prove difficult and check their understanding at this stage, offering (just enough) help or further explanations. If someone makes obvious mistakes, take some of the blame yourself - "I obviously didn't explain that very well".

Eye contact / scanning / circulating (when working with groups): It is important to try to establish eye contact with every member of your group. This helps to make everyone feel involved. It is also useful to scan the classroom to see if anyone is 'off task' or obviously experiencing difficulty. If so, you can circulate and offer help in a supportive and helpful manner.

Signaling: When disruptive behaviour starts, some teachers ignore it until it reaches a level which warrants an official or formal reprimand. A 'look' which involves a slightly stern or concerned facial expression will signal that you have noticed what they are doing. This will often halt the behaviour.

Ground rules: Once a group has met a couple of times, you can ask if they would like to set their own ground rules, to aid the smooth running of the group and to safeguard individuals' rights. Some teachers find it useful to state that any group member can refer to the ground rules if they feel that someone is breaking them. This process clearly passes some of the responsibility for behaviour back to the group and gives the group a sense of 'ownership' of their own conduct.

Ground rules typically concern themselves with issues such as:

- Mutual respect; Negotiating breaks; Interruption; Ridicule; Hogging/dominating (discussions); Punctuality; Language (especially sexist, racist)

1.46 Calming Techniques

- Speak softly and slow the conversation down
- Sit down
- Open body posture and open hand movement
- Show that you are listening
- Try not to respond to insults but follow up later
- Maintain eye contact
- Let them let off controlled steam
- Offer solutions if possible
- Encourage them to find possible solutions

Useful UWE contacts

- **General enquiries**
  - Email: infopoint@uwe.ac.uk
  - Telephone: +44 (0)117 9656261
- **Courses and applications**
  - Email: admissions@uwe.ac.uk
  - Telephone: +44 (0)117 32 83333
- **International student enquiries**
  - Email: international@uwe.ac.uk
  - Telephone: +44 (0)117 32 86644

Appendix 1 – Example of Expense Form

University of the West of England
BRISTOL

EXTERNAL VISITOR EXPENSES CLAIM FORM

(not for use by University Staff or Interview Candidates)

Please staple all receipts overleaf

EXAMPLE

Please note all fields marked * are compulsory.
Pages 1 and 2 must be completed to avoid your claim being returned.
Please send the completed form to the University Faculty/Service concerned.

Please use text in red

*Faculty, Dept/Service: R&O *UWE Contact: SA Scheme *Tel No: 0117 32 82698

*Role at UWE: Examiner ☐ Governor ☐ Secondee ☐ Other Student Ambassador

PERSONAL DETAILS

*Surname: e.g. Smith *First Name: e.g. Janet *Title: Miss

UWE email address

*Telephone Number: e.g. 0717 1234567 *Email Address: e.g. janet.smith@uwe.ac.uk

*Home Address: e.g. 123 My Road, Hotwells, Bristol

*Postcode/Country: BS1 1HT

Term time address

*Bank Details: Account Name: Miss J Smith

These details are on the front of your bank card

Sort Code: 1 2 3 4 5 6

Account Number: 1 2 3 4 5 6 7 8 Please state 8 digit number

If payment is to be made to a non-UK bank account, please supply additional details below:

Name of Bank and Country: e.g. Natwest

SWIFT/BIC Code:

IBAN/Account Number:

SUMMARY OF EXPENSES (please enter individual details overleaf)

Journeys without Passengers:		p	£ p	Account (If codes not known, this must be completed by UWE contact)	Cost Centre
(Motor Car) No.of miles	80	0.45	36.00	4241 UK Travel	Please leave blank
(Motor cycle) No.of miles		0.24			
(Bicycle) No.of miles		0.20			
Journeys with Passengers:					
1 Passenger - No.of miles		0.50			
2 Passengers - No.of miles		0.55			
3 Passengers - No.of miles		0.60			

Names of Passengers and Date of Travel (please do not include driver):

		(If codes not known, this must be completed by UWE contact)	
Meals (Detailed overleaf):	25.60	4221 UK Subsist	Please leave blank
Accommodation (Detailed overleaf):			
Other Transport (Detailed overleaf):	5.00	4241 UK Travel	Please leave blank
Other Expenses (Detailed overleaf):			
***TOTAL AMOUNT CLAIMED (GBP):**	66.60	State currency to be paid if not GBP:	

CERTIFICATION

Please sign with a pen

I certify that these jour curred wholly on University of the West of England business.
This claim is made using ce allowances.
In the case of a private vehicle it is confir at business use insurance cover is in force, has a valid MOT and is in a road worthy condition.

***Claimant's Signature:** J Smith **Date:** 23/07/2018

***Faculty/Service Authorisation Signature:** Please leave blank **Date:**

Print Name:

Office use only:	*Finance use only:*		
Checked by:	Ref No:	Processed by:	Date:
Date:			

EXAMPLE

Please staple all receipts here

Additional transport cost e.g parking,

Date	Journey Details	Reason for Travel	Number of Miles	Number of Passengers	Foreign Currency See Note E		Amount					& D
					Foreign Currency Amount	Exchange Rate	Meals Amount	Meal Description	Accomm Amount	Other Transport Amount	Other Expenses Amount	Other Transport/ Expenses Description
	See Note A		See Note A	See Note B	e.g. $	£1 = ……..	GBP	See Note C	GBP	GBP	GBP	e.g. Parking
18/07/2018	BS16 1QY (UWE as the start point) to Cardiff CF11 1XX	HE Fair Cardiff	40	0			7.60	L		5.00		Parking
							18.00	D				
18/07/2018	Cardiff CF11 1XX to BS16 1QY	HE Fair Cardiff	40	0								
		Totals (carried overleaf)	**80**				**25.60**			**5.00**		

Reason e.g. He Fair, Schools visit

Enter all dates of the expense

If claiming mileage – enter start and end postcodes

Total miles per journey

Enter all meal receipts individually

Please read carefully:

Note A When a journey does not start and/or finish at the normal place of work, only the shorter of these distances may be claimed: (a) between the actual starting/finishing point and the destination, or b) between the normal place of work and the destination. Postcodes must be provided for start and end of journeys. Where starting/ending from home, please mark the postcode with "H".

Note B Claims for passengers may be made only in respect of members of University staff who are travelling on University business.
When completing the summary overleaf, please ensure that you use the appropriate "rate per mile" it should be inclusive of the passenger(s) allowance.

Note C When claiming for meals please indicate: B = Breakfast, L = Lunch, T = Tea, D = Dinner.

Note D Actual expenditure on meals/accommodation may be claimed up to the current maximum limit as outlined in Annexe C on the Finance website:
Bristol UWE - Financial Procedure 15 (Staff Travel Expenses & Hospitality)
Claims for sums above these limits must be supported by an explanatory note from the authorising signatory. All claims must be supported by receipts.

Note E Where currency has been purchased by the claimant, then the receipt for the transaction (showing actual exchange rate) must be attached to the claim along with all other receipts, otherwise the rate will be estimated based on the date of the claim. Where the transaction has been made using the claimant's personal debit/credit card, then a copy of the statement can be submitted in place of a receipt. Please obscure/delete all other non-relevant, personal details/transactions.