

Student Ambassador Guidelines

Open Days



UK Student Recruitment

Other rules and regulations:

- Student Ambassadors must not involve themselves in any unauthorised activity that may cause injury to students, staff or themselves
- Student Ambassadors must disclose any accident or incident to the lead member of staff
- Student Ambassadors must understand that pupils attending the majority of activities are under the age of 18 and are minors in the eyes of the law. All one-to-one contact with visitors below 18 without an adult must be avoided in order to prevent situations where allegations could be made
- Student Ambassadors must not form any personal/intimate relationships with students who attend any recruitment events
- Student Ambassadors must not purchase or consume alcohol or take any illegal substances whilst on duty. Student Ambassadors are encouraged to limit their alcohol consumption the night before starting work at an event.
- There is a no smoking policy throughout the University. Student Ambassadors are only allowed to smoke in designated areas and never while responsible for visitors/groups of students
- Mobile phones must be switched to silent/vibrate mode during all times, unless stated otherwise by your supervisor
- Student Ambassadors must follow all emergency procedures, for example in the event of an accident, fire drill or child protection incident. This will be outlined in full during the individual event training sessions
- Student Ambassadors will not disclose any confidential information to which they have access that may concern a student, fellow Ambassador, or member of staff.

Feedback – Tell us what you think

Feedback any comments you have about the event: you will be given the chance to contribute to your supervisor, so please give us any suggestions on how to improve the activities. Be observant and use your initiative where you spot any issues and act fast. You can also leave feedback with the UKSR Office via email or after the event.



If you require any further information or are unclear about anything in this booklet, then please contact:

Anam Hoque
UK Student Recruitment Events Manager
E: anamul.hoque@qmul.ac.uk
T: 020 7882 7464

Your responsibility as a Student Ambassador

Student Ambassadors represent the University in a responsible, ethical and professional manner. The Ambassadors establish visitors' initial impressions of the institution and sometimes their only impression. You act as a liaison between Queen Mary University of London (QMUL) and prospective and current students and their families, guests and alumni. Speaking on behalf of QMUL means portraying a positive image of the university; how you speak, look, and interact with others greatly impacts visitors' perceptions of what a QMUL student is like. Please make campus visitors feel welcome, comfortable, and positive by demonstrating your dedication, commitment, enthusiasm, and helpfulness.

You are a Student Ambassador: You represent the student body at QMUL. In this position of great influence, please consider how you may be perceived. Be aware of off-hand comments about ways "around the system." Consider what messages your timeliness and language use send to visitors. Your every comment can impact a visitor's impression of QMUL. Think before and while you conduct a tour, greet visitors, and answer questions. Jokes about your dealings with a specific campus office, warnings you give about services, and comments about activities not supported by the university can leave a negative impression for visitors about QMUL, you, and UK Student Recruitment. Please be conscious and aware of your language – both verbal and non-verbal. Be honest, but tactful.

You are expected to avoid the following:

- Inappropriate dress
- Chewing gum or eating on the job
- Foul, derogatory or disrespectful language
- Being biased related to campus affairs

Dress and Appearance

We expect all ambassadors to wear a QMUL branded t-shirt or top. The logo on the front along with any text on the back of the clothing should remain visible to people so they can identify you.

You are expected to wear smart or casual smart bottoms of a neutral colour in keeping with the blue QMUL top. **DO NOT** wear any articles that sponsor alcohol or profanity, another college or university, torn and frayed shorts or jeans, and short skirts or shirts.

Footwear should be comfortable but in keeping with a smart/casual look. No open-toe sandals for health and safety reasons.

Jewellery should be kept to a minimum and beneath clothing. Sunglasses are not permitted whilst on duty unless there is a medical reason for it (speak to staff).

Look presentable during each tour because you are the prospects first impression—make it a positive one! Ambassadors should be well groomed.

If your role is based outside or giving tours then please note that we give tours come rain or shine. Check the weather before coming to the event and dress accordingly. We will also have a limited number of umbrellas for the use of our guests. Visitors will still be excited to see campus – many have travelled a long distance to visit, so the weather will not impact their desire to learn about QMUL. Please remember how much impact your attitude and enthusiasm have on our tour groups.



Personal Opinion

Maintain a professional and unbiased attitude toward university policies, programs, or activities whether or not you entirely agree with or personally endorse them. A tour guide or any person representing the University to the public should offer visitors a fair and unbiased representation of the University and campus life. For example, you may not agree with the Residences allocation system, but you should present the facts of the policy to your group and indicate that specific questions should be directed to the Residences Team.

Comparisons between QMUL and other Institutions

Do not draw comparisons between QMUL and other institutions or say negative things about other institutes. If people ask you where else you applied or why you chose QMUL, be honest but tactful. Your two responsibilities as a guide are to share factual information about QMUL and to share your experiences and anecdotes about your time here. Balance between the two is key.

Attitude

Be friendly and enthusiastic but do not overdo it. People realise that everything cannot be perfect. Share your feelings and be honest, but if you appear to be "selling" the university, your tour or advice may lack credibility if you're over the top. At the same time, if you are stressed out or having a bad day, try not to let that set the mood for your day – check your attitude at the door.

You will be managed on the day by QMUL staff and supervisors. Make sure you listen carefully to them and follow instructions but be prepared for change! **ALWAYS** be respectful towards staff and do not undermine them. If you experience any mistreatment then approach another member of staff to bring the issue up.