Partnership Development Office

Student Ambassador Scheme Developments

This document outlines the key changes and developments of the Ambassador Scheme across the University. Throughout the last academic year (2014-15) there have been a number of significant developments and these are likely to continue as we approach the next academic year.

There are three key changes to the Ambassador Scheme; training for ambassadors, the introduction of the HEAT database and an update to the Ambassador Expectations of Behaviour document with regards the collection of student registers. These developments are outlined in more detail below.

The HEAT Database

The most substantial development for the academic year 2014-15 has been the introduction and progression of the HEAT database. HEAT (Higher Education Access Tracker) is an online database which enables staff to securely store ambassador data and information. The system also enables staff to log outreach activity and record attendees whose progression can later be tracked, monitored and evaluated by the HEAT team.

Further information on the HEAT database can be found on the website below:
http://heat.ac.uk/

The Partnership Development Office and the Recruitment and Admissions Office have been using the HEAT database to administer their own ambassadors and activities since November 2014. Both departments have been instrumental in the piloting, testing and day-to-day use of these systems with the intention that this database will eventually be used by academic schools/departments across the University as well as nationally, so that others may be able to monitor and track their own ambassadors and outreach activities.

The HEAT database will enable academic schools to:

- Store all ambassador data safely and securely
- Add all ambassador events/activities to the database
- Record registers of attendees for events/activities (The PDO regularly track students from a Widening Participation background to monitor progression to HE).
- View, monitor and track ambassador hours

Additional Information:

- EMS staff currently using the HEAT database have found that this system has made the administration of ambassadors easier and more streamlined, and this continues to happen as further developments and updates are continually being made
- The rollout of the HEAT database across the University will enable departments and academic schools to employ and administer their ambassadors in-house much more simply, efficiently and without straining staff time. It also allows for a consistent and streamlined approach to the administration of student ambassadors across the University
- Nominated member(s) of staff within your academic school will be given access to and full training on the HEAT database before this is rolled out across the University
Anticipated timeframe for the rollout of HEAT across the University:

- It is anticipated that HEAT will be rolled out to academic schools in time for the academic year 2016-17.

- Before this time, the PDO hopes to undertake some testing with a small number of schools in Spring 2016 to ensure that the database is fit for purpose for use by academic schools. If you would be willing to volunteer for your school to be involved in the testing of the HEAT database please email ambassadorportal@kent.ac.uk.

- All departments/academic schools will be provided with training on the HEAT database prior to this system being rolled out across the University and/or prior to any testing taking place within specific academic schools/departments.

- Once HEAT is rolled out across the University, academic schools can choose to opt out of using this system for their day-to-day ambassador and event administration. If, however, a school chooses to do this then the school will still be required to correctly add all outreach events funded by OFFA to the HEAT database along with all relevant data required (student register, ambassador hours).

Ambassador Training

The Partnership Development Office employs a designated training team to develop and deliver ambassador training for all ambassadors recruited across the University. The Student Ambassador Scheme Recruitment Policy and Procedures document outlines the training that ambassadors should receive before commencing work. The Training Team offer ‘Core Training’ to ambassadors employed by their academic school and welcome specific requests for bespoke training to suit the needs of the academic and the role(s) and/or duties the ambassadors will be undertaking.

In order to streamline this process the following developments will be implemented from the academic year 2015-16 for the training of academic school ambassadors:

- If an academic school has 12 or more ambassadors that require training, the training team are happy to provide a designated training session for the academic school. The Training Team require as much notice as possible for these bespoke sessions so that they can fit them into the training calendar which does get very busy, particularly in the Autumn term.

- If an academic school has fewer than 12 ambassadors that require training, they are invited to attend an Academic School Core Training session alongside ambassadors from other academic schools. The following dates set aside for these sessions:
  
  - 7th October 14.00 – 17.00
  - 4th November 14.00 – 17.00
  - 2nd December 14.00 – 17.00
  - 20th January 14.00 – 17.00
  - 3rd February 14.00 – 17.00

- Academic School ambassadors may be directed to sign up to these sessions by emailing ambassadortraining@kent.ac.uk.
Further information about the training on offer to ambassadors can be found on the website here: http://www.kent.ac.uk/ambassadors/staffinfo/training.html

Alternatively the training team can be contacted via ambassadortraining@kent.ac.uk

### Student Registers

The Partnership Development Office requires academic schools to collect registers for all students attending an outreach activity, whether that takes place in school or on campus. The University has a responsibility to provide evidence to HEFCE (Higher Education Funding Council for England) and the Office for Fair Access (OFFA) about the value of outreach programmes. In order to do this student information must be collected in the form of registers which must be completed fully, to include full names, dates of birth and postcodes. This information is then used to monitor and track student progression to higher education, and helps to evaluate the effectiveness of the activities the students attend.

Academic schools must collect this information and return it to the PDO (until HEAT is rolled out across the University) within three working days of an event or activity taking place. In order to comply with data protection regulations, the registers must not be scanned and emailed.

Registers should be collected from attendees for all outreach activities with secondary school and college students. If primary school students will be attending then the academic school should liaise with the primary school prior to the event to ask for this data. The PDO have a template letter to send to primary schools for this purpose which can be supplied to academic schools upon request.

An academic school may ask student ambassadors to collect registers on an activity they are working on. As registers contain students' sensitive information, and in order to ensure that registers are completed accurately and returned to the academic school in a timely manner, the Ambassador Expectations of Behaviour document has been updated to include information relating to the correct collection and administration of registers. This can be found in section 7 of the Expectations of Behaviour document which is available on our website here and which is attached to all Student Ambassador contract packs: http://www.kent.ac.uk/ambassadors/policies/staff-policies/Expectation%20of%20Behaviour.pdf

Further information and a register template can be found here: http://www.kent.ac.uk/ambassadors/staffinfo/recording.html?tab=recording-participants

When asking an ambassador to collect registers on an activity, the main changes are as follows:

- Academic schools must ensure that a blank register template is signed out to the relevant ambassador and that this is confirmed to them by email
- Ambassadors must understand and explain to students why registers are collected, providing students with the chance to opt-out*
- A blank register template should be offered to students who do not wish for other students to see their information
- Ambassadors should return the completed register to the relevant academic school/department within one working day after the event. Exceptions should be made with the academic school on a case by case basis but the ambassador remains responsible for ensuring that the register is stored appropriately while it is in their possession
- Upon receipt of a completed register, academic schools should sign the register back in, to confirm that they have received it
- Only the ambassador who the register template was signed out to should return the register. This must not be scanned and emailed to the academic school
- Should a completed register be lost, the ambassador or the academic school/department should email pododataprotection@kent.ac.uk as soon as possible. Lost registers are considered a data protection breach and as such must be reported to the University’s Data Compliance Officer

*N.B – Should a student or the school require further information as to why the collection of registers is required, the academic school can refer them to the webpage below:
<insert new registers/data protection link>

All of the University’s KMPF or Partner Schools/Colleges have a data sharing agreement with the University of Kent. A list of the University’s KMPF/Partner Schools can be found on the link below:
https://www.kent.ac.uk/secondary/partner/schools.html

**Ambassador Commuting Allowance Policy**

A definition of an ambassador’s ‘home’ address has been added as a footnote to this policy. The footnote states:

*Where the Terms and Conditions of our ambassador contracts state that home is ‘the student’s usual place of term-time residence while attending the University’, during University term-time we would expect that the home address would fall within a 30 mile radius to the ambassador’s usual campus of study. In instances where the term-time address falls outside of this radius, a commuting allowance will be paid on a discretionary basis.*

This minor amendment to the Commuting Allowance Policy does not affect the ambassadors’ terms and conditions of employment.

**Additional Information**

If you require additional information about the Ambassador Scheme or further details about the developments outlined in this document you will find a list of useful contacts by following the link below:
http://www.kent.ac.uk/ambassadors/staffinfo/useful-contacts.html