

Student Recruitment and Admissions Safeguarding Guidance – Recruitment and Outreach Activity

1. Scope

This Guidance is in addition to the [University of Bath Safeguarding Policy](#) and these documents should be read together.

The Department of Student Recruitment & Admissions contains several functions that codework with vulnerable adults and children including Admissions, Learning Partnerships, Student Recruitment, Wessex Inspiration Network (WIN), Western Vocational Progression Consortium (WVPC) and Widening Access and Participation.

This guidance is for teams or individuals delivering recruitment and outreach activities for children or vulnerable adults.

2. Definitions

The Designated Safeguarding Officers (referred to as DSO) in Student Recruitment and Admissions are listed at <https://www.bath.ac.uk/teams/safeguarding-officers/>

For the purposes of this Guidance, the term “university” refers to the University of Bath.

For the purposes of this Guidance, the term “staff” refers to a person that is paid to undertake work on behalf of the University of Bath. This includes, but not limited to, core employees of Student Recruitment and Admissions, Student Ambassadors, postgraduate students or casual teaching assistants.

For the purposes of this Guidance, the term “volunteer” refers to a person that is not paid to undertake work on behalf of the University of Bath but is supporting activity organised by Student Recruitment and Admissions.

The definition of child, for the purposes of this Guidance, can be found in the [University of Bath Safeguarding Policy](#)

The definition of adult at risk of harm, for the purposes of this Guidance, can be found in the [University of Bath Safeguarding Policy](#)

For the purposes of this Guidance, regular and sustained contact with a child or vulnerable adult is defined as:

- Interactions once a week or more often
- Interactions on 4 or more days in a 30-day period
- An overnight stay in the same establishment

3. Introduction

Student Recruitment and Admissions staff and volunteers have a duty of care to safeguard from harm all children and adults at risk of harm, who are involved in activities/events that the team organises/delivers.

All Student Recruitment and Admissions staff at the University of Bath who make provision for children and adults at risk of harm must ensure that:

- The welfare of the child and adult at risk of harm is paramount

- All children and adults at risk of harm have the right to protection from abuse
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- All persons working on Student Recruitment and Admissions events/activities have a responsibility to report concerns to one of the Designated Safeguarding Officers (DSOs) in Student Recruitment and Admissions.

DSOs are not trained to deal with situations of abuse or to decide if abuse has occurred. The role of the DSO is to ensure that concerns are referred in the appropriate way and in accordance to the [University of Bath Safeguarding Policy](#)

3.1. Aims of the Guidance

The aim of this Guidance is to promote good practice by:

- Providing all children and adults at risk of harm with appropriate safety and protection whilst in the care of Student Recruitment and Admissions staff
- Allowing all staff/volunteers to make informed and confident responses to specific child protection and safeguarding issues.

4. Good Practice when working with children & adults at risk of harm

All Student Recruitment and Admissions staff and volunteers should follow the good practice below:

- Treat all children and adults at risk of harm equally, and with respect and dignity
- Always put the welfare of children and adults at the risk of harm first
- Maintain a safe and appropriate distance
- Be an excellent role model
- Give enthusiastic and constructive feedback

4.1 Working with children and adults at risk of harm in person (either at university premises or at external events)

- Ensure there is no working 1:1 with a child or adult at risk of harm in a closed space, always work in an open environment where there are other people
- If contact with the same children or adult at risk of harm is sustained/regular, staff and volunteers should have a satisfactory enhanced DBS check
- Where a child or adult at risk of harm is working with a member of staff or volunteer in close proximity or for a prolonged period of time then at least one member of staff with a satisfactory enhanced DBS should be present in the room
- At events at the University where a member of school/college staff is not present parental/carer consent (in writing) to act 'in loco parentis' should be collected. Additional information should also be collected in case the need arises to administer emergency first aid and/or medical treatment
- When attending an external event all policies at that location should be followed

4.1.1. Residential stays

In addition to the details laid out in section 4.1 the following should be considered for residential stays at the University:

- For a residential that means staff or volunteers will have sustained contact with students all staff and volunteers should have a satisfactory DBS check
- Staff and volunteers staying in accommodation with children or vulnerable adults should have a satisfactory enhanced DBS check

- Staff, volunteers, children and adults at risk of harm will be allocated their own individual bedroom and where possible this will be in accommodation away from other adults not involved with the programme
- Where possible children and adults at risk of harm should be accommodated in single occupancy lockable bedrooms with en-suite bathrooms. Where this is not possible children and adults at risk of harm should be accommodated on single sex corridors/flats, with a member of staff of the same sex.
- Staff and volunteers should not enter a child or an adult at risk of harm's bedroom or allow a child or adult at risk of harm to enter their bedroom unless in circumstances where it is required for the health and safety of the child, adult at risk of harm or of the group or when required for checking the state of the room. In these circumstances always keep the door open and inform other members of staff of the course of action.
- Further guidance about the safeguarding approaches for accommodation can be found in the [Campus Services guidance](#).

Where school/college staff are present:

- School/college staff will be responsible for:
 - children and adults at risk of harm in their care during travel to and from the University
 - the behaviour of the children and adults at risk of harm whilst at the University
 - collecting and maintaining emergency contact details
 - children and adults at risk of harm overnight
- University staff and volunteers will be responsible for:
 - Providing a safe environment and staff and volunteers to support engagement in programmed activities
 - Working with school/college teachers if a safeguarding incident is raised
 - Providing a designated member of staff overnight and their contact details will be shared with the school/college teacher.

Where students attend alone:

- There should be an approximate ratio of one member of staff or volunteer to ten children (over 13 years old) or adults at risk of harm
- Staff are not responsible for the welfare of children or adults at risk of harm on their journey to the University. Participants and their parent(s)/carer(s) should be made aware of this in writing prior to the residential stay and are required to give their consent
- Where possible children or adults at risk of harm who choose to arrive in Bath by train can be met at Bath Spa station by a member of staff or a volunteer and then returned to Bath Spa station on the final day of the residential
- All children and adults at risk of harm should complete an application which should include details of parents/carers and school/college teachers. Permissions should be obtained from parents/carers before a child or adult at risk of harm is allowed to stay at the University.
- A member of university staff should be the designated lead overnight and stay in the accommodation

4.1.2. Guidelines for transporting children and adults at risk of harm

If staff from Student Recruitment and Admissions arrange coach transportation for a group of children or adults at risk of harm attending an event, the following will be undertaken:

- Use reputable coach companies who are current University of Bath suppliers

- Ensure sufficient staff/volunteers on each coach
- Parents/carers or school/college staff are issued with detailed information of pick-up and drop-off points and times if appropriate
- If a member of school/college staff is in attendance and using the same coach transportation, to make it clear that it is their responsibility to have accurate information regarding each child (name, parent/carer telephone number, etc). If a member of school/college staff is not in attendance, then information regarding each child must be obtained prior to the event and held with the supervisor in charge.

4.2. Working with children and adults at risk of harm digitally

- All contact that takes between staff, volunteers and students must take place through systems administrated by the university and moderated by University of Bath staff
- Personal contact details should not be shared though the platform. Where possible children and adults at risk of harm should use school/college email addresses and staff use their University of Bath email address

4.2.1. One off engagement digitally

Live events using digital platforms (one off)

Live events could be:

- One to many webinars
- Many to many live 'chats'

Live events should be scheduled during 'sensible' hours in the attendees' time zone. Where possible events should not be planned for a time that could present risks for children or adults at risk of harm, for example late at night or early in the morning.

One to many webinars

A member of staff or volunteer presents some information and can control/limit video and voice interactions from participants. Anyone can join.

- Code of conduct should be given verbally by the presenter at the beginning of the webinar
- Children and adults at risk of harm should not have video or sound enabled, they should use text-based chat to interact with the speaker/other participants
- Text based chat should be live moderated
- Children and adults at risk of harm should be asked for the minimum amount of data for reporting and the success of the event

Many to many live chats

All people within the live digital chat can interact

- Code of conduct should be shared with attendees that gives details of moderation for example what is not suitable such as sharing contact details
- Chats should be text based and live moderated
- Participants should have very basic, non-identifiable information (or be anonymous) shared with other participants

4.2.2. Digital Programmes

Digital programmes consist of more than one digital interaction

- All children and adults at risk of harm should agree to and sign a code of conduct (Appendix 7) which sets out behaviour online including, but not limited to, dress, location, privacy and reporting procedures
- Digital platforms should provide a space for children and adults at risk of harm to work and receive information in a safe manner. No guests or people not related to the programme should be allowed access to the platform
- If the programme will mean a member of staff and/or volunteer will have sustained/regular contact then they will require a satisfactory DBS check
- Contact between staff, children and volunteers should not occur during unsociable hours (8pm-8am)
- All staff or volunteers should agree to and sign a code of conduct (Appendix 4 (or 5 & 6 as relevant) before having access to the digital platform
- All contact between staff (including mentors, ambassadors and volunteers) and students must take place through Digital Platforms moderated by University of Bath staff.
- Personal contact details should not be shared through the platform. Where possible children and adults at risk of harm should use school/college email addresses and staff use their university email address

Live events during digital programmes

In addition to 4.2.1 (above) the below is good practice for sustained engagements.

Many to many live video/voice chats

All people within the live digital chat can interact and use video and voice

- Ensure that all the people in the chat are known to the organisers through an application process or limiting it to people on programmes. No guests should be allowed.
- All children and adults at risk of harm should agree to and sign a code of conduct which sets out behaviour online including, but not limited to, dress, location, privacy and reporting procedures
- Live chats should be recorded by the event organiser and made available to the programme leader/moderator.
- Breakout rooms should be avoided as they cannot be recorded. Should breakout rooms be used a DBS checked member of staff or volunteer must be present in each room. If the use of a breakout room results in a one-to-one interaction with a staff member or volunteer they must leave the breakout room and ask the event organiser to close it immediately.

4.2.3. One-to-one digital interactions

- One-to-one interaction between staff and/or volunteers and children and adults at risk of harm should be limited to where it is essential
- One-to-one interaction should be text based and use a system that can save the conversation to allow for moderation
- One to one video calls between children and/or adults at risk of harm should be avoided completely and systems should be set up to limit it
- One-to-one video calls between staff and/or volunteers and children and adults at risk of harm should be avoided unless they are recorded and moderated
- Staff or volunteers undertaking one to one interaction should have a satisfactory enhanced DBS check

4.2.4. Moderation

Video/voice chats

- Live chats will be recorded and the Programme Lead will store them

- If any issues are raised by staff, volunteers, children or adults at risk of harm the video will be reviewed and if needed an incident form should be completed and submitted to the DSO
- If no issues are raised then the Programme Lead will select recordings at random on a monthly basis and watch them to ensure no safeguarding issues are present. If needed an incident form should be completed and submitted to the DSO

Text based

- A member of staff or volunteer will monitor any live text-based chat during a live event and remove any content that could cause harm as needed. Users will be warned and removed as necessary
- Attempts by staff, volunteers, children or adults at risk of harm to share personal contact details will be removed by staff or mentors
- Where possible filters should be used to limit posts that staff, volunteers, children and adults at risk of harm can post for example filtering obscenities, key words such as Facebook, key phrases such as email addresses
- Staff and volunteers undertaking moderation will report incidents to the programme leader who will refer to a DSO if necessary
- Times of messages sent by staff, volunteers, children and adults at risk of harm will be checked by Programme Leads to ensure they are not sent at unsociable hours (8pm-8am). Warnings will be given as required.

5. Photography/Media Permissions

Student Recruitment and Admissions staff must ensure that permission for photographs and/or other publicity materials has been obtained from participants' legal parents/guardians if they are under the age of 18. Staff must check whether permission has been granted before allowing any participant to feature in publicity material.

6. Data of children and adults at risk of harm

- Only data required for the safety of children and adults at risk of harm or for reporting on activity should be collected
- The data of children and adults at risk of harm (including their contact details) should be stored securely on a university server
- Computers should be locked each time a staff member moves away from their desk
- Hard copies of personal information should only be produced where absolutely necessary, stored in a secure location and shredded as soon as they are no longer needed
- For more details of collection and storage of data see <https://www.bath.ac.uk/corporate-information/widening-participation-and-data-protection>

7. Recruitment, Employment and Deployment of Staff and Volunteers

All reasonable steps in line with the [University Safeguarding Policy](#) must be taken to ensure that unsuitable people are prevented from working with children and/or adults at risk of harm. The same procedures should be adopted for volunteers.

7.1. Pre-recruitment checks and references for casual staff (hourly paid workers), including Outreach Ambassadors and Teaching Assistants

Student Recruitment and Admissions staff should conduct the following checks for posts involving contact with children and/or adults at risk of harm:

- 2 satisfactory references must be obtained prior to appointment

- A self-declaration form must be completed by all student staff (or volunteers) prior to work commencing (see Appendix 2).

In addition to the above, for posts involving regular and unsupervised contact with children and/or adults at risk of harm, the following checks are carried out:

- A satisfactory enhanced Disclosure & Barring Service (DBS) check must be carried out prior to starting work. The original DBS certificate must be shown to the member of staff requesting the check as soon as possible (ideally within one week) after being received.

8. Training

Appropriate training will enable individuals to recognise their responsibilities with regards to their own good practice and the reporting of suspected poor practice and concerns of possible abuse. Student Recruitment and Admissions staff should ensure that:

- Staff receive regular Safeguarding training
- Student staff receive Safeguarding training prior to working with children or vulnerable adults
- Staff and Student staff have read the [University Safeguarding Policy](#) in addition to this guidance
- Student staff receive the Student Recruitment and Admissions Code of Conduct which they are required to sign up to (Appendix 3). They are also required to sign additional Codes of Conduct for particular activities (Appendix 4-6) if required.

9. Reporting/recording incidents

Guidelines for responding to a suspicion or allegation of abuse are in the [University Safeguarding Policy](#).

If any of the following occur:

- If you accidentally hurt a child or adult at risk of harm

Staff/volunteers should keep a written record of any injury that occurs, along with the details of any treatment given on the accident report form (Appendix 1) this should be given to the event leader as soon as possible and the event leader should then pass this to a [DSO](#).

Or if any of the following occur:

- If a child or adult at risk of harm seems distressed in any manner
- If a child or adult at risk of harm seems sexually aroused by your actions
- If a child or adult at risk of harm misunderstands/misinterprets something you have done
- If a child or adult at risk of harm discloses something to you
- If you suspect that a child or adult at risk of harm is being abused.

Staff/volunteers should follow the procedure below and report it immediately to one of the Student Recruitment and Admissions [DSOs](#). This should be done by completing the [Safeguarding Reporting Form](#) and then speaking to a [DSO](#) as soon as possible.

9.1. Guidance for staff on actions to take if concerned about the welfare of a child or adult at risk of harm

It is not the responsibility of Student Recruitment and Admissions staff (or volunteers) to decide whether or not abuse has taken place. However, there is a responsibility to act on any concerns through contact with one of the Student Recruitment and Admissions [DSOs](#).

Actions if there are concerns of abuse:

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need-to-know basis only.

Responding to disclosure:

1. React calmly
2. Tell the child or adult at risk that they are not to blame
3. Take the child or adult at risk of harm seriously
4. Keep questions to a minimum (ask open questions)
5. Maintain confidentiality but do not make promises you cannot keep
6. Explain to the child or adult at risk of harm that you will have to share your concerns with someone who is in a position to act
7. Make a full record of what has been said, heard and/or seen as soon as possible.

Record Keeping:

It is essential that the details of the alleged abuse are recorded correctly and legibly. A [Safeguarding Reporting Form](#) should be completed.

1. Record the date, time and the place where the disclosure took place
2. Make a note of key phrases used – do not interpret words
3. Avoid slang / abbreviations in your own comments
4. These notes and records must be written within 24 hours of the conversation
5. Show the written record to the child or adult at risk of harm if possible, and ask them to check for accuracy
6. Give the form to one of the Student Recruitment and Admissions [Designated Safeguarding Officers \(DSO\)](#). The DSO will then refer to the University's Safeguarding Officer or Deputy Safeguarding Officer.

Appendix 1. ACCIDENT REPORT FORM

This form should be completed following an accident, injury or in the event that someone is unwell. The form should be completed as soon as possible after the event and then passed to the event/programme leader in Student Recruitment and Admissions.

Name of person completing form			
Date		Time	
Event			

Name of person/people involved in incident/accident	
Description of incident/accident	

Actions taken and by whom			
Medical Treatment given			
Name and position of person administering treatment		Signature of person administering treatment	

Follow-up action required	
Other comments	

Signature of Person/people involved in incident	
Signature of person completing the form	

Please pass this form to a member of staff in Student Recruitment and Admissions.

Name of staff member		Date received	
Staff members must refer to the Accidents, Incidents and Emergencies information here and complete the incident report form if necessary: http://www.bath.ac.uk/hr/stayingsafewell/accidents-emergency/index.html			
Completed and returned University Health Safety and Environment (UHSE) Incident Report Form?		Yes / No (please circle)	
If yes, please specify date returned to UHSE		If no, please give reason	
Signature			

Appendix 2. Outreach Ambassador Self-Declaration Form

Full Name	
Date of Birth	
University Number (from library card)	
TERM-TIME ADDRESS	
Postcode	
HOME ADDRESS	
Postcode	
Course of study	
Faculty of study	
Year of study	
<i>For new student staff only:</i> Have you ever been convicted of any criminal offence? If yes, please give details. Are you a person known to any social services department as being an actual or potential risk to children? If yes, please give details.	Yes <input type="checkbox"/> No <input type="checkbox"/>

.....	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>For returning student staff only:</i> Have you ever been cautioned by the Police or convicted of any criminal offence since you completed your last CRB / DBS check through the university? If yes, please give details.....	Yes <input type="checkbox"/> No <input type="checkbox"/>

Signed..... Print Name.....

Appendix 3. Code of Conduct for Student Recruitment and Admissions Casual Outreach Ambassadors

This Code of Conduct is designed to protect you as staff, the people you work with, and the schools and colleges in which you may visit in your capacity as an Outreach Ambassador

As a member of Casual Student Staff working for Student Recruitment and Admissions you will work within the University's policies and practices in respect of Safeguarding, Equal Opportunities and Health & Safety. All Casual Student Staff are expected to familiarise themselves with the following:

- Student Recruitment & Admissions Safeguarding & Child Protection Guidance
- University of Bath Safeguarding policy: [University of Bath Safeguarding Policy](#)
- University of Bath Equality & Diversity policies: [Equality, Diversity and Inclusion \(bath.ac.uk\)](#)
- University of Bath Health & Safety policy: [Health and Safety Policy \(bath.ac.uk\)](#)
- University of Bath Manual Handling Policy: [Manual handling safety standard \(bath.ac.uk\)](#)

Safeguarding

Student staff should refer to the Student Recruitment and Admissions specific Safeguarding and Child Protection guidance in the first instance when dealing with any concerns or procedures. Links to these policies are provided above.

You have a responsibility to protect and safeguard the welfare of children (under the age of 18) and adults at risk of harm. This means:

- You must never exchange personal contact details (this includes mobile phone details, address, e-mail address and social network details).
- Always work in an open environment.
- Avoid unnecessary physical contact with children (under 18) & adults in a vulnerable situation. Avoid inappropriate familiarity with children (under 18) & adults at risk of harm
- Always act upon and record allegations/reports of abuse.
- Always report potential concerns/allegations/reports of abuse made by Children (under 18) & adults at risk of harm to a [Safeguarding Officers \(bath.ac.uk\)](#) (DSO) for Student Recruitment and Admissions
- Never invite Children (under 18) or adults at risk of harm into your home or visit them at their home.
- You must complete a Safeguarding Reporting Form [Safeguarding Reporting Form \(bath.ac.uk\)](#) if you suspect the young person is being abused or in danger or breaking the law
- You will discuss any concerns with a Student Recruitment and Admissions DSO.

Equality & Diversity

All people must be treated fairly irrespective of their age, disability status, gender, marriage/ civil partnership, pregnancy/maternity status, race, religion and belief, sexual orientation and transgender status. This means working with & respecting all people regardless of their background and beliefs. You should make yourself familiar with the Equality and diversity policies (see above for website link).

Health and Safety

You have a duty to safeguard your own Health & Safety when at work, but also that of those you work with during the day. This means:

For on-campus events:

- You should make sure you are familiar with the H&S policy including first aid and fire procedures
- You should make sure the place you work in is safe for you and the young people/visitors
- Alert the event organiser (or security) to any hazards

- You must make sure that any accidents/injuries/incidents are reported immediately to the member of university staff organising the visit and using an accident report form (Appendix 1). The event organiser will then contact Security to report the accident/incident. *If the member of university staff in charge of the visit is not present, contact Security yourself. The telephone number: 01225 385349 (in an emergency call 01225 383 999 (or 666 using an internal landline).*

For off-campus events

- Make sure you are familiar with fire evacuation routes
- Alert the event organiser (at the school/college or venue) to any hazards
- Make sure that your area/workplace/stand is safe for you and young people/visitors
- Handle boxes and stands with care – following the manual handling policy as set out here: [Manual handling safety standard \(bath.ac.uk\)](http://bath.ac.uk/manual-handling-safety-standard)
- Make a record of any accidents or injuries on an accident report form (Appendix 1) and give to your University of Bath line manager as soon as possible. If any serious accidents or injuries occur while you are working on an off-campus event, please contact the event leader as soon as possible (or ask someone to call for you if you are unable to do so).

Professional Behaviour

- Dress appropriately at all times (for both on and off campus events)
- Arrive on time as instructed by the event organiser and to the specified location (inform the event organiser if you experience any delays)
- Avoid using jargon/complicated terminology and/or assuming prior knowledge
- Be friendly, warm and welcoming to all visitors but not over-familiar and maintain professionalism at all times
- Listen to, and follow, information and instructions given to you by any members of university staff working on the event (or other event organisers if working off campus)

Please sign to confirm that you:

- **Have read and understood your responsibilities**
- **Will abide by this Code of Conduct**
- **Have never had any conviction of child abuse, or one pending**
- **Know of no reason why you should not work with young people or adults at risk of harm**
- **Confirm that you have read and understood the policies listed above.**

Name:

Signature:

Date:

Appendix 4

Code of Conduct for Mentors (digital programmes)

The University of Bath understands the importance of young people being able to use the internet for education and personal development. This includes social media platforms, games and apps. We aim to support young people in making use of these in our work. However, we also recognise that safeguards need to be in place to ensure they are kept safe at all times.

Please contact us on outreach@bath.ac.uk if you have any questions or need further clarification.

As a mentor on a digital programme you are expected to demonstrate good conduct and integrity in your work, for your protection and that of the learners you support. Our expectations of you are detailed in the training, resources and support we provide, and are summarised in this Code of Conduct, which mentors are required to sign before they commence work with young people. Please speak to the Programme Leader if you have any questions or need further clarification.

Safeguarding & Confidentiality

- I have attended Ambassador training and understand the information given to me, including the specified safeguarding training and requirements
- I have received a copy of, and understand, the Student Recruitment and Admissions Safeguarding Guidance
- I know who the Student Recruitment and Admissions [Safeguarding Officers \(bath.ac.uk\)](mailto:SafeguardingOfficers@bath.ac.uk) are and how to contact them
- I understand that there may be situations where I may be legally required to report a situation (such as any child protection or illegal activity concerns) detailed in the [Safeguarding policy](#)
- I will not release my personal details to students on any programme (including my email address, address, telephone number or social media accounts)
- I will not, under any circumstances, try to connect with students outside of the programme for example on social media.

Equal Opportunities and Anti-Racism

- I will demonstrate a commitment to equalities by engaging in honest discussions with the young people involved about discrimination and other relevant issues. I will ensure that I do not undermine the University's commitment to equality at any time.

Commitment and Reliability

- I will endeavour to be a good role-model to the young people I commit to contributing to the programmes as required
- I will inform the Programme Leader as soon as feasibly possible if I am unable to contribute in any given week due to illness or other commitments
- If delivering my mentoring commitment becomes difficult, I will contact the Programme Leader before taking any action, and will endeavour to arrange a final session with my learner/s to explain why I cannot continue

Professional Behaviour Online

- I will be responsible for my behaviour when working using Microsoft Teams, The Student Room, Brightside and other online platforms - this includes the resources I access on the internet and the language I use.
- I will not deliberately browse, download or upload material that could be considered offensive or illegal. If I accidentally come across any such material, I will report it immediately to the Programme Leader.

- I will not send anyone material that could be considered threatening, bullying, offensive or illegal.
- I will not take any photos or videos of any of the students, e-mentors or University staff (unless instructed by the Programme Lead for safeguarding purposes)
- I will not reveal my passwords to anyone.
- If I am concerned or upset about anything related to the Digital programme or any messages that I receive, I know I should contact the relevant Programme Leader and/or DSO.
- If I contribute to an arranged 'Live Chat' with video facility then I will ensure that I am dressed appropriately (smart casual wear, culturally sensitive, suitable for age of audience, no rude slogans, etc)
- If I contribute to an arranged 'Live Chat' with video facility then I will ensure that my background does not reveal my location, and that it looks professional and not offensive in any way. I will endeavour to be positioned in a communal area of my home.
- If I am engaged in a 'Live Chat' with video facility, then I will not allow any other members of my household to be seen or heard on the live chat
- I understand that 'Live Chat' will only be scheduled to take place between the hours of 9am - 8pm (Mon – Fri) and will be scheduled so as not to interfere with mealtimes (avoiding 12-2).
- I understand that 'Live Chat' will be recorded and backed up by the Programme Leader(s) so that if any issues arise the video can be reviewed
- I understand that 'Live Chat' will be kept to a maximum of 45 minutes so that it doesn't negatively impact on the users' day
- If a student, e-mentor or member of university staff invites me to engage with another member of their household (sibling, etc) then I will politely decline and feel empowered to leave the live chat if necessary
- If I have any concerns about the content, language, tone or frequency of any messages or interactions that I have with students or other e-mentors then I will notify the Programme Leader and/or DSO immediately.
- I will not contact students before 8am or after 8pm.
- I will not have 1:1 video or voice meetings with students

I understand that my activity on the online platforms (Microsoft Teams, The Student Room, Brightside and other online platforms) will be monitored and logged and can be made available to the Programme Leaders. I understand that these rules are designed to keep me safe and that if I choose not to follow them, the University of Bath may remove me from the programme and/or remove me from the role of Ambassador.

Signed: _____

Print: _____

Date: _____

Appendix 5

Code of Conduct for The Student Room Ambassadors

Student Recruitment & Admissions utilise Student Ambassadors to represent the University on The Student Room (TSR) to prospective students. Ambassadors contribute to discussions between prospective students at a variety of stages of their education, with a focus on those in Years 11-13.

This code of conduct summarises the safeguarding considerations that Ambassadors should be aware of in relation to this activity.

As a TSR ambassador you are expected to demonstrate professional conduct and integrity in all aspects of your work, for your protection and that of the students you support. Our expectations of you are detailed in the training, resources and support we provide, and are summarised in this Code of Conduct, which ambassadors are required to sign before acting as an active TSR Ambassador.

Please speak to the Student Recruitment Conversion Officer (Holly Bainbridge, hb724@bath.ac.uk) if you have any questions or concerns. She will be your main point of contact for all TSR matters during your work on the project.

Safeguarding & Confidentiality

- I have attended TSR rep training and understand the information given to me, including any specified safeguarding training and requirements
- I have received a copy of, and understand, the [SRA Safeguarding Guidance](#)
- I am aware of the [Designated Safeguarding Officers](#) (DSOs) and how to connect with them.
- I understand that there may be situations where I may be legally required to report a situation (such as any child protection or illegal activity concerns) detailed in the [Safeguarding policy](#)
- I will not release my personal contact details to any student I encounter on TSR (including my personal and university email addresses, address, telephone number or social media accounts)
- I will not, under any circumstances, try to connect with users outside of interactions on TSR (for example via other social media channels).
- I will not set up or attend any unsupervised one-on-one meetings with any TSR users in either voice or video format, or in-person.
- I will make the Student Recruitment Conversion Officer (Holly Bainbridge) aware of any attempts to contact me outside of TSR by prospective students I have engaged with on TSR

Equal Opportunities and Anti-Racism

- I will ensure that when representing the University on TSR I do not undermine the University's commitment to equality and against any form of discrimination.

Commitment and Reliability

- I will inform the Student Recruitment Conversion Officer as soon as possible if I am unable to fulfil my agreed working commitments
- I will do my utmost to reply to unanswered posts on our forum within 7 days as well as contribute to discussions more widely (e.g. other forums beyond UoB) to ensure professionalism and good customer service.

Professional Behaviour Online

- I will be responsible for my behaviour when working using TSR. The language I use should always be respectful of others and I will avoid the use of potentially offensive or provocative language.
- I will not send anyone material that could be considered threatening, bullying, offensive or illegal.
- I will not reveal my TSR log in details to anyone, and will log off TSR after each session.
- If I am concerned or upset about anything related to TSR, or any posts/replies that I receive, I will make use of the block/report function, and contact the Student Recruitment Conversion Officer as soon as possible to make them aware.
- If I have any concerns about the content, language, tone or frequency of any messages or interactions that I have with prospects then I will notify the Student Recruitment Conversion Officer and/or DSO immediately.

I understand that my activity on TSR will be monitored and logged and can be made available to University of Bath staff. I understand that these rules are designed to keep me and users safe, and that if I choose not to follow them the University of Bath may remove me from TSR and/or remove me from the role of Ambassador.

Signed: _____

Print: _____

Date: _____

Key contacts:

Student Recruitment Conversion Officer: Holly Bainbridge (hb724@bath.ac.uk)

Safeguarding contacts: **SRA ambassadors** Stephanie Gan (mnssab@bath.ac.uk), Esther [Reeves \(er408@bath.ac.uk\)](mailto:er408@bath.ac.uk), and George Dorrity (gd642@bath.ac.uk). **All other ambassadors** Nicky Kemp (adsnj@bath.ac.uk)

Appendix 6

Code of Conduct for the Calling Campaign Ambassadors

Student Recruitment & Admissions utilise Student Ambassadors to represent the University through the UG Calling Campaign, to current offer holders. Ambassadors engage in phone conversations with students currently holding offers for their course or a similar course, to allow them to ask any questions and find out more about life and study at Bath University, and at university more generally.

This code of conduct summarises the safeguarding considerations that Ambassadors should be aware of in relation to this activity.

As a Calling Campaign ambassador you are expected to demonstrate professional conduct and integrity in all aspects of your work, for your protection and that of the students you support. Our expectations of you are detailed in the training, resources and support we provide, and are summarised in this Code of Conduct, which ambassadors are required to sign before completing Calling Campaign shifts.

Please speak to the Calling Campaign Team (calling-campaign@bath.ac.uk) if you have any questions or concerns. They will be your main points of contact for all matters during your work on the Calling Campaign.

Safeguarding & Confidentiality

- I have attended Calling Campaign training and understand the information given to me, including any specified safeguarding training and requirements
- I have received a copy of, and understand, the [SRA Safeguarding Guidance](#)
- I am aware of the [Designated Safeguarding Officers](#) (DSOs) and how to connect with them.
- I understand that there may be situations where I may be legally required to report a situation (such as any child protection or illegal activity concerns) detailed in the [Safeguarding policy](#)
- I will not release my personal contact details to any student I engage with during the Calling Campaign (including my personal and university email addresses, address, personal telephone number or social media accounts)
- I will not, under any circumstances, try to connect with students outside of the Calling Campaign phone conversations (for example via other social media channels) – EXCEPT through Unibuddy, if you are a current buddy.
- I will not set up or attend any unsupervised one-on-one meetings with any offer holders I speak to in either voice or video format, or in-person.
- I will make the Calling Campaign Team aware of any attempts to contact me outside of the Calling Campaign by offer holders I have spoken to.

Equal Opportunities and Anti-Racism

- I will ensure that when representing the University during the Calling Campaign I do not undermine the University's commitment to equality and against any form of discrimination.

Commitment and Reliability

- I will inform the Calling Campaign Team as soon as possible if I am unable to fulfil my agreed working commitments

- I will do my utmost to engage positively with offer holders during conversations, and provide helpful, accurate and friendly information and guidance wherever possible to ensure professionalism and good customer service.

Professional Behaviour during calls

- I will be responsible for my behaviour when working on Calling Campaign shifts. The language I use should always be respectful of others and I will avoid the use of potentially offensive or provocative language.
- I will not speak or behave in a way that could be considered threatening, bullying, offensive or illegal.
- I will not reveal my University log in details or any other confidential information (e.g. SAMIS data) to anyone, and will toggle out of the call queue after each shift.
- If I am concerned or upset about anything related to the Calling Campaign, or any conversations I have, I will contact the Calling Campaign Team as soon as possible.
- If I have any concerns about the content, language, or tone of any interactions that I have with offer holders then I will notify the Calling Campaign Team and/or DSO immediately.
-

I understand that my activity during the Calling Campaign will be monitored and logged and can be made available to University of Bath staff. I understand that these rules are designed to keep me and offer holders safe, and that if I choose not to follow them the University of Bath may remove me from the campaign and/or remove me from the role of Ambassador.

Signed: _____

Print: _____

Date: _____

Key contacts:

Student Recruitment Conversion Officer: Holly Bainbridge (hb724@bath.ac.uk)

Safeguarding contacts: **SRA ambassadors** Stephanie Gan (mnssab@bath.ac.uk), Esther Reeveser408@bath.ac.uk, and George Dorrity (gd642@bath.ac.uk). **All other ambassadors** Nicky Kemp (adsnjik@bath.ac.uk)

Appendix 7

Code of Conduct for Bath Digital Programme Participants

The University of Bath understands the importance of young people being able to use the internet for education and personal development. This includes social media platforms, games and apps. We aim to support young people in making use of these in our work. However, we also recognise that safeguards need to be in place to ensure they are kept safe at all times.

Please contact us on outreach@bath.ac.uk if you have any questions or need further clarification.

Safeguarding and Confidentiality

- I will not, under any circumstances, try to connect with e-mentors or University staff outside of the programme for example on social media.
- I will contact the Programme Leader if I have any worries or concerns.

Commitment and Reliability

- I commit to contributing to the programmes as required
- I will inform the Programme Leader as soon as feasibly possible if I am unable to contribute in any given week due to illness or other commitments

Professional Behaviour Online

- I will be responsible for my behaviour when working using Microsoft Teams and/or Brightside, this includes the resources I access on the internet and the language I use.
- I will not deliberately browse, download or upload material that could be considered offensive or illegal. If I accidentally come across any such material, I will report it immediately to the Digital Programme Leader.
- I will not send anyone material that could be considered threatening, bullying, offensive or illegal.
- I will not take any photos or videos of any of the students, e-mentors or University staff
- I will not reveal my passwords to anyone.
- If I am concerned or upset about anything related to the Digital programme, or any messages that I receive, I know I can contact the relevant Programme Leader.
- If I contribute to an arranged 'Live Chat' with video facility then I will ensure that I am dressed appropriately (smart casual wear, culturally sensitive, no rude slogans, etc)
- If I contribute to an arranged 'Live Chat' with video facility then I will ensure that my background does not reveal my location, and that it looks professional and not offensive in any way. I will endeavour to be positioned in a communal area of my home, or if I am in a bedroom then I will leave the door open.
- If I am engaged in a 'Live Chat' with video facility then I will not allow any other members of my household to be seen or heard on the live chat
- I understand that 'Live Chat' will only be scheduled to take place between the hours of 9am - 8pm (Mon – Fri) and will be scheduled so as not to interfere with family mealtimes (avoiding 12-2).
- I understand that 'Live Chat' will be recorded and backed up by the Programme Leader(s) so that if any issues arise the video can be reviewed
- I understand that 'Live Chat' will be kept to a maximum of 45 minutes so that it doesn't negatively impact on the users' day

- If a student, e-mentor or member of university staff invites me to engage with another member of their household (sibling, etc) then I will politely decline and feel empowered to leave the live chat if necessary
- If I have any concerns about the content, language, tone or frequency of any messages or interactions that I have with students or other e-mentors then I will notify the Programme Leader immediately.

I understand that my activity on the online platform (Microsoft Teams and/or Brightside)) will be monitored and logged and can be made available to the programme leaders. I understand that these rules are designed to keep me safe and that if I choose not to follow them, the University of Bath may contact my parents/carers and/or remove me from the programme.

Student signature.....

Student Name.....

Date