



THE UNIVERSITY
of ADELAIDE



ECMS Volunteer & Ambassador Program **Guidelines**

Contact Details

Sarah Kennett

ECMS Volunteer & Ambassador Coordinator, Outreach & Events Officer

(w) 08 8313 6960

(m) 0415 979 752

sarah.kennett@adelaide.edu.au

Wee-Ching Kong

Outreach & Events Senior Officer

(w) 08 8313 2028

(m) 0413 522 712

weeching.kong@adelaide.edu.au

Keeping in Contact

The majority of correspondence to volunteers and ambassadors will be via email so please ensure that your current email address has been provided.

If you have committed to an ECMS event but can no longer attend, it is important that you contact the Volunteer or Event Coordinator via phone call or text as soon as possible. We will need to find replacement volunteers so the earlier you can notify us, the better.

What is the ECMS Volunteer & Ambassador Program?

The ECMS Volunteer and Ambassador Program is a formal volunteer program recognising the contribution students make to the faculty and University as a whole, and offering valuable opportunities for professional skills development. The program also meets the University of Adelaide key graduate attributes;

1. Deep discipline knowledge
2. Critical thinking and problem solving
3. Teamwork and communication skills
4. Career and leadership readiness
5. Intercultural and ethical competency
6. Self-awareness and emotional intelligence

Guidelines for Volunteer & Ambassador Classification

- Students who volunteer more than 30 hours throughout 1 or 2 years are eligible to be classified as an ECMS Ambassador
- Students can roll over their hours from the previous year (to a maximum of 2 years volunteering)
- ECMS Ambassadors who have volunteered more than 30 hours in the ECMS Volunteer & Ambassador Program may be eligible for transcript recognition
- Students who volunteer a minimum of 10 hours per year will receive a certificate of recognition and appreciation signed by the Executive Dean
- Students may be eligible to count 30 hours of volunteer work completed in the ECMS Volunteer & Ambassador Program towards the [Adelaide Graduate Award](#)

Events Volunteering

- No regular commitment
- Volunteers opt-in on an ad-hoc basis depending on their schedule
- Events occur on campus and off campus

General Information for Event Volunteers

Process:

- You will receive an email from the Volunteer or Event Coordinator providing the details of upcoming events
- If you are interested and available to volunteer on that day, email back to confirm your interest
- You will then receive a confirmation email
- The staff member organising the event will contact you with further information including start time and location
- Notify the ECMS staff member as soon as possible if you are running late or can no longer attend

Your role on the day:

- To share your experience as a university student
- To share your study area and what it involves
- To help chaperone students around campus
- To help run parts of the events where required
- To help us understand the students' knowledge and understanding of STEM careers and studies at University (see question list)

Not your role:

- To discipline primary/high school students or manage their behaviour
- To give program advice

How to best support our events:

- Keep asking questions to get student groups talking
- Make the students feel as welcome as possible
- You can't control their behaviour, but you can control your own and role-model positive behaviour
- Acknowledge and highlight effort not intelligence
- Have an open mind

To assist you we have listed a number of possible questions to start or continue conversations. These questions will also help us understand the students' knowledge and understanding of education and university. We can provide you with a pen and notepad if you would like to take notes, just let us know.

At the end of each event we will ask you to share your feedback on the following:

- Any responses students provided regarding the questions below
- Your feedback regarding the event – what can we approve on?
- Any other information that resulted from student interactions or teacher feedback

Please note that these questions should be used as a guide, conversations should be natural and casual. Do not feel that you have to use any or all of these questions if it doesn't feel appropriate.

Example Questions for On-campus Visits

Topic Area	Example Student Questions
Knowledge and experience in university	<ul style="list-style-type: none"> • Have you been to the University of Adelaide before? When? • What have you enjoyed most about your visit so far? • What would you most like to know about the university? • Why do you think people come to university? • Do you know anyone else who has attended university? • Could you see yourself coming to university?
Attitudes towards school and education	<ul style="list-style-type: none"> • Do you expect to go to university? • Would you like to study engineering, computer science or mathematical sciences? • What do your parents want you to do?
Current career aspirations and motivators	<ul style="list-style-type: none"> • What job would you most like to have? Why? • Do you think this is what you will actually do? Why / why not? • What is most important when deciding about your future career? e.g. Job satisfaction, contribute to community, confidence to do the job, income, family influence

Example Questions for Showcases

Example Student Questions
<ol style="list-style-type: none"> 1. What is something new you learned (from the event program)? 2. Did you have any challenges that you needed to overcome? How did you overcome them? 3. Did you have to work with others? What did you enjoy about working with others? Were there any challenges working with others? 4. How would you describe what university is like to your friends and family? 5. Is there anything we could do to make this better for next time?

Submitting your hours

You are responsible for logging your hours via an online form.

Eligible Activities

Any volunteering activity that is undertaken on behalf of the University of Adelaide or the Faculty of Engineering, computer and Mathematical Sciences can be counted towards your volunteering hours for this program.

Eligible activities include:

- Being an Orientation Week host
- Volunteering for the University or ECMS at the Science Alive expo

Ineligible activities include:

- Any activity that is a requirement of your university degree or for credit (for example, if you are doing work experience and it is a requirement of your degree you cannot include it as a part of your Award)
- Exhibiting at Ingenuity
- Any paid work
- Activities carried out with student groups that are not organised by the ECMS faculty

Volunteering Checklist

When you are about to start your first volunteering role with the Faculty of ECMS, go through this checklist to make sure you are prepared and ready to carry out your duties.

1. Confirm the details of your volunteer placement with the Volunteer or Event Coordinator
 - Start date
 - Start and finish times
 - Location
2. Make sure you have all the resources you need, including:
 - Ambassador t-shirt (if required)
 - Name badge
 - Water bottle
 - Enclosed shoes
3. If you are volunteering off campus, research how you are going to get there:
 - [Google maps](#)
 - [Adelaide Metro](#)
 - Car parking facilities
4. Ensure you have the contact details of the Volunteer and Event Coordinator in your phone
5. Ensure you sign in and out when you are volunteering

Volunteer Training

All ECMS volunteers must attend an introduction information session and a group get to know you session before they commence their volunteer work.

Reward and Recognition

The Faculty of ECMS recognises that volunteers play an integral role in outreach events. To recognise this, volunteers will be provided with:

- Certificate of appreciation (*Minimum of 10 hours volunteering per year*)
- Invitations to University wide volunteer recognition events
- ECMS Volunteer & Ambassador social events
- May be eligible for transcript recognition

Insurance for volunteers

The University has a number of policies to protect volunteers participating in approved voluntary activities. As a pre-condition of insurance cover volunteers must be registered with External Relations. Please refer to the volunteers guide for further information. Note that the volunteer personal accident insurance policy does not apply to volunteers over the age of 85.

Volunteer Code of Conduct

Volunteers participating in ECMS Volunteer & Ambassador Program are asked to comply with this code of conduct. A breach of the Code of Conduct may result in disciplinary action.

University Wide

Do

- Behave with honesty and integrity in all matters connected with your volunteer position
- Conduct yourself in a manner that upholds the values, integrity and good reputation of the University at all times
- Conduct yourself in an ethical and professional manner
- Be open to collaboration, open dialogue and the sharing of ideas, theories and practices with others
- Comply with relevant University policy and procedure
- Use University resources responsibly and appropriately

General Procedures

Do

- Dress in appropriate clothing, including closed toe shoes
- Switch your mobile phone to silent during activities
- Notify coordinator as soon as possible if you are running late or not able to attend
- Follow directions from staff members / supervising academics and seek guidance if you are uncertain of tasks or requirements

Do Not:

- Implement any significant changes to an activity without first consulting with a staff member or the supervising academic

School Environment

Do:

- Sign in and out of the register at the school's front office

- Appreciate that teachers have a special duty of care for students that cannot be delegated or transferred to others.
- Appreciate also that the Principal is the spokesperson for the school
- Observe similar standards of behaviour and ethical conduct to that required of staff. Act within the law, be honest and fair, respect other people (including students), and work to the best of your ability
- Observe normal school procedures regarding the day-to-day running of the school
- Follow the instructions of school staff in relation to health and safety

Equity and Diversity

Do:

- Recognise and congratulate achievement
- Encourage and provide support to all students equally
- Encourage discussion around aspiration and STEM
- Demonstrate and encourage cultural sensitivity including valuing others irrespective of race, age, gender, sexuality or belief
- Nurture enthusiasm
- Discourage bullying, victimisation or demeaning humour by reporting this behaviour to the teacher in charge of the volunteer activity

Harmful Substances

Do Not:

- Consume illegal drugs, alcohol or cigarettes prior to working with students
- Bring or consume illegal drugs, alcohol or cigarettes on school premises
- Provide students or staff with drugs, alcohol or cigarettes
- Condone or encourage consumption of illegal drugs, alcohol or cigarettes

Confidentiality and Privacy

Do:

- Respect and maintain the privacy and confidentiality of students, except where required by law.
- Avoid discussing personal information relating to a student, staff member or another volunteer with any other person, including family members

Do Not:

- Take photographs, audio recordings or video footage of children without written consent of the school and the Volunteer and Event Coordinator
- Seek out or give out a student's personal details including email address, phone number and all forms of social media

Working with Children

Do:

- Remember to be a positive role model to students in all your conduct with them
- Set clear boundaries about appropriate behaviour between yourself and students
- Refer all disciplinary matters to the supervising teacher
- Avoid being alone with individual students or ensure any one-to-one work with a student is conducted in a public or visible area
- Avoid physical contact with a student
- Use appropriate language when speaking to students

Do Not:

- Contact students outside of set volunteering periods
- Seek out or give out a student's personal details including email address, phone number and all forms of social media
- Give out your personal details to students
- Provide counselling to students on personal issues

- Use obscene language or gestures, or make inappropriate jokes
- Develop any special relationships with a student that could be seen as favouritism, such as offering gifts and do not accept personal gifts from students
- Do things of a personal nature that a student can do for themselves, such as assisting them in the toilet
- Take photos or videos of students

Travel

Do:

- Comply with all relevant road rules if driving to / from volunteering activities
- Give yourself adequate time to travel to / from volunteering activities
- Ensure that you are adequately rested before driving a vehicle
- Ensure you are free of illegal drugs and alcohol before travelling to a volunteer activity

Rights and Responsibilities

Volunteers have the right to:

- Receive appropriate training and induction
- Be assigned suitable tasks
- Be provided with suitable support, tools and materials to carry out required tasks
- Access information about the University of Adelaide, including policies and procedures
- Access the volunteer position description which outlines expected tasks and working hours
- Receive recognition for their contribution
- Work in a safe and healthy environment
- Have their personal details kept in a confidential manner
- Be covered by adequate insurance cover
- Receive reimbursement of agreed expenses
- Raise concerns, grievances and provide feedback

Volunteers are expected to:

- Be punctual and reliable
- Perform agreed tasks to the best of their ability
- Be accountable
- Adhere to the University's policies and procedures
- Adhere to the University of Adelaide Code of Conduct
- Undertake training as requested
- Deal with complaints in an appropriate manner
- Ask for support when needed and discuss any problems with an ECMS MER staff member
- Participate in the evaluation of post event debriefs and volunteer and ambassador program
- Agree to work in a safe and healthy way and not jeopardise the health and safety of others
- Report any injury or hazards
- Inform the V&AP coordinator of any medical conditions or special needs that staff should be aware of that might affect your ability to undertake certain duties
- Maintain clear communication with V&AP coordinator by:
 - Advising of any changes to contact details and availability
 - Regularly checking and responding to email and phone messages

Child Safety Guidelines

Child Safe Environment under the [Child Protection Act](#) the University is required to lodge a compliance statement with Families SA to demonstrate that it has established a child safe environment within the organisation. Effective from 1 January 2015 the University approved a [Child Safe Environment Policy](#). This Policy applies to all staff, students, title holders, contractors and volunteers, and relates specifically to their contact with children. The Act defines a child as a person under 18 years of age. Volunteer programs that work with children must adhere to the above act and policy.

Complaints Procedure

The Faculty of ECMS strives to provide a positive, enjoyable, rewarding and safe experience for our volunteers. We do recognise that there may be occasions when volunteers do not feel satisfied with their experience and this procedure outlines the steps volunteers should take to resolve any issue that may arise.

Making a Complaint

Volunteers who wish to make a complaint should follow the complaint process outlined below. All volunteers can be confident that complaints will be dealt with in a serious, honest and fair manner and volunteers will not experience discrimination as a result of making a complaint.

Regardless of who or what the complaint is about, complaints will be dealt with in the same manner. The ECMS Marketing Engagement Recruitment (MER) staff will treat any and all complaints fairly, sensitively and confidentially. They will listen and record the accounts of all relevant parties and only people involved in the process will know about the complaint. Any action that needs to be taken will be outlined to all parties.

Complaint process

Step 1 Informal discussion

The aggrieved volunteer is encouraged to explore the problem/situation directly with the person(s) involved; clearly outlining what they feel should be done to alleviate the situation.

Step 2 Formal Review

If informal discussion is not an option or the volunteer feels dissatisfied with the outcome they should notify an ECMS MER staff member in writing by email. If the complaint involves a staff member, contact Louise O'Reilly, Marketing Engagement Recruitment Manager in writing l.oreilly@adelaide.edu.au. The parties involved will be asked to comply with a mutually agreed solution that has been identified by all involved. All information will be treated in the strictest confidence.

Step 3 Appeals

If this resolution of the complaint or grievance is unsuccessful the volunteer may make an appeal to the Student Grievance and Appeals Committee or may seek advocacy through an Education and Welfare Officer in Student Care.

Student Policy and Appeals

8313 7503 or 8313 7572

grievance.resolution@adelaide.edu.au

Student Care

8313 5430

studentcare@adelaide.edu.au

Exit Procedure

The ECMS Volunteer & Ambassador Program is relatively flexible and volunteers can opt in and out of activities as it suits them. However, if study and work commitments change and volunteers no longer have time to volunteer, they can either withdraw from the volunteering role or take some time off and come back if or when circumstances permit. It is important that volunteering provides value to a student's life rather than adding extra stress.

Volunteers who are considering withdrawing or taking a break should contact the Volunteer & Ambassador Coordinator at sarah.kennett@adelaide.edu.au and will be asked to complete an exit survey.

Dismissal of a Volunteer

Volunteers who do not adhere to the policies and procedures of the ECMS Volunteer & Ambassador Program or who fail to satisfactorily perform their volunteer duties are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff and the volunteer coordinator.

Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of the organisation's equipment or materials, abuse or mistreatment of co-workers, failure to abide by the organisation's policies and procedures, failure to meet the physical or mental standards of performance and failure to satisfactorily perform assigned duties.

Notice of Departure

In the event that a volunteer departs the program, whether voluntarily or involuntarily, it shall be the responsibility of the volunteer coordinator to inform those affected staff that the volunteer is no longer assigned to work with them.

Exit Interview

Volunteers can elect to have an exit interview with the volunteer coordinator, or another ECMS MER staff member. This will be arranged for a time that suits both parties.

Health, Safety and Wellbeing

The University of Adelaide believes that everyone has a right to be safe at work, including volunteers.

From 1 January 2013, South Australia's work health and safety legislation aligned with New South Wales, Queensland, Tasmania, the Australian Capital Territory, the Northern Territory and the Commonwealth. This means that persons conducting a business or undertaking (organisations) and workers, including volunteers, in these jurisdictions are protected by the same WHS laws. The harmonised WHS laws require that organisations that employ paid workers ensure, so far as is reasonably practicable, the physical and mental health and safety of its workers, including volunteers.

What are your Work Health and Safety responsibilities?

All staff, students, contractors, visitors and volunteers who are conducting activities or working at the University have a legislative responsibility to keep each other safe by:

- Reporting any incident or hazard to a supervisor
- Following any reasonable instruction aimed at protecting your health and safety
- Ensuring you are not affected by alcohol or another drug which may endanger you or someone else
- Not adversely affecting the safety of any other person

Resolving a Health and Safety Issue

If a Health and Safety Issue arises at work, please contact your supervisor in the first instance. If you are unable to resolve the issue then contact your Health and Safety Representative.

If you are injured at work, contact your supervisor as soon as possible. They will arrange for first aid assistance if required and will ensure the area is safe and there is no risk to anyone else. You will be required to fill out an incident report form and your supervisor can help you to do this.

If you see something unsafe which has the potential to cause an injury or place someone at serious risk you should report the issue to your supervisor and complete a hazard report form.

Further Information

www.adelaide.edu.au/hr/hsw

Emergency Procedures

Security

All security contacts are available 24 hours a day, 7 days a week

Urgent assistance	8313 5444
North Terrace Campus	8313 5990
Waite Campus	8313 7200
Roseworthy Campus	8313 7999
Thebarton Campus	8313 5990

Fire

Should you discover fire or smoke, follow **RACE**:

Remove people in immediate danger

Alert – raise the alarm, contact security

Contain the emergency by closing doors, if possible

Evacuate

On hearing the fire alarm:

If you are in a building with a two tone fire alarm you will first hear a continuous

Beep...Beep...Beep – Pack up your area and standby for further instructions

If the alarm changes to a continuous

Whoop...Whoop...Whoop – evacuate via the nearest and safest exit to the assembly area

Do not use lifts and follow the directions of the Emergency Wardens.

If you have a disability please report to the Floor Warden (who will be wearing a red helmet) and they will provide assistance.

Medical Emergency

If it is a life threatening emergency ring for an ambulance 000

Contact your First Aid Officer, if they are unavailable call security.

Other Emergencies

To find out more information on procedures for Bomb Threat, Personal Threat, Evacuation, Internal Emergency and External Emergency refer to www.adelaide.edu.au/ps/emergency