Ask a Graduate: ambassador agreement

Thank you for volunteering to take part in the Ask a Graduate scheme.

This agreement has been put in place to help ensure that all participants in Ask a Graduate have a safe and positive experience and get the most out of the scheme. It describes what you can expect from the Ask a Graduate team and the conduct we expect from you when using the system.

To become an ambassador and participate in the Ask a Graduate scheme you must undertake some online training and agree to adhere to this ambassador agreement. If you do not adhere to the ambassador agreement your ambassador account will be deleted and you will no longer be permitted to participate in the scheme.

The Ask a Graduate team: what you can expect from us

- We will act as a point of contact for you and will handle any non-technical issues that arise for the duration of the scheme. Ambassadors and offer holders will be able to report any issues through the Ask a Graduate system or by emailing givingtime@nottingham.ac.uk

- We will be able to monitor all of the conversations you have with offer holders for safeguarding purposes. By agreeing to this ambassador agreement you expressly consent to permitting us to do so.

- We will provide help guides which will support you in using the Ask a Graduate system

Our expectations of you

Being an ambassador:
As an ambassador, you will act as an additional source of information for prospective students who are currently holding an offer to study at the University of Nottingham.

Through Ask a Graduate, offer holders will be able to make contact with you to find out more about the University by asking you questions about your experience. They may ask you about a range of things including your course, the extra-curricular activities you participated in, and the ways studying at the University has helped you in your career.

Your role is to provide information, support and guidance to offer holders as they make their decisions about where they would like to study.

Safeguarding:
The offer holders you engage with through Ask a Graduate are classed as minors until they enrol at university. As an ambassador, you are in a position of authority. To protect yourself and the offer holders you engage with, you should make sure you act in accordance with the Do’s and Do not’s set out in this ambassador agreement which have been developed in line with Child Protection legislation.
Do:

- Try to respond to requests and messages promptly – if you’re particularly busy or are going away you can pause your profile until you have time to respond again
- Behave in a friendly and approachable manner and encourage offer holders to ask further questions
- Communicate with offer holders in a way that is clear and easy to understand
- Display sensitivity and empathy when responding to offer holders’ questions – remember what it was like to be in their position!
- Ensure that all content and language is appropriate for your audience
- Share positive aspects of your experience at the University of Nottingham
- Make it clear to offer holders that you are talking about your own opinions and experiences of the University of Nottingham, and that these views do not necessarily reflect the views of the University
- Acknowledge that things may have changed since you were a student and encourage offer holders to refer to the University website (nottingham.ac.uk) for the most up to date information
- Refer offer holders to the University website (nottingham.ac.uk) or the Student Recruitment Enquiries Centre (0115 9515559) if you are unable to answer their questions
- Keep communication with offer holders confidential, except where you become aware that an offer holder may be at risk of being harmed or harming others. Please report this immediately to the Ask a Graduate team by emailing givingtime@nottingham.ac.uk
- Report any problems or concerns. You can do this through the Ask a Graduate system or by emailing givingtime@nottingham.ac.uk

Do not:

- Have any contact or communication with offer holders outside the Ask a Graduate system
- Provide your email address or phone number to offer holders or ask offer holders to give you their email address or phone number
- Arrange to meet offer holders in person
- Send inappropriate or offensive content
- Discuss topics which make offer holders feel uncomfortable
- Use profanity or inappropriate language
- Send threats or abusive messages
- Harass others
- Send messages relating to or supportive of illegal activities
- Make statements about the University which are false, exaggerated or unsupported – if you don’t know how to answer a particular question, do not guess
- Make negative comments about other higher education institutions

**Privacy Statement**

The information that you provide will be held in accordance with the Data Protection Act 1998, and from 28 May 2018 the General Data Protection Regulation. Your personal data will be collected and processed for the purpose of allowing you to register and partake in the Ask a Graduate project.

**How information about you may be used:**

Your personal data will be processed and held by a third party data processor, Aluminati Network Group Ltd, on behalf of the University of Nottingham. This data may be accessed and used by the University of Nottingham in order to communicate with you and for statistical purposes and internal reporting. The University will not disclose your personal data to any third party, other than as set out above and/or where you have given us permission to do so, unless we are required to do so by law. Your personal data will be held by the University of Nottingham for a period of up to 24 months.

**Who do I contact if I wish to know more?**

If you would like further information about Ask a Graduate, please contact us at: givingtime@nottingham.ac.uk

For further information about your right to access information we hold about you, please visit our Governance and Information Compliance pages.