



# Business and Economics Student Ambassador Program Handbook

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This handbook outlines the policies and procedures that govern the Student Ambassador Program managed by the Faculty of Business and Economics (FBE) and the Melbourne Business School (MBS).

Note: The use of the term “Faculty” in this document refers to both FBE and MBS. The term “SEE” refers to Student Employability and Enrichment.

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## 1. OVERVIEW

The purpose of this Program is to put Student Ambassadors in touch with their peers face-to-face in the first weeks of semester to promote and communicate the extra and co-curricular opportunities offered by the Faculty.

In managing the Program, the Faculty agrees to provide Student Ambassadors with the support outlined in Section One. In taking up the role, a Student Ambassador agrees to comply with the affiliation conditions outlined in this document, and deliver value to students in line with the [University of Melbourne Graduate Attributes](#) and the Faculty Mission, notably:

- Cultivating a cohort experience
  - Fostering cross cultural engagement
  - Encouraging professional and personal development, and
  - Contributing to social impact in the wider student community
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## 2. STUDENT AMBASSADOR ROLE

### Role overview

Student Ambassadors will be required to facilitate communication and to ensure a range of relevant activities are highlighted at time appropriate points in the semester.

Student Ambassadors will be required to:

- Devote approximately 12 hours of their time to the Program across a period of one academic semester and contribute to the marketing and communication strategy of the Program;
- Facilitate two group coffee catch-ups in Week 0 and 2 for new students;
- Participate in Faculty orientation and welcome initiatives (presentations and presence at stalls);
- Contribute to content write-ups on online social media platforms as appropriate;
- Respond to student comments and questions about their experience in a face-to-face capacity (all other questions referred to appropriate University service or the SEE team); and
- Participate in photo and video shoots as well as recruitment events as required

From time to time you may also be invited to participate in engagement activities with students – participation is at your discretion.

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## 3. FACULTY EXPECTATIONS

The following expectations will ensure the Faculty can effectively manage the Program, support Student Ambassadors and make certain that student engagement will deliver value to all Faculty cohorts.

The expectations will enable the Faculty to accurately report on the program and capture the level of student engagement.

As part of the Program, it is expected that Student Ambassadors will:

- Comply with relevant University of Melbourne Policies (as outlined below)
- Participate in a program evaluation to provide feedback on the program

## University of Melbourne Policies and Procedures

The following is a list of some University statutes, policies and procedures relevant to Student Ambassadors. Please note this list is not exhaustive.

- Responsible Conduct of Students Procedure (<https://policy.unimelb.edu.au/MPF1324>)
- Privacy Policy (<https://policy.unimelb.edu.au/MPF1104>)

## Disciplinary procedures

A breach of the Faculty's conduct policy and/or a statute, regulation, or policy of the University of Melbourne may result in the immediate disaffiliation of an ambassador, along with disciplinary procedures in accordance with University policy. Decisions regarding disaffiliation and disciplinary measures are at the discretion of the Student Employability and Enrichment Manager and the Faculty's Deputy Deans and will vary according to the severity of the breach.

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## 4. BENEFITS

Student Ambassadors will perform the important role of helping new students transition to life at the University and help them connect with the wider student community. Student Ambassadors will facilitate communication between students and the Faculty, broadening their own professional and personal development while at University. The Program also gives Student Ambassadors exclusive access to various Faculty activities and offerings.

Specific benefits to Student Ambassadors include:

- Development of leadership and teamwork skills
- Showcase and improve oral and written marketing and communication skills
- Interaction with new and continuing students and diverse student cohorts

Each Student Ambassador will receive:

- Student Ambassador merchandise
- A thank you lunch

Hours dedicated to the program can also be logged as Uni Action hours for the Leaders in Communities Award (LiCA): <http://students.unimelb.edu.au/involved/leadership/lica>

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## 5. PROGRAM SUPPORT

The Student Ambassador Program will be managed by the Student Employability & Enrichment (SEE) team. Student Ambassadors will be supported by all program owners in the SEE team (Team Manager, Enrichment Services Coordinator and Enrichment Program Officer).

Support from the Faculty will include, and is not limited to:

- Induction and training resources
- The provision of catch-up schedules and allocation of students
- Operational resources for events including providing marketing collateral, coffee vouchers and merchandise (as appropriate)

The SEE team will communicate group updates and opportunities via your student email address. We encourage all Student Ambassadors to check in regularly for updates.

Enquiries pertaining to this Program can be referred to **Simone Stahli Quinn** via [fbe-see@unimelb.edu.au](mailto:fbe-see@unimelb.edu.au) in the first instance.

## 6. SEMESTER TWO 2017 AMBASSADOR ALLOCATION SCHEDULE

Week	Date	Time	Ambassadors required
<b>Week 0: Monday 17 July Orientation Day</b>	Monday, 17 July	10.00am to 3pm	All available ambassadors  (Compulsory)
<b>Week 1: MBS Welcome Event</b>	Friday, 28 July	5.30 – 8.30pm	All available MBS Ambassadors
<b>Week 2: Coffee Catch-Up #2</b>	Wednesday, 02 August	12.30-1:30pm	7 ambassadors
		3:00-4:00pm	7 ambassadors
<b>Week 3: Thank You Lunch</b>	Wednesday, 09 August	12.30 – 2.00pm	All available ambassadors
<b>All other weeks in Semester 2</b>	You may be contacted by our Marketing and Recruitment teams to participate in photoshoots and/or recruitment events. Participation is at your discretion.		