

Professional Conduct and Expectations

Learning Objectives

By the end of this session, ambassadors will be able to:

1. Understand the key principles and expectations related to professional conduct and expectations.
2. Apply knowledge through real-life scenarios and reflective practice.
3. Develop confidence and competence in ambassadorial duties.

10–15 mins

1. Icebreaker Activity

- **Purpose:** Build rapport and ease participants into the session.
- **Example:** Students describe their ideas about professionalism and may also share their experiences.

Materials: Flipchart or whiteboard, markers.

15–20 mins

2. Presentation: Key Concepts

Use slides or visual aids to cover:

- Definition and purpose of professional conduct and expectations.
- Importance of representation and peer influence.
- Core Responsibilities
- Key Competences
- Expectations

Materials: PowerPoint slides or printed handouts, Visuals showing ambassadors in action, Role description document.

10–15 mins

3. Case Scenario Discussion

- **Scenario:** A student is unsure how to engage with professional conduct and expectations of responsibilities. They learn to frame their experience as a strength.
- **Discussion Prompts**
 - What challenges might they face?
 - How can their story inspire others?
 - How would they introduce themselves in a similar situation?

Materials: Printed or projected scenario, group discussion guide.

15-20 mins

4. Role-Play Activity

Activity: In pairs or small groups, ambassadors practice engaging with professional conduct and expectations, responsibilities.

- **Instructions**

→ Rotate roles: ambassador, student, observer.

Materials: Role-play prompt cards, Feedback sheets for peer review.

10 mins

5. Reflection & Notes

- **Prompts:**

→ What did they learn from this module?

→ How can they apply this knowledge in the student ambassador role?

→ What questions or concerns do they still have?

Materials: Reflection worksheet or journal, Optional: digital form for submission.

5 -10 mins

6. Summary & Takeaways

- Recap key points.
- Share a handout summarising:
 - Professional Conduct and Expectations responsibilities
 - Tips for engagement
 - Support contacts and resources

Materials: Summary handout (print or digital), Contact list for support staff

Useful Links

[What is 2 Truths 1 Lie? | Best Ice Breaker](#)

[Student Ambassadors: What They Do & Why You Need Them](#)