

Student Ambassador Scheme

Connecting Students from Diverse Backgrounds
with Young People from Underrepresented
Backgrounds in the Community



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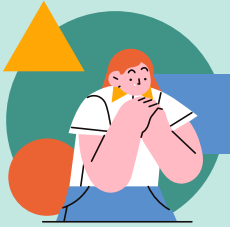
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01

Introduction

“Every ambassador has a story that can open doors for someone else.”



Nina – First-Generation Student, Health and Social Care

Nina is the first in her family to attend higher education. She is passionate about social justice and wants to give back to her community. She joined the ambassador scheme to help others like her see higher education as a real possibility.

The **Student Ambassador Scheme Manual**, developed under **WP3 of the EngageAll Erasmus+ Project**, promotes active citizenship through meaningful student engagement and civic participation. It supports the development of key competences such as **communication, leadership, and diversity awareness**, while enabling students to contribute positively to their communities.

The manual provides adaptable guidance for designing a **flexible** student ambassador scheme that institutions can tailor to their own **scope, recruitment, training, and support needs**.

Focusing on **diverse student populations** in **HEIs**, the scheme connects students with **underrepresented groups** through mentoring, outreach, and role modelling to

raise aspirations and widen access to higher education.

Recognising barriers such as **financial constraints**, caring responsibilities, and limited representation, the scheme promotes **inclusive, flexible, and meaningful participation**. It aligns with EU priorities on inclusion and diversity within the European Education Area and the Erasmus+ framework.

The manual invites institutions to reflect on **recruitment, training, activity planning, and evaluation**, strengthening both ambassador **empowerment** and **employability**. It is intended for coordinators and leaders committed to **widening participation** and civic **engagement**, ensuring all students can **lead, serve, and inspire**.

The Scheme centres on four aims:

01

Supporting underrepresented groups through inclusive outreach.

02

Developing key competences (communication, teamwork, intercultural awareness, resilience).

03

Empowering ambassadors as authentic role models.

04

Fostering a culture of participation, belonging, and social inclusion.

These aims help develop future leaders committed to civic responsibility and social equity.

02

"Becoming an ambassador means becoming a catalyst for change."

Stepping into the Role of a Student Ambassador



Freya – STEM Student, Engineering

Freya is eager to develop her public speaking and leadership skills. She joined the scheme to build her confidence, tell her story, enhance her CV, and inspire girls from underrepresented communities to pursue careers in STEM.

Becoming a Student Ambassador offers the chance to grow **personally, professionally, and civically**, empowering students—especially those from underrepresented backgrounds—to **lead, inspire, and drive positive change**.



Personal, Professional & Intercultural Growth

Ambassadors develop core competences by:

- Strengthening communication, interpersonal, and leadership skills
- Building self-awareness, reflective practice, and confidence
- Gaining organisation and project management experience
- Practising intercultural competence and inclusive engagement



Community, Connection & Social Responsibility

Through outreach and collaboration, ambassadors:

- Support widening participation and underrepresented groups
- Model leadership, empathy, and social responsibility
- Work with diverse communities and build supportive networks
- Promote lifelong learning and reflective habits



Academic, Employability & Career Benefits

The role helps ambassadors:

- Gain hands-on experience in outreach, education, and civic roles
- Build transferable skills for future careers
- Gain recognition for competences achieved
- Strengthen communication, critical thinking, and self-efficacy



Broader Institutional & Civic Impact

Ambassadors contribute to:

- Institutional goals for access, equity, and widening participation
- Promoting diversity, inclusion, and belonging
- Amplifying the student voice
- Fostering active citizenship and community leadership

03

*“Representation is not symbolic
— it transforms futures.”*

The Transformative Role of a Student Ambassador



Omar – International Student, Creative Arts

Omar speaks three languages and is active on social media. He brings strong communication competences and cultural awareness to the role and is excited to use his digital skills to connect with prospective students.

Student Ambassadors are the face and voice of their institutions. They are encouraged to demonstrate a wide range of personal, interpersonal, and professional competences that help them connect with diverse audiences, represent their institutions with integrity, and support underrepresented students effectively. Many of these competences can be developed through training and experience, and those interested in this role often bring a solid foundation of the following attributes:

Communication and Interpersonal Competences

Demonstrate genuine empathy

Tell their stories

Actively listen and respond

Embrace curiosity and learning

Remain open and adaptable

Leadership and Teamwork

Ability to motivate and support others

Positive attitude and solution-focused approach

Knowledge and Passion

Familiarity with HE services, facilities, and student life

Enthusiasm for their subject and the ability to inspire others

Practical and Organisational Competences

Punctuality and reliability

Flexibility and adaptability in dynamic environments

Practical and Organisational Competences

Enthusiastic, reliable, and responsible

Approachable and open to learning

Commitment to continuous personal and professional development

03.1 Opportunities to Lead and Support



Melania - LGBTQ+ Student, Electrical Installations

Melania is passionate about inclusion and representation. She takes her ambassador responsibilities seriously, ensuring that all students feel welcome and respected during events and campus visits.

Student Ambassadors represent their institutions and help widen access to higher education, especially for underrepresented groups. Their responsibilities vary by institution and may include on-campus, off-campus, and online activities that support inclusive engagement.

Key Responsibilities

Widening Access to Diverse Target Groups through Multi-Platform Outreach

Expand outreach frameworks beyond traditional secondary schools to include adult learners, vocational cohorts, and individuals facing language or cultural barriers. Ambassadors may actively drive this inclusion by delivering workshops, mentoring in schools, assisting at summer schools, and engaging with online platforms.

Act as role models and mentors

Inspire younger learners, particularly from underrepresented backgrounds, by sharing experiences and promoting equity and inclusion.

Attend required training and meetings

Complete induction and ongoing training to ensure effective and inclusive practice.

Work collaboratively

Take on roles aligned with their strengths, contributing creatively and responsively to team goals. School and community visits may take place in pairs or small teams rather than as isolated individuals to foster mutual support.

Represent the institution at events

Assist with Open Days, Applicant Days, Welcome Week, Freshers Week, Graduation, and other in person or virtual events.

Lead and support campus tours

Guide prospective students and families, highlighting student life and accessible facilities.

Engage in virtual and in-person support

Participate in webinars, virtual open days, online chats, and mentoring activities.

Respect diversity and confidentiality

Use inclusive language, follow safeguarding and equality policies, and communicate professionally.

Demonstrate initiative and teamwork

Work independently when needed and collaborate effectively with staff and peers.

Contribute to a positive campus atmosphere

Help create a welcoming, inclusive environment.

Safeguarding

Safeguarding involves protecting the well-being and rights of all individuals, especially young people and vulnerable groups. Ambassadors complete mandatory training, follow policies, report concerns promptly, and maintain confidentiality.

03.2 Eligibility Criteria and Application Process

To be considered for the role, applicants must:

- ✓ Be a currently enrolled undergraduate or postgraduate student at the institution.
- ✓ Have completed at least one semester of study (or equivalent).
- ✓ Be able to commit to the role for at least two consecutive semesters.
- ✓ Be willing to undertake all required training and comply with institutional policies.
- ✓ Be willing to support underrepresented student populations.

Additional desirable attributes may include:

Interest or experience in volunteering, widening participation, outreach, or community engagement.

Application Process

It is suggested that applicants submit:

1.

A completed application form

Appendix 2

2.

A one-page statement of interest

outlining their motivation for the role

Recruitment is typically managed by the institution's Student Services Team, depending on the local context. It is recommended that institutions establish a Student Advisory Group before formally launching the scheme to ensure students co-create guidelines and take ownership.

Recruitment and training timelines must be carefully synchronised with the academic calendar and outreach schedule to maximise student availability and impact. Schools should recruit ambassadors well ahead of outreach events, using flexible schedules that accommodate intensive or dual-study programs.

04

Training

“Training empowers ambassadors to serve with confidence and care.”



Daniel – Student with Disability, Procurement and Finance

Daniel values the structured training and support provided by the scheme. He appreciates the accessibility of the training sessions and uses his experience to advocate for inclusive practices in outreach.

Training is the basis of the Student Ambassador Scheme. It ensures that all ambassadors are well-prepared, confident, and equipped with the knowledge and competencies needed to represent their institution and effectively support underrepresented students. The training programme is designed to be inclusive, practical, and developmental, supporting both the ambassador's role and their personal and professional growth.

Training workshops and materials should maintain a flexible, modular structure rather than relying on a rigid, one-size-fits-all model. Facilitators and ambassadors are encouraged to adapt the language, pacing, and balance of activities dynamically to suit different school contexts, cultural environments, and diverse student groups. All core training materials should be available in Open Educational Resources (OER) to support such flexibility.

Suggested Mandatory Training

It is highly recommended that all ambassadors complete a mandatory initial training programme, which is delivered through a combination of in-person workshops and online modules. Approximately 20 hours of dedication to initial training can help ambassadors gain the confidence and competencies needed to succeed as student ambassadors. This training covers:

- ✓ Introduction to the Ambassador Role
- ✓ Communication, Presentation and Public Speaking Skills focused on Storytelling
- ✓ Equality, Diversity, and Inclusion
- ✓ Safeguarding and Child Protection
- ✓ Health and Safety Procedures
- ✓ Professional Conduct and Expectations

Top-Up and Ongoing Training

Ambassadors may be invited to attend top-up training sessions throughout the year. Topics may include:

- Working with Specific Student Groups (e.g., students with disabilities)
- Mental Health First Aid
- Careers Information and Guidance Support
- Social Media and Digital Engagement
- Campus tour delivery

Peer and Experiential Learning

In addition to formal training, ambassadors benefit from:

- Shadowing experienced ambassadors
- Feedback and reflection sessions
- Team-building activities and guest speaker events
- Regular team meetings and briefings before major events

Personal Development

The training programme is not only about preparing ambassadors for their duties since it also supports their long-term development. Ambassadors gain:

- Transversal skills for future employment
- Experience in leadership, communication, and teamwork
- Opportunities to reflect on their growth and build a professional portfolio

05

Hours and Pay

“Your time is a gift — your impact is immeasurable.”

This role is normally expected to be voluntarily, although institutions should consider appropriate tokens of appreciation for the time and effort dedicated to the role. Ambassadors typically commit to approximately 20 hours of initial training at the beginning of their recruitment and approximately 8 hours of ongoing training per academic semester. Ongoing involvement usually amounts to an estimate of 8-12 hours per month, depending on scheduled events and activities.

“Your voice, your experience, your story — they all matter here.”

Final Thoughts and Invitation to Join

The Student Ambassador Scheme offers a unique and transformative opportunity to engage actively with your HE community, develop valuable leadership and communication skills, and make a real difference by supporting students, including those from underrepresented backgrounds. By becoming an ambassador, you not only help break down barriers to HE but also enhance your own personal and professional growth, building competences that will serve you well in your career and civic life.

Apply to join this community of changemakers. Inspire others, gain practical experience, and expand your network as this scheme provides a supportive and inclusive environment to grow, lead, and make an impact.

YOUR VOICE AND STORY MATTER

Appendix 1

Mandatory Training Manual

Module List:

- 01** Introduction to the Ambassador Role
- 02** Communication, Presentation and Public Speaking Skills focused on Storytelling
- 03** Equality, Diversity, and Inclusion
- 04** Safeguarding and Child Protection
- 05** Health and Safety Procedures
- 06** Professional Conduct and Expectations
- 07** Campus Tour Delivery

Introduction to the Ambassador Role

Learning Objectives

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

1. Understand the key principles and expectations of the ambassador role.
2. Apply ambassadorial knowledge through real-life scenarios and reflective practice.
3. Develop confidence and competence in representing their institution.

10–15 mins

1. Icebreaker Activity

- **Purpose:** Build rapport and ease participants into the session.
- **Example:** “Two Truths and a Myth” – each ambassador shares two true facts and one myth about themselves; others guess the myth.
- Participants also talk about their personal interests and their expectations of the programme.

Materials: Flipchart or whiteboard, markers.

15–20 mins

2. Presentation: Key Concepts

Use slides or visual aids to cover:

- **What is a Student Ambassador?**
 - Definition and purpose of the role.
 - Importance of representation and peer influence.
- **Core Responsibilities**
 - School visits, campus tours, open days, mentoring.
- **Key Competences**
 - Communication, empathy, professionalism, storytelling.
- **Expectations**
 - Punctuality, reliability, inclusivity, confidentiality.

Materials: PowerPoint slides or printed handouts, visuals showing ambassadors in action, role description document.

10–15 mins

3. Case Scenario Discussion

- **Scenario:** Nina, a first-generation student, is unsure how to introduce herself during a school visit. She learns to frame her story as a strength.
- **Discussion Prompts**
 - What challenges might Nina face?
 - How can her 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 introducing themselves to a group of students.

- **Instructions**
 - Encourage the presentation of one inspiring reason for becoming an ambassador.
 - 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: Ambassador responsibilities, Tips for self-introduction, 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](#)

[Why become a student ambassador?](#)

[Working as a Student Ambassador | Benefits of being a Student Ambassador | Student vlog](#)

Communication, Presentation and Public Speaking Skills focused on Storytelling

Learning Objectives

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

1. Understand the key principles and expectations related to communication and presentation competences, including their definition and purpose.
2. Apply knowledge through real-life scenarios, storytelling, and reflective practice.
3. Develop confidence and competence in ambassadorial duties, including effective public speaking and career skills.

10–15 mins

1. Icebreaker Activity

- **Purpose:** To warm up speaking skills and build confidence
- **Example:** “Elevator Pitch Challenge”
 - Have each ambassador pair up and briefly share why they wanted to become an ambassador.
 - Focus on speaking clearly, passionately, and confidently conveying their story.

Materials: Flipchart or whiteboard, markers.

20–25 mins

2. Presentation: Key Concepts

Use slides or visual aids to cover:

- **Communication skills:** The ability to convey ideas clearly, actively listen, and respond appropriately in various contexts.
- **Presentation skills:** Structuring, delivering, and confidently expressing information to an audience.
- **Empowerment through communication:** How these competences help ambassadors connect, represent their institution, and inspire change.
- **Representation and peer influence:** Ambassadors, as relatable peers, uniquely inspire prospective and current students. Shared backgrounds build confidence and aspiration.
- **Storytelling and living library technique:** Using personal narratives to share experiences. Ambassadors act as “living books,” fostering empathy and connection. Practical tips to craft engaging stories that break down barriers.
- **Core responsibilities:** Delivering campus tours and presentations, mentoring, outreach, supporting events, and upholding professional standards.

- **Key competences:** Verbal and nonverbal communication, active listening, public speaking, adaptability, confidence, empathy, and tailoring messages.
- **Expectations:** Inclusivity, reliability, teamwork, confidentiality, proactive engagement, and representing institutional values consistently.
- **Public speaking and career support:** Practising public speaking, overcoming anxiety, structuring talks, engaging audiences, emphasising skill benefits for career development and employability.

Materials: Presentation Slides or printed handouts (Visuals, Role description document)

10–15 mins

3. Case Scenario Discussion

- **Scenario:** A student unsure about communication and presentation competences who learns to frame their own experience as an asset.
- **Discussion Prompts**
 - What challenges might they face?
 - How can their story inspire others?
 - How would they introduce themselves in similar circumstances?

Materials: Printed or projected scenario, group discussion guide.

15–20 mins

4. Role-Play Activity

Activity: Small groups or pairs practice communication and presentation skills.

- **Instructions**
 - Share name, course, background, and one inspiring reason for engaging with this module.
 - Rotate roles: ambassador, student, observer.

Materials: Role-play prompt cards, peer feedback sheets

10 mins

5. Reflection & Notes

- **Prompts:**

- What did they learn?
- How can they apply it in the ambassador role?
- Any remaining questions or concerns?

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

5 -10 mins

6. Summary & Takeaways

- Recap key points.
- Share a handout summarising:
 - Communication and Presentation Skills responsibilities
 - Tips for self-introduction and storytelling
 - Public speaking and career support highlights
 - Support contacts and resources

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

Useful Links

[How to be Confident When Presenting](#)

[Tips for How To Reduce Anxiety Before Giving a Presentation](#)

[Top 5 Tips to Improve Communication Skills | Soft Skills For Beginners | Soft Skills | Simplilearn](#)

[Living Library](#)

Equality, Diversity, and Inclusion

Learning Objectives

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

1. Understand the key principles and expectations related to equality, diversity, and inclusion.
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:** To encourage reflection on personal values and perspectives.
- **Example:** “Values Line-Up”
 - Prepare cards with different values (e.g., respect, empathy, fairness, open-mindedness).
 - Ask participants to choose the value that resonates most with them and briefly explain why.

Materials: Flipchart or whiteboard, markers, Value cards, open space for participants to move

15–20 mins

2. Presentation: Key Concepts

Use slides or visual aids to cover:

- Definition and purpose of Equality, Diversity, and Inclusion
- 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 equality, diversity, and inclusion 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 similar circumstances?

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 equality, diversity, and inclusion responsibilities.

- **Instructions**
 - Include name, course, background, and one inspiring reason for becoming an ambassador.
 - 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 their ambassador role?
 - Any questions or concerns?

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

5 -10 mins

6. Summary & Takeaways

- Recap key points.
- Share a handout summarising:
 - Equality, Diversity and Inclusion Responsibilities
 - Tips for engagement
 - Support contacts and resources

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

Useful Links

[Social Inequalities Explained in a \\$100 Race](#)

[Equality, Diversity & Inclusion](#)

[Don't Put People in Boxes](#)

Safeguarding

Learning Objectives

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

1. Understand the legal and ethical responsibilities related to safeguarding.
2. Recognise signs of abuse, neglect, or inappropriate behaviour.
3. Know how to respond and report safeguarding concerns appropriately.

10–15 mins

1. Icebreaker Activity

- **Purpose:** Introduce the importance of safeguarding in a relatable way.
- **Example:** ‘What Would You Do?’
 - present fictional but realistic dilemmas and ask ambassadors how they would respond.

Materials: Flipchart or whiteboard, markers, Value cards, open space for participants to move

15–20 mins

2. Presentation: Key Concepts

- **Definition** of safeguarding
- **Types of abuse:** physical, emotional, sexual, neglect.
- Ambassador **responsibilities** and boundaries.
- **Reporting procedures** and designated safeguarding leads.

Materials: PowerPoint slides, Safeguarding policy handout, Reporting flowchart.

10–15 mins

3. Case Scenario Discussion

- **Scenario:** Jordan, an ambassador, notices a student becoming withdrawn and anxious during a school visit. The student later hints at trouble at home.
- **Discussion Prompts**
 - What signs did Jordan notice?
 - What signs did Jordan notice?
 - What are the boundaries of the ambassador role?

Materials: Printed or projected scenario, group discussion guide.

15-20 mins

4. Role-Play Activity

Activity: In pairs, ambassadors practice responding to a student disclosure using active listening and appropriate referral.

- **Instructions**

- One plays the student, one the ambassador.
- Practice staying calm, listening, and referring to a staff member.

Materials: Role-play prompt cards, Feedback sheets.

10 mins

5. Reflection & Notes

- **Prompts:**

- What did they learn from this module?
- How can they apply this knowledge in their ambassador role?
- Any questions or concerns?

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

5 -10 mins

6. Summary & Takeaways

- Recap key points.
- Share a handout summarising:
 - Types of abuse and signs
 - Reporting steps
 - Safeguarding contacts

Materials: Summary handout, Safeguarding contact list.

Useful Links

[Safeguarding for Youth Work](#)

[The Ambassador Platform Safeguarding Policy](#)

Health and Safety Procedures

Learning Objectives

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

1. Understand basic health and safety protocols relevant to student ambassador activities.
2. Identify potential risks and know how to respond in emergencies.
3. Promote a safe environment for all participants during events and visits.

10–15 mins

1. Icebreaker Activity

- **Purpose:** Introduce the concept of safety through a quick quiz.
- **Example:** “Health & Safety True or False”
→ participants guess whether statements are true or false.

Materials: Quiz cards or slides, markers.

15–20 mins

2. Presentation: Key Concepts

Use slides or visual aids to cover:

- Overview of health and safety responsibilities.
- Common risks during student ambassador activities.
- Emergency procedures: fire, first aid, evacuation.
- Reporting incidents and near misses.

Materials: PowerPoint slides or printed handouts, Health and safety checklist, Emergency contact sheet.

10–15 mins

3. Case Scenario Discussion

- **Scenario:** During a campus tour, a student trips on uneven pavement and appears shaken. The ambassador is unsure whether to continue the tour or seek help.
- **Discussion Prompts**
 - What should the student ambassador do first?
 - Who should they notify?
 - How can this situation be prevented in the future?

Materials: Printed or projected scenario, group discussion guide.

15-20 mins

4. Role-Play Activity

Activity: Student Ambassadors practice responding to a minor incident during an event.

- **Instructions**

- Assess the situation calmly.
- Inform the appropriate staff member.
- Complete an incident report if necessary.

Materials: Role-play prompt cards, Feedback sheets.

10 mins

5. Reflection & Notes

- **Prompts:**

- What did they learn from this module?
- How can they contribute to a safe environment?
- 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:
 - Key health and safety responsibilities.
 - Emergency procedures and contacts.
 - How to report incidents effectively.

Materials: Summary handout (print or digital), Health and safety contact list

Useful Links

[Free Safety Quizzes - Workplace Safety Rules](#)

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](#)

Campus Tour Delivery

Learning Objectives

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

1. Understand the key principles and expectations related to campus tour delivery.
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 get participants thinking about campus features.
- **Example:** "Campus Scavenger Hunt Brainstorm."
 - Divide participants into small groups.
 - Ask each group to brainstorm a list of 3-5 "hidden gems" or interesting facts about the campus that aren't typically highlighted on tours.
 - Each group shares one of their findings.

Materials: Flipchart or whiteboard, markers.

15–20 mins

2. Presentation: Key Concepts

Use slides or visual aids to cover:

- Definition and purpose of campus tour delivery.
- 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 campus tour delivery 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 equality, diversity, and inclusion responsibilities.

- **Instructions**
 - Include name, course, background, and one inspiring reason for becoming an ambassador.
 - 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 their ambassador role?
 - Any questions or concerns?

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

[Campus Scavenger Hunt excerpt, Meridith Leo](#)

[The Campus Scavenger Hunt: A Journey of Friendship and Discovery](#)

Appendix 2

Application Template

Student Ambassador Scheme Application Form

1. Personal Details

Full Name

Student ID

Email Address

Phone Number

Course and Year of Study

Preferred Pronouns

2. Eligibility Criteria

Please confirm the following by ticking the appropriate boxes:

- ☐ I am currently enrolled as an undergraduate or postgraduate student.
- ☐ I have completed at least one semester of study.
- ☐ I can commit to the role for at least two consecutive semesters.
- ☐ I am willing to undertake all required training.
- ☐ I am committed to supporting underrepresented student populations.

3. Motivation Statement

Please write a one-page statement outlining your motivation for applying for the Student Ambassador role. Include what you hope to gain from the experience and what you can contribute based on your relevant experiences, competencies, and personal background, and explain how participating as an ambassador would benefit you and your experience.

4. Agreement

By signing below, I confirm that the information provided is accurate and that I agree to undertake the required training and uphold the responsibilities of the Student Ambassador role.

Signature

Date
