

# CODE OF CONDUCT

## Welcome Team

While engaged with their role all members of the Welcome Team are, expected to adhere to a high standard of behaviour. Existing standards of behaviour have been set out for students by both the Students' Union and the University. These policies exist for the purpose of ensuring a safe and functional environment for everyone.

Please see below the Welcome Team Code of Conduct which, as all members of the Team will be expected to adhere to. Please note that this list is not exhaustive and is intended as a guide.

As a member of the Welcome Team:

1. You understand the importance of representing the Students' Union in a way that is positive and will encourage future engagement with our services and activities;
2. You are expected to have a pro-active attitude and to show willingness and enthusiasm in undertaking all tasks involved in this role;
3. You are expected to be punctual and reliable;
4. You are expected to perform tasks independently when this is asked of you;
5. You are expected to wear your Welcome Team T-Shirt at all times when performing your role with the understanding that you will be seen as a representative of the Students' Union and so must behave appropriately and in a way that enhances, rather than risks, the reputation of the Students' Union;
6. You are asked to refrain from smoking or drinking alcohol whilst performing your role as a member of the Welcome Team and/or wearing your Welcome Team T-Shirt and lanyard;

*N.B. Please appreciate that when wearing your Students' Union T-shirt and/or lanyard you may be perceived as being 'on shift' and so are expected to adhere to these standards.*

7. You are expected to refrain from swearing or using language that could be construed as offensive while in role and/or wearing your Welcome Team T-Shirt and lanyard. Offensive language includes but is not limited to racist, sexist, homophobic/transphobic or other discriminatory comments;
8. If you are unwell or unable to attend your shift(s) you are expected to give as much notice as possible and provide a valid reason for non-attendance;
9. You are expected to have an awareness of how your behaviour could be inappropriate;
10. You are expected to only provide information and guidance on topics that have been discussed within training that you have completed. *If you were to inadvertently give negligent advice or guidance, the Students' Union could be liable;*



11. You are expected to refrain from taking photographs of/or recording students without receiving clear verbal permission from the student(s);
12. You are expected to communicate any concerns or worries relating to a student or other volunteer's welfare to the appropriate member(s) of staff, and;
13. You are expected to be aware of the limit of your responsibilities and to refer any matters of which you are unsure to your Team Leader or to a member of staff. If you have any worries about your own personal safety or the safety of another volunteer or student, please pass these on.<sup>1</sup> More information regarding confidentiality and who to speak to can be found in our Volunteer Confidentiality Agreement.<sup>2</sup>

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<sup>1</sup> Please see attached document, particularly Section B – Code of Conduct and Discipline Procedure.  
[https://www.cardiffstudents.com/pageassets/about-cusu/governance/policy/Appendix-1\\_Complaints\\_Discipline\\_Appeals\\_Procedure\\_24.04.2018.pdf](https://www.cardiffstudents.com/pageassets/about-cusu/governance/policy/Appendix-1_Complaints_Discipline_Appeals_Procedure_24.04.2018.pdf)

<sup>2</sup> More information on the Student Behaviour Procedure can be found in the Academic Regulations: 'Student Behaviour Procedure'. 3.1 Stipulates the responsibilities of students, and details of possible offences can be found in 4.4 <https://www.cardiff.ac.uk/public-information/policies-and-procedures/academic-regulations>

