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CAO Temporary Workers Handbook



UNIVERSITY OF
CAMBRIDGE

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Introduction

The purpose of this handbook is to provide a reference guide for a number of different policies and procedures you need to understand before undertaking any work as a temporary worker for the Cambridge Admissions Office. It is expected that you will read and ensure you understand the following documents before working on any of our events.

In the event of workers failing to meet the required standards or not performing their duties to an acceptable standard, Cambridge Admissions Office reserves the right to terminate the assignment before the agreement end date. If you have any questions, please contact the relevant member of staff that you are working for.

The Cambridge Admissions Office (CAO)

The Cambridge Admissions Office (CAO) acts as a central enquiry point for prospective students from the UK and around the world who are thinking of applying for an undergraduate degree, and their teachers, parents/carers and other supporters. CAO is divided into three teams: Admissions and Data Services (ADS), Student Recruitment and Information (SRI) and Widening Participation (WP).

As a CAO Temporary Worker, you will mainly be working with Project and Event Coordinators in the SRI and WP teams. For the purposes of this document, the terms 'Project Coordinator' and 'Event Coordinator' are interchangeable.

SRI Team

The SRI team run a variety of large scale events for prospective students. Students from all backgrounds are eligible for SRI events and most of the events are for students in Year 11 or Year 12. The students who attend these events are often actively interested in studying at Cambridge, so the opportunity to speak to current students is invaluable. As well as running a programme of events through the year, the SRI team also work with prospective international students and produce publications and information for prospective students, including the Undergraduate Prospectus, Undergraduate Study website films, and Facebook and Twitter feeds.

WP Team

The WP team is the focal point of the University's outreach initiatives to attract students from schools and colleges with little history of students applying to Cambridge, and to widen access from groups that are under-represented in higher education. The WP team arrange visits to and from the University and run a wide range of programmes and events, including residentials.

Participants

In this document, we will be referring to the students who come onto our events as 'participants'. However we will refer to various accompanying staff including teachers and other school staff, parents/guardians, third-party staff members etc. by various names depending on context.

Expectations

Below are the expectations we have for all temporary workers. There may be additional specific expectations required of your role which will be shared with you during training sessions.

CAO Temporary Workers agree to:

- Attend training sessions and read all training material supplied
- Adhere to the University's policies and Codes of Practice as outlined in this handbook and linked to from this handbook
- Read and take heed of information given by CAO staff at any point leading up to or during an event, including risk assessments, Codes of Conduct, timetables and participant information
Liaise with CAO Event Coordinators to ensure the smooth running of the event
- Contact the appropriate member of CAO staff in as soon as possible if you can no longer work an assigned event
- Be alert to health and safety, safeguarding issues and participant welfare and inform the CAO Event Coordinator immediately of any concerns
Be punctual to all events and any scheduled meetings during the event, including when waiting for participants

- Use appropriate language at all times and avoid using Cambridge jargon
- Not engage in smoking, drinking alcohol or any activity which could bring disrepute to the University whilst working an event
- Let CAO know immediately of any changes of contact details e.g. mobile phone number

In the event of workers failing to meet the required standards or not performing their duties to an acceptable standard, Cambridge Admissions Office reserves the right to terminate the assignment before the agreement end date.

Data Recording

As a worker, we are required to hold certain information about you. This includes:

- Basic 'biographical' information (personal details, emergency contacts, medical information)
- Payment history and details (e.g. proof of right to work, Worker Agreements)
- Events for which you have signed up and you have been allocated
- Cancellation information (including point of cancellation, in context) and late attendance
- Training sessions attended
- Feedback provided

We are required by law to hold a copy of your right to work and payment details for a certain period after your employment ends (currently six years).

General Data Protection Regulations (GDPR)

From May 2018, the new General Data Protection Regulations (GDPR) will become enforceable. Whilst the majority of data protection concerns are the responsibility of the CAO Event Coordinator, there are some things you need to be aware of.

Personal data or information is any information that relates to or identifies you as an individual. This can be a list of names, contact details or other identifying information.

Anyone who handles personal data can be personally liable for any breaches of the GDPR, including in the worst cases, being fined. Therefore you need to abide by the following practices when handling data:

- Ensure that personal data is only given out to people on a need to know basis
- Make sure that no personal data (e.g. a register) is left around at the end of events; they should be returned to the CAO Event Coordinator
- Do not take home any personal data; if you discover something that you have taken by accident, either bring it back to the CAO Event Coordinator or shred it
- You should not attempt to collect unnecessary information about any participants

Consumer Law, Competition and Markets Authority (CMA) Guidance

We need to ensure that all the information we provide about Cambridge is complete and accurate, and that we do not fail to provide information that is likely to impact students' decisions to apply. Students have a right to all the information they might reasonably need to make an informed choice about university, and for that information to be accurate.

If we don't provide complete information, or if any information we provide is inaccurate or misleading, students are more likely to take legal action and we may face investigation or regulatory or legal action by the Competition and Markets Authority (CMA). One worst-case scenario is that students could reclaim all the fees they have paid, or ask to take their degrees again for free.

Below is guidance taken from the CMA document "Higher education: consumer law advice for providers" which you can find in full here:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/428549/HE_providers_-_advice_on_consumer_protection_law.pdf

Information provision – ensuring that prospective students are given the information they need in order to make informed decisions

Choosing what and where to study is, for most students, likely to be a 'one off' decision and involves the investment of a significant amount of time and money. Prospective students therefore need to be given clear, intelligible, unambiguous and timely information by HE providers so they know in advance what is being offered and can compare different courses and HE providers.

4.6 When prospective students are researching what and where to study, they will usually be choosing a particular course or HE provider over others. The information made available to them – including via your website, prospectus, course handbooks and at open days – is therefore crucial to aid their choices.

4.7 The CPRs make it unlawful to mislead students by failing to give them the information they need to make an informed decision, such as about what and where

to study. This is called ‘material information’. Material information does not necessarily include all of the information that might potentially be of interest to a student but is the information the student needs to make an informed decision.

4.8 It is therefore important that you give students clear, intelligible, unambiguous and timely material information, as required under the CPRs. Material information should be provided in all circumstances, whether or not the prospective student requests it.

4.9 In our view, among other things, it is important for students to have full information about courses and their costs up front.

4.10 The type of course-related information that is material information under the CPRs is likely to include the following:

a) Course information, including:

(i) course title;

(ii) entry requirements/criteria (both academic and non-academic), and an indication of the standard/typical offer level criteria;

(iii) core modules for the course and an indication of likely optional modules, including whether there are any optional modules that are generally provided each year;

(iv) information about the composition of the course and how it will be delivered, and the balance between the various elements, such as the number and type of contact hours that students can expect (for example, lectures, seminars, work placements, feedback on assignments), the expected workload of students (for example the expected self-study time), and details about the general level of experience or status of the staff involved in delivering the different elements of the course;

(v) the overall method(s) of assessment for the course, for example by exams, coursework or practical assessments, etc (or a combination of these);

(vi) the award to be received on successful completion of the course and, if relevant, the awarding body or institution;

(vii) location of study or possible locations, which should also include the likely or possible location of any work placements to be undertaken (where known);

(viii) length of the course;

(ix) whether the course and provider are regulated and by whom, for example, where an institution is regulated by the Higher Education Funding Council for England or the Higher Education Funding Council for Wales or has a specific course designation;

(x) whether the course is accredited, for example by a professional, statutory or regulatory body, and by whom; and (xi) additionally, any particular terms, such as those in the HE provider’s rules and regulations, that apply to the course that students may find particularly surprising (such as, for example, a term explaining that the body awarding the degree is different to the HE provider running the course) or are otherwise important (such as, for example, any rules or regulations whose contravention might prevent a student from completing their course).

This would include general information about the experience or status of the staff involved in delivering the course, for example professor, senior lecturer or postgraduate student.

(b) Total course costs, including:

(i) tuition fees – this should include, if applicable, whether fees in future years will increase and by how much (for example, in line with inflation). If increases will apply to only a certain group (such as international students) or in respect of a particular course, this should be made clear. If the future fee is not known, you should indicate clearly the criteria for any future changes and how these will be calculated. Any possible fee increases should be restricted to limited circumstances where the HE provider has valid reasons for making the change; and

(ii) other extra costs students are likely to incur, for example for field trips, equipment, materials, bench fees or studio hire. You should indicate how much these extra costs are or are likely to be. Where they are unknown or uncertain, you should set out how they will be calculated and whether they are optional or mandatory for undertaking or passing the course. It is particularly important that you highlight any course costs that are likely to have a direct impact on the outcome of students' academic success, such as a field trip on which a piece of work will be based. You should also set out when and how fees and any extra costs are payable and when the student will become liable for payment.

Safeguarding and Child Protection

The University has a duty to take reasonable care of children and vulnerable adults coming onto its premises. The University aims to adopt the highest possible standards and take all reasonable steps in relation to the safety and welfare of children and vulnerable adults.

The University's Safeguarding Children and Vulnerable Adults policy is available to view online:

http://www.hr.admin.cam.ac.uk/files/children_and_vulnerable_adults_policy_v2.1.1_final.pdf

By signing up for events, you are confirming that you are familiar with this document and that you agree to abide by the Code of Practice, which provides guidance on acceptable and desirable conduct to protect both children and vulnerable adults who come onto University premises to study and to visit, and those working with them.

For all events involving school-aged children (including those aged 18 years old in Year 13), you should remember at all times that you are an adult, they are a child, and your conduct should be guided by this.

Forms of abuse

All children are vulnerable and may be at risk of abuse, and all adults have a responsibility to protect children from abuse. The abuse may happen where children live, where they spend time (such as school/college) or where they play or meet friends.

There are four main forms of abuse:

- Physical abuse – deliberate physical harm to children or any other form of harm which causes illness in a child
- Sexual abuse – forcing or manipulating a child to take part in sexual activities

- Neglect – involving the persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in serious impairment of their health or development
- Emotional abuse – involving the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on their emotional wellbeing and/or development

Safeguarding concerns

Concerns for the safety and wellbeing of children could arise in a variety of ways and in a range of situations. For example, a child may report or show signs of abuse, someone may hint that a child is at risk or that a colleague is an abuser, or someone may witness abuse.

It is not always easy to recognise a situation where abuse may occur or has taken place and CAO temporary workers are not expected to be experts at such recognition. However, each person has a responsibility to act if they have any concerns about someone’s behaviour towards a child.

If a young person on an activity or event says or indicates to you that they are being abused in any way, or you are concerned for a child’s safety or wellbeing, you should:

- stay calm and don’t panic
- listen carefully to the young person if they speak to you and reassure them that they have done the right thing in telling you, but do not investigate further
- never promise confidentiality or say that you can keep the information a secret – make it clear that you must pass the information on
- make a note of exactly what was said as soon as you can afterwards

- report this immediately to the CAO Event Coordinator, and do not discuss the details with anyone else.

Safeguarding Code of Practice

When working with children and/or vulnerable adults, University staff, students and volunteers are expected to take account of the guidance below in the way that they conduct themselves.

- Consider the wellbeing and safety of event participants in advance through proper planning and development of safe methods of working/activities
- Wherever possible, work in an open environment with children where they can be seen by others
- Avoid unnecessary physical contact
- Avoid taking a child or vulnerable adult alone in a car on journeys, however short
- Avoid taking a child or vulnerable adult to the toilet, unless another adult is present or another adult is aware (this may include a parent, group leader or other responsible person)
- In a situation where you are alone with a child or vulnerable adult, make sure that others can clearly observe you
- Set expectations of the standards of behaviour required from participants in an activity/event and encourage them to accept responsibility for their own performance and behaviour
- Ask participants in an activity/event to take reasonable steps to ensure their own safety and that of others, and to report any inappropriate behaviour they experience/witness or any concerns that they may have
- Avoid showing favouritism towards particular participants

- Report incidents of alleged abuse to the relevant CAO Member of Staff, and ensure that any allegations are recorded
- Report any concerns about poor practice to senior management in the relevant department/institution or CAO Member of Staff
- Report any accidents to the designated person in the department/institution for recording and investigation where required
- Avoid personal relationships with a child or vulnerable adult
- It is not appropriate for staff to have a physically or emotionally intimate relationship with a young person under the age of 18. Particular attention is drawn to the provisions of the Sexual Offences Act 2003 which created a new criminal offence of abuse of “a position of trust”
- Staff, students and volunteers should remember that inappropriate behaviour can also occur over the telephone, email, social media or internet
- Only official University or department/institution social media should be used for engaging with the wider community. Inappropriate or abusive comments should be removed swiftly and abusive individuals blocked/reported to the social media concerned. Facebook instant chat and other similar functions should not be used to interact with children or vulnerable adults. Wherever possible, communication should be only public pages and avoid colloquial language/abbreviations which may be misinterpreted (e.g. LOL)
- Do not make suggestive or inappropriate remarks to or about a child or vulnerable adult, even in fun, as this could be misinterpreted

- Participate in training available to you to support you in your work with children and vulnerable adults
- First aid treatment should be given with more than one adult present unless a delay would be life-threatening
- Do not take children or vulnerable adults to your home
- Maintain confidentiality about sensitive information
- Where it is necessary for staff, students or volunteers to take photographs or video images of children or vulnerable adults, written consent must be obtained (from parents/guardians in the case of children) before these images are taken in order to comply with the Data Protection Act 1998. Personal details and photos which clearly identify an individual must only be published where he/she (or his/her parent/guardian) has given specific agreement. Subjects should be suitably dressed in photographs (e.g. when taking place in a sporting activity)

Health and safety

Your responsibilities

It is the duty of every worker to take all reasonable steps to ensure their own health and safety, and that of others who could be affected by their acts or omissions. Please report to the CAO Event Coordinator anything that you think could cause harm. It is especially a good idea to look out for and report the follow:

- Trip hazards, such as trailing wires/uneven flooring
- Faulty or damaged looking equipment (especially electrical)
- Wet floors that could be slippery
- Piles of rubbish and poor waste disposal

Risk assessments

For all events, risk assessments have been created to assess and minimise the risks throughout the events to staff and to participants. In the Appendix, there are copies of our general risk assessments for inward events and residential events. Please have a look at these so that you are aware of the main risks when working on events.

For each specific event, the CAO Event Coordinator will have a copy of the risk assessment and will let you know of any particular risks and how to minimise them. This may not be explicit in the briefing but please follow all instructions that the CAO Event Coordinator provides.

First Aid and Accidents

If an accident occurs and there is no CAO staff member present (or not quickly available), please use the procedure below:

If the injury is not life-threatening:

- Ensure that the participant, yourself and others are not at further risk of harm

- Locate the nearest First Aider and ask them to attend the incident (for CAMBassadors the CAO Event Coordinator will notify you of the name/location of the nearest First Aider during the Event Briefing and it will be mentioned in your CAMBassador Event Briefing Sheet)
- Report to the CAO Event Coordinator as soon as possible

If the injury is life-threatening:

- Ensure that the participant, yourself and others are not at further risk of harm
- Dial 999 and follow the instructions of the emergency services
- Ask someone else to find the nearest First Aider to attend the incident
- Report to the CAO Event Coordinator as soon as possible

It is not your role to administer first aid or give out any medication.

Every accident or incident, including relatively minor injuries and 'near misses' MUST be reported to the CAO Event Coordinator who must record and pass this on. The CAO Event Coordinator will have to fill out a reporting form, so please try to remember as many details as possible and do not leave the event until after the form has been completed.

Fire procedures

At each event, the CAO Event Coordinator will provide details of the evacuation route and assembly points. If there is need to evacuate, please follow the instructions of the CAO Event Coordinator and/or venue staff to make sure that everyone is out safely.

During an event:

- Be aware of any fire drills or alarm tests that may be occurring in the building
- Know how to raise a fire alarm if you suspect a fire
- Treat any unknown alarm as a fire alarm unless explicitly informed that it is not
- Stay calm and give participants clear instructions
- Follow the instructions given by the CAO Event Coordinator and/or venue staff to ensure smooth evacuation of the building

The CAO Event Coordinator may also ask you to:

- Check other rooms or areas for participants (if it is safe to do so)
- Take a register or head count of participants
- Supervise participants at the assembly point

Manual Handling

On an event, you may be required to lift heavy objects (boxes, tables etc). It is important to you adhere to safe practices when handling or moving any objects.

Remember: if the object is too heavy do not lift it! Find someone else to help you.

Please look at the manual handling guide in appendices for further information.

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