



Ambassador Self-selected/Assigned Service Policy

1. Introduction

- 1.1 The University of Saint Joseph (USJ) is committed to supporting deserving students by providing opportunities for compensated self-selected/assigned service through the Student Ambassador Program. This initiative ensures students gain valuable professional experience while contributing to the university community.
- 1.2 This policy governs the selection, approval, responsibilities, documentation, and compliance for student ambassadors engaged in compensated voluntary or assigned service at USJ.

2. Scope and Applicability

- 2.1 This policy applies to all full-time, enrolled, and deserving students at USJ who are eligible to participate in the Student Ambassador Program. The program provides opportunities for compensated self-selected or assigned service, fostering leadership, professional development, and service to the university community.
- 2.2 To qualify for the Student Ambassador Program, students must:
 - i. be currently enrolled as full-time, degree-seeking students at USJ;
 - ii. maintain good academic and disciplinary standing;
 - iii. demonstrate financial need or merit as defined by the program guidelines;
 - iv. commit to fulfilling assigned roles and responsibilities as outlined by the program.
- 2.3 A Student Ambassador cannot serve in multiple units simultaneously. Exceptions require prior approval from the Administrator.

3. Definitions

- 3.1 Student Ambassador: Refers to enrolled USJ students who assist different university units, including administrative offices, academic departments, and special events.

4. Policy Enforcement

- 4.1 The implementation, oversight, and administration of this policy fall under the jurisdiction of the Office for Student and Alumni Affairs (OSAA), which is accountable to the Administrator.

5. Recruitment

- 5.1 Student Ambassadors may be recruited on an annual basis (from the start to the end of the academic year), semester basis, or event basis.
- 5.2 Event-based Student Ambassadors are appointed for the duration of a specific event (e.g., exhibits, career day, English immersion programs). Their service concludes once the event ends.



- 5.3 The requesting faculty/unit must complete the Student Ambassador Description Form and submit it to OSAA for recruitment at least 5 working days before the application deadline. OSAA will seek approval from the Administrator.
- 5.4 OSAA will notify students via email and distribute the Student Ambassador Description Form.
- 5.5 OSAA will select students based on qualifications, consulting the requesting faculty/unit. Selection will prioritize fair distribution of support areas and student needs, and inclusivity considerations, such as accommodating diverse skill levels and ensuring opportunities for students who may require additional support or training. Where specialized skills (e.g., fluency in Chinese or technical expertise) are required, OSAA will consider providing training or alternative roles to broaden access.
- 5.6 Selected students will be referred to the respective faculty/unit for final selection.
- 5.7 The Student Ambassador Agreement must be signed by the student via email, confirming their acceptance of the terms. Copies of the agreement will be retained by the requesting unit and OSAA.
- 5.8 At the end of each assignment or month (depending on the nature of support), the Student Ambassador Timesheet must be completed by the student, signed by the supervisor, and submitted to OSAA for endorsement by the Head of OSAA and approval by the Administrator.
- 5.9 The Student Ambassador Timesheet must be acknowledged by the respective supervisor.

6. Qualifications

- 6.1 Qualifications vary depending on the needs of the requesting unit or event. Some roles may require specialized skills (e.g., fluency in Chinese or technical expertise), while others prioritize interpersonal abilities.
- 6.2 General qualifications include teamwork, friendliness, proactiveness, responsibility, a positive attitude, and a strong work ethic.
- 6.3 All ambassadors must uphold professionalism and commitment to their duties.
- 6.4 For roles requiring specialized skills (e.g., fluency in Chinese or technical expertise), OSAA and the requesting faculty/unit will, where feasible, offer training or mentorship to enable students without prior experience to participate. This ensures equitable access to opportunities and supports professional development for all student ambassadors.

7. Period and Service Hours

- 7.1 The total service hours of Student Ambassadors must not exceed 15 hours per week or 60 hours per month. Exceptions require special approval from the Administrator in advance.
- 7.2 Ambassadors must be given a 30-minute break for every 5 hours of work. Consecutive hours without breaks are discouraged.



8. Responsibilities

8.1 Responsibilities of the Student Ambassador:

- i. fulfil the 15-hour weekly commitment;
- ii. adhere to assigned schedules and duties;
- iii. maintain professionalism and represent USJ positively;
- iv. maintain a signed logbook/timesheet;
- v. submit a semester report to OSAA;
- vi. provide an annual report from the supervising faculty/unit;
- vii. submit all documentation on time;
- viii. sign the Student Ambassador Agreement and the Confidentiality and Non-Disclosure Agreement;
- ix. submit a monthly Timesheet, approved by the supervisor and endorsed by OSAA.

8.2 Responsibilities of OSAA:

- i. ensure compliance with the 15-hour service requirement;
- ii. review and approve student proposals for relevance and safety;
- iii. prepare documentation for the Executive Council's approval;
- iv. coordinate with faculties/units on institutional needs;
- v. align service with university priorities and student development goals;
- vi. facilitate equitable assignment distribution;
- vii. maintain records of service hours and evaluations;
- viii. verify compliance for renewals and issue warnings for non-compliance;
- ix. mediate disputes between students and supervisors;
- x. evaluate exemption requests for medical or academic conflicts.

8.3 Responsibilities of the Dean/Head of Office:

- i. provide a safe and respectful service environment;
- ii. assign meaningful tasks relevant to faculty/unit needs;
- iii. monitor attendance and performance;
- iv. sign timesheets and provide final evaluations.

9. Evaluation and Renewal

9.1 Upon assignment completion, supervisors must evaluate Student Ambassadors using the Student Ambassador Evaluation Form, assessing performance, skill development, and adherence to expectations. The supervisor will indicate whether they recommend renewal.

10. Termination

10.1 A supervisor may terminate an agreement for reasons including:

- i. unexcused absences or repeated tardiness;
- ii. failure to fulfil responsibilities;
- iii. participation in conflicting exchange programs;
- iv. breach of confidentiality or misconduct.



10.2 To formalize termination, the supervisor must complete the Student Ambassador Termination of Agreement Form, detailing the reasons.

10.3 Both parties must sign the form, which is then submitted via email to OSAA for official documentation.

11. Replacement of Student Ambassador Vacancy

11.1 Supervisors may fill vacancies from the existing shortlist of qualified applicants.

11.2 The supervisor must submit the replacement candidate's full name and UID to OSAA.

11.3 If no suitable candidates are available, OSAA may reopen recruitment and prepare a new agreement.

12. Consequences of Non-Compliance

12.1 Non-compliance may result in:

- i. a warning notice (for minor delays/documentation issues);
- ii. probation (if hours are significantly lacking, with a make-up plan);

13. Appeals Process

13.1 Students may submit a written appeal to the Executive Council (through the Administrator) within 10 working days of notification. The decision is final.

14. Policy Review and Amendments

14.1 This policy will be reviewed annually. Amendments may be made for clarity, fairness, or effectiveness, with stakeholder feedback considered.

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