

buddy **SU**

volunteer handbook



visit ueasu.org/buddy

thanks for registering to be a buddy(su) volunteer!

Settling into university can be an overwhelming experience for many students and having a support system during this transition is crucial. That's where our buddy(su) scheme comes in!

As a buddy(su) volunteer, you'll offer peer-support to a new student, helping them feel supported to settle in and integrate into university life at UEA. Thank you for giving some of your time to make a difference to a new student!

The aim of this handbook is to give you the core information of how buddy(su) works, the volunteer role and what other support and services are available to students across campus.

We hope you find being part of our team of volunteers a rewarding and enjoyable experience.



nathan wyatt
welfare, community,
& diversity officer

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your responsibilities as a buddy(su) volunteer!

offer 1-2 hours of support every week for each buddy you are matched with from the time you are matched until the end of the 2023-24 academic year

maintain confidentiality

be available for email contact with your buddy during the summer before the start of the 2023-24 academic year

meet your buddy in person during welcome week

have knowledge of the support services available to students at UEA and signpost as and when required

encourage your buddy to get involved with clubs, societies, and events

regularly check-in with your buddy

respect different cultures,
backgrounds, pronouns

engage with your buddy,
support them to settle in,
discuss any concerns they
have and help them to feel
part of the UEA community

have regular contact with the
buddy(su) team to update
them on how you are getting
on with your buddy

report any and
all safeguarding
concerns

let the buddy(su) team know if
your match is not working out or
you can no longer volunteer with
buddy(su). This will allow the
team to look at reassigning your
buddy to another buddy(su)
volunteer within the scheme.
We can make changes quickly
and discreetly

boundaries

as a buddy(su) volunteer, we do not expect you to **undertake a counselling role** or solve your buddy's problems. Instead signpost them to the appropriate support services at UEA or get in touch with the buddy(su) team.

we do not expect you to:

- **give your buddy money**
- **pick them up from the airport**
- **proofread their academic work**
- **prioritise them over your studies and other major commitments**



these are just a few examples of your buddy asking too much of you.

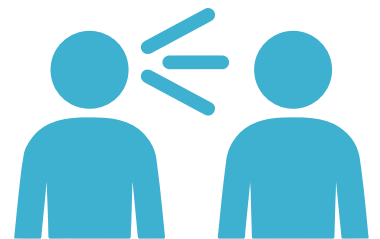
please contact the buddy(su) team if this happens during your time as a volunteer and you are unsure how to approach this.



your buddy should understand that you are also a student and undertaking a volunteer role.

confidentiality

- **you should not share any of your buddy's contact details with anyone unless you have their consent.**
- **you should not share details of any conversations you have with your buddy, unless you believe there is a safeguarding concern.**
- **the information you share with your buddy is entirely up to you and you do not have to share any details that make you uncomfortable.**
- **please respect the wishes of your buddy if they express a preference not to share certain information.**
- **you should not share bank details, passwords, personal account details etc. and do not allow your buddy to disclose this information to you.**



safeguarding

a key part of your mandatory training to volunteer with buddy(su) relates to safeguarding.

you can review the safeguarding presentation shared previously by clicking [here](#).

or if you need to report a safeguarding concern linked to volunteering with buddy(su), please email the buddy(su) team at buddy.su@uea.ac.uk



interacting with your buddy(su) match

- once you have received an email to confirm your assigned match, you are expected to make contact with your buddy within three days.



- start with email contact and try and work out why you have been matched. Once both you and your buddy feel comfortable, you can move on to sharing phone numbers and social media handles. Please do not use snapchat as messages or snaps disappear after they have been viewed



- when you meet in person during Welcome Week, please ensure you are meeting in a public space. There are lots of wonderful places to meet at UEA and you could use this meeting as an opportunity to share one of your favourite spots on campus or give your buddy a campus tour



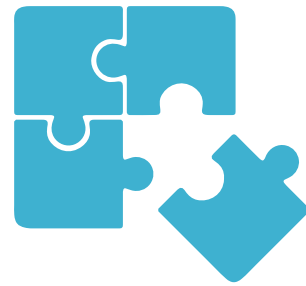
- if you do not have the time or capacity to meet your buddy then let them know. This is better than not replying to your buddy and leaving them wondering why they have not heard from you or if you have received their message



- let the buddy(su) team know if you do not hear from your buddy after trying to get in touch a couple of times. We will then contact your buddy to see if they would still like to be part of the scheme

buddy(su) - what's in it for you?

- you'll have a positive impact on another student's experience at UEA!
- develop and expand your skill set, including communication, problem solving, time management, active listening, using initiative and confidence.
- valuable CV experience.
- a flexible role which can be completed around your studies.
- earn a volunteering reference.
- further training available throughout the year.
- access to further volunteering opportunities.
- log your volunteering for the UEA Award.



supporting you in your role

as a buddy(su) volunteer we want you to feel you have all the support you need to do your role.

if you have any questions during your time as a buddy(su) volunteer, please do not hesitate to get in touch by emailing buddy.su@uea.ac.uk

all buddy(su) volunteers will be emailed a copy of the monthly buddy(su) volunteer newsletter.



this includes scheme updates, details of the events which are taking place on campus (and beyond) which may be of interest to your assigned buddy.

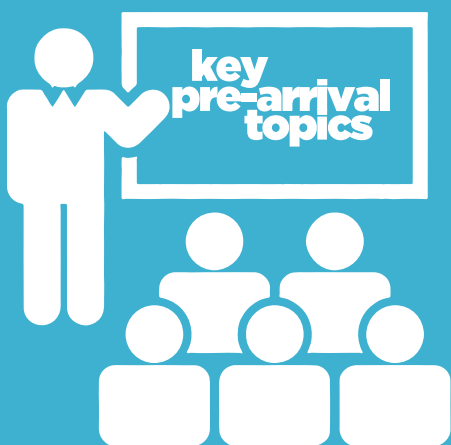
if you have any ideas about how we could improve the buddy(su) scheme (for both volunteers and buddies) or training which would be useful for buddy(su) volunteers, do let us know.

pre-arrival topics

many new students will have questions during the pre-arrival period of their transition to UEA. This period starts when a student accepts their offer to study at UEA and continues until their arrival at UEA in September.



during your online training, UEA's Outreach team gave an overview of the key pre-arrival topics for a new student (a summary of these topics is detailed in the following pages).



please see the useful contacts section of this handbook for contact details of the departments linked to the following topics.

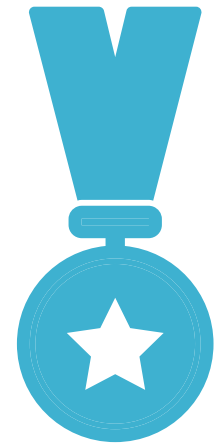


results day and clearing

A Level results day is 17th August 2023.

not all students joining UEA will have completed A Levels.

offers are also given to students with different qualifications, including BTECs. BTEC students may already know all or some of their results before 17th August, but their place at UEA will not be confirmed until 17th August.



on results day, one of the following scenarios will apply:

- accepted firm (accepted to first-choice university)
- accepted insurance (accepted to second choice university)
- course change/offer
- exceeded predicted grades



students who have missed grades for both their firm and insurance choice and still wish to attend university will be required to apply for a new place at an alternative institution via the 'Clearing' process.



universities publish the courses they have available spaces on via their website or UCAS.



students can get in touch with as many universities as they like to see if they can offer a place before deciding where to go.



students who achieve better grades than they originally expected and therefore want to change university will also need to do so via clearing.



if following results day and clearing, you find that your buddy will be studying elsewhere, please let us know.



arranging accommodation

new students who would like to live on campus must complete an accommodation preference form by 31st July 2023. Your buddy will receive information about applying for accommodation by email and this will be sent by UEA Accommodation office.

students who do not complete the accommodation preference form by the deadline will no longer be guaranteed accommodation on campus. Students who have any specific accommodation requests must notify UEA Accommodation Office in advance.

FAQs

where can students view campus accommodation options?

the '[Accommodation Finder](#)' on UEA's website gives an overview of the types of accommodation on campus and pricing for the 2023/24 academic year.



when will room offers be sent out?

room offers will start to be sent out once A Level results have been released. UEA Accommodation Office send out emails in batches so it is normal for a friend to hear ahead of your buddy. If your buddy is concerned, they should contact UEA Accommodation Office.

is it possible to change room?

moving to university and living communally with other students can be overwhelming. If your buddy is experiencing problems with their living arrangement or housemates, they can contact their Student Services Resident (SSR), or ask to speak with a Residential Life Advisor (RLA) within Student Services.

if your buddy is not happy with the room they have been allocated, please advise them to contact UEA Accommodation Office.

what happens in second year?

many students only stay in campus accommodation for their first year of study. During subsequent years, it is more common to rent shared accommodation outside of the campus. Rented accommodation for the next academic year tends to be arranged in advance but it is not necessary to start this process until after the winter break.

off-campus accommodation

students who are looking to rent accommodation outside of the campus are advised to start their search via uea(su)'s housing list, [Home Run](#).

the housing list is where landlords and agents advertise whole properties and rooms in shared houses; these landlords and agents agree to comply with Terms and Conditions which include supplying safety certificates before a property can be advertised.

the housing list website includes a [message board](#) where students can advertise spare rooms and look for housemates.



a similar platform called the [uea\(su\) housing group](#) also exists on facebook.

current UEA students can access the housing list and message board using their UEA username and password.

your buddy can view the housing list and message board before they receive their UEA credentials by creating a student account [here](#). To request activation of their account, please ask your buddy to send an email to homerun@uea.ac.uk, attaching confirmation of their affiliation with UEA (e.g. an offer letter).

information about arranging accommodation outside of the campus can also be found [here](#).

preparing for university

your buddy might be wondering if there is anything they need to do to prepare for their course before they arrive, such as buying textbooks or reading. If this is the case then UEA will get in touch with your buddy to give further details ahead of the start of the academic year.



you can also signpost your buddy to [UEA's resource centre](#) for information on all things relating to Higher Education, as well as articles written by uea students on results day, budgeting and navigating campus.

timetable

scheduling of teaching takes place during late August and early September, after which personal timetables will be available online. Your buddy will only be able to access their personal timetable once they have completed the advanced student registration process. Your buddy will be emailed instructions on how to complete this 30 days before the start date of their course, at which point it will be possible for them to check whether their timetable is available.



jobs

your buddy might be considering part-time work alongside their studies.

most on campus opportunities, such as ambassador roles, will be promoted at the start of the academic year. UEA has a careers portal, [MyCareerCentral](#), which advertises over 10,000 vetted opportunities each year including student jobs, internships, placements and volunteering roles. Your buddy will be able to access MyCareerCentral once they have completed the student registration process.



students can also speak with CareerCentral by visiting their hub in the library. They can provide help with CVs, job interviews and assessment centres and advise on balancing university work and study.

uea(su) also employ students in a variety of roles. Current vacancies are displayed [here](#).



welcome week

Welcome Week is a programme of events and activities run by UEA and uea(su) to help new students to settle in and feel at home at UEA. This year it is taking place from 18th - 22nd September.



all buddy(su) volunteers will be sent a link to UEA's Welcome Guide and this will include information about the events and activities new students can get involved with during Welcome Week.

details of uea(su)'s Welcome Week activity, including Societies and Sports Fairs, plus a variety of daytime and night time events, will be available on uea(su)'s [website](#).

please share these links with your buddy or buddies if you are matched ahead of Welcome week.



signposting

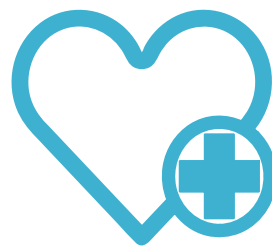
a key part of your role as a buddy(su) volunteer is having knowledge of the support services and other services available to students at UEA to allow you to signpost as and when required.

campus services

here at UEA we are extremely lucky to have a variety of facilities right on our doorstep, including a medical centre (it's a good idea to prompt your buddy to register with them!), bike repair shop (Dr. Bike) and even a barber and salon! Further details can be viewed [here](#).

some new students will not have had the opportunity to visit campus in advance so it might be useful to share a link to [UEA's interactive map](#).

to make navigating campus that little bit easier, all of the main teaching buildings, campus residences and campus services are allocated What3words and the full list can be viewed [here](#).



health, wellbeing & welfare

advice(su)

advice(su) are a team of advisers, offering advice to students on a range of topics including academic issues, discipline, complaints and housing. As a uea(su) service and separate from the university, advice(su) provides a free, impartial and confidential service.

students can request an appointment by completing a contact form [here](#). Appointments are available by voice and video call, email and face to face.

student Information zone

located on The Street on campus, the SIZ is a centralised hub for student queries. Student Information Advisers can help students with learning, Student Services and finance enquiries.

current UEA students can also use siz.uea.ac.uk, an online service which returns results based on a keyword search. This service is available 24/7.

visit the SIZ for free sanitary products and contraception, charging lockers and a cooler to fill water bottles.

student services

for advice and support from the university in relation to a disability, mental health, visas, finance issues and study support, students can contact Student Services.

Student Services is made up of three student focused services; Student Life, UEA Wellbeing service, and Learning Enhancement. See 'Academic Support' for information on Learning Enhancement.

student life

the Student Life Team are advisers who offer support on many aspects of student life that might impact a student's university experience, including finances, joining UEA as an international student, life in residences on campus and living in the local community.

report and support

Report & Support is the universities internal system for reporting bullying, harassment, sexual harassment, assault, hate and discrimination.



there are two ways to report to the university; anonymously or with personal details. If personal details are shared, a Student Life adviser will get in touch to arrange an appointment to offer advice and support.

UEA wellbeing service

the Wellbeing Team at UEA is comprised of specialist mental health advisers, disability advisors and therapists including counselors and CBT practitioners.

the service provides short-term support, advice and guidance on a range of issues relating to mental health, wellbeing and students with disabilities. Support can be provided by group sessions, workshops, 1-2-1 sessions and referrals to specialist services in the local area.

academic support

if your buddy has a concern relating to a course, module or completing coursework, there are a number of services here at UEA who can help!

learning enhancement

The Learning Enhancement Team offer a range of study resources, workshops and tutorials to help students improve their work and study effectively.

Learning Enhancement Tutors work alongside students at all levels of practice and across all disciplines to help them develop strategies to improve:

- academic writing
- mathematics and statistics
- study skills
- use of English



peer-assisted learning

PAL (peer-assisted learning) is an award-winning student-led scheme managed by the Learning Enhancement Team.

the scheme is available in participating schools where trained undergraduate mentors work with their mentees either one-on-one or in small groups of students in the same school. Mentors offer course-specific academic guidance and a relaxed learning environment for students to raise concerns.

social opportunities

uea(su) provides the majority of extracurricular activity on campus, and we ask you to encourage your buddy to get involved!

active campus & navigate norfolk

Active Campus is an initiative run by uea+sport to offer UEA students a programme of sporting, recreational and health promoting activities. Activities include Wellbeing Dog Walks and Adventure Afternoons.

students also have the opportunity to explore the local area on UEA's fortnightly day trips via the Navigate Norfolk scheme.



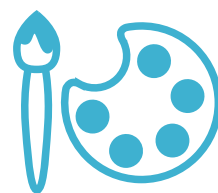
communities

uea(su) works with communities to represent and reflect the diverse student population here at UEA. Communities include care leaver and estranged students, commuter students, international students, postgraduate students, mature students and a parents and carers network.

Find out more about each of the communities [here](#).

clubs and societies

students at UEA have over 50 sports clubs and 200 societies to choose from! There really is something for everyone.



joining a sports club or society is a great way for your buddy to meet other students, continue with a sport or hobby they already enjoy or start something new.



all sports clubs and societies are run by student committees who volunteer to bring these activities to UEA students. Joining a committee as a First Year Rep is a great opportunity for your buddy to get more involved and experience to add to their CV too!



uea(su)'s Societies and Sports Fairs during our Welcome Week are the best way for your buddy to get a feel for the sports clubs and societies they would like to join. Some sports clubs and societies offer taster sessions too.



if your buddy is feeling anxious about attending a taster session or society meeting then you could offer to go along with them, particularly if the club or society relates to a mutual interest or hobby.



nightlife

alongside a full programme of daytime activity, campus also provides students with the opportunity to socialise in the evening.



there are three bars within the main SU building, Union House. Red bar has a pub vibe, with pool and board games. Blue bar is often used for hosting events and has its own DJ booth. Scholars bar is a dedicated space for postgraduate and mature students and is located upstairs in Union House.



the LCR is uea(su)'s live music venue, hosting gigs, club nights and special events. The Waterfront, located in the city centre, is another live music venue run by uea(su).



events

for the latest information on what's happening on campus and beyond, we recommend signposting your buddy to the [events page](#) on uea(su)'s website.



useful contacts!

uea(su)

buddy(su)
buddy.su@uea.ac.uk

uea(su) Welcome Desk
union.info@uea.ac.uk
01603 593272
Union House

Clubs & Societies
union.opportunities@uea.ac.uk

Home Run (housing list)
homerun@uea.ac.uk

advice(su)
advicecentre@uea.ac.uk

Campus Security
security@uea.ac.uk
01603 592352

Admissions
admissions@uea.ac.uk
01603 591515

CareerCentral
career.central@uea.ac.uk
UEA Library

Student Services
student.support@uea.ac.uk

Wellbeing Services
HUM: embedded.hum@uea.ac.uk
FHM: embedded.fmh@uea.ac.uk
SCI: embedded.sci@uea.ac.uk
SSF: embedded.ssf@uea.ac.uk
PGR: embedded.pgr@uea.ac.uk

Student Life
student.life@uea.ac.uk

Learning Enhancement
ask.let@uea.ac.uk

Report and Support
reportandsupport.uea.ac.uk

UEA
Accommodation
Office
accom@uea.ac.uk
01609 592092
Nelson Court

Student Information Zone (SIZ)
student.information.zone@uea.ac.uk
The Street