

APPENDIX 1: Essential Guidelines for Alumni Ambassadors

Alumni Ambassadors help to guide Courtauld students and/or fellow graduates (known in this document as 'Advisees') by sharing expertise, advice, personal experiences and insight, helping the Advisee to understand the different career options and companies in the field, the daily work involved in their professions, and the skills which will improve their potential for success.

Ambassadors and Advisees take part in the programme for a wide variety of reasons and will have their own specific expectations. We will try our best to manage expectations throughout to ensure that mentoring is an enjoyable and valuable experience for Ambassadors and Advisees alike and welcome feedback from both parties. However, the Courtauld is not responsible for any communication that may take place.

What will Advisees most commonly expect from Ambassadors?

- Insights: sector/industry info; routes into certain roles; organisational culture
 - Skills: building confidence; improving employability skills; networking
 - Support: comments on CVs and application process; feedback; making new contacts
 - Professional experience: office/site visits, work shadowing/experience, internships*
- *Alumni Ambassadors are under no obligation to provide any of these additional opportunities

Responsibilities of Ambassadors

1. All contact between Ambassadors and their Advisee(s) must be direct and will not be facilitated by the Courtauld.
2. It is anticipated that most contact will be either via email or through the Courtauld Association Network, with recommended contact not exceeding 1- 2 hours/month.
3. Telephone and/or face-to-face contact is at the discretion of the Ambassador only.
4. The duration of the relationship/contact depends is at the discretion of the Ambassador. This may often just be a one-off discussion, but it could be for a longer period. It is the responsibility of the Ambassador to agree this with his/her Advisee.
5. Alumni may remove their Alumni Ambassador tag from their profile at any time, either temporarily if, for example, an Ambassador is temporarily unable to help advisees, or permanently if they no longer wish to participate as an Ambassador.
6. Whilst active it is expected that Ambassadors should respond to emails and/or questions from Advisees within 10 business days. If a full response to the enquiry is not possible within this time, a message acknowledging receipt of the request should be sent.
7. It is the responsibility of the Ambassador to keep their profile updated.
8. Where advice is sought outside the specialist area, or where help is not possible, the Ambassador should suggest the Advisee contact another Ambassador.
9. Any inappropriate content or abuse of the service should be reported to the Alumni Relations Office immediately.
10. Whilst we make reasonable efforts to ensure appropriate conduct by all parties, the Courtauld accepts no responsibility or legal liability for any communications or actions resulting from the Ambassador programme.
11. It would be greatly appreciated if any particularly positive outcomes could be reported to the Alumni Relations Office.
12. Ambassadors should be prepared to complete an annual evaluation/survey.