

Ambassador Open Day Briefing

June 2025



What we are covering today:

- Schedule
- Dates & Attendee Numbers
- Event Staffing
- Areas
- Key information for the day
- Shuttle Bus Schedule

- College Allocation
- Refreshments and Lunch
- Roles
- 'Need to know' information
- Expectations in the Roles
- Answering Difficult Questions
- Logging hours/pay etc

Open Day Dates

Friday 13th June

Saturday 14th June

9.00am – 4.00pm

Your working hours are likely to be 7.30-5 to allow for set up and close down unless otherwise agreed.



Attendee Numbers

Current Numbers

Friday: 9,999

Saturday: 10,505

Priority for places at all sessions will be given to prospective students, followed by parents, and then other visitors.

Areas & Staffing



Event Staff



Event Manager:
Megan Clark



Deputy Event Manager:
Chloe Robinson

Area Leads



TLC:
Ellie Stoddart



Midfield (Library Square):
Natalie Milburn



East Side:
Jessica Walton



Up Front (Geo Map):
Lucy McCabe



City Centre:
Boawe Rankin-Carr



TLC Information
Hub Lead:
Megan Nicholls



CLC Lead:
Hailey Loke



Up Top:
Ashley Callard



Waterside:
Lou Rankin-Carr



West side:
Natalie Kennedy



Travel Manager:
Jennifer Barton



Mount Oswald
Hub:
Frankie Barton



Sports & Wellbeing:
**Tia Van
Loggerenberg**

Escalation Team



Overall Event Escalation:
Karen Wilson

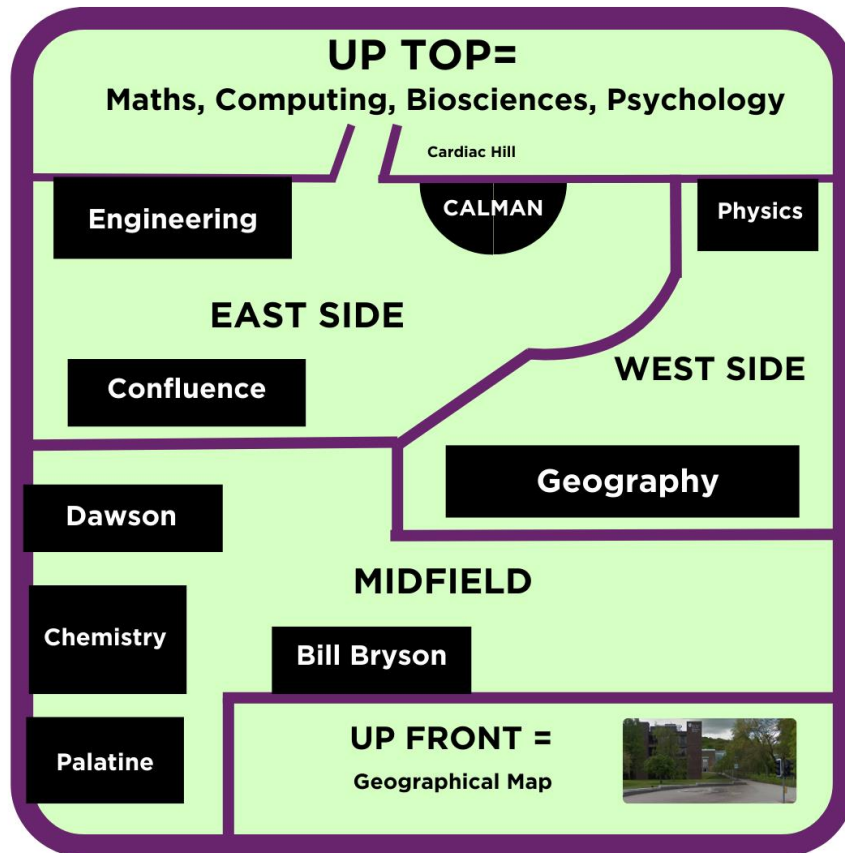
The rest of escalation staff can be listed as below:

- Ross: Lower & Upper Mountjoy Escalation
- Rik: Waterside Escalation
- Miriam: Admissions Desk escalation
- Laura: Applying to Durham session monitoring/escalation
- Richard: Welcome to Durham Talk & secondary event escalation if required when not in sessions

Areas

- Maiden Castle/Sports & Wellbeing Park

- Bailey Colleges
- Palace Green
- Market Square
- Waterside Business School
- Elvet Riverside

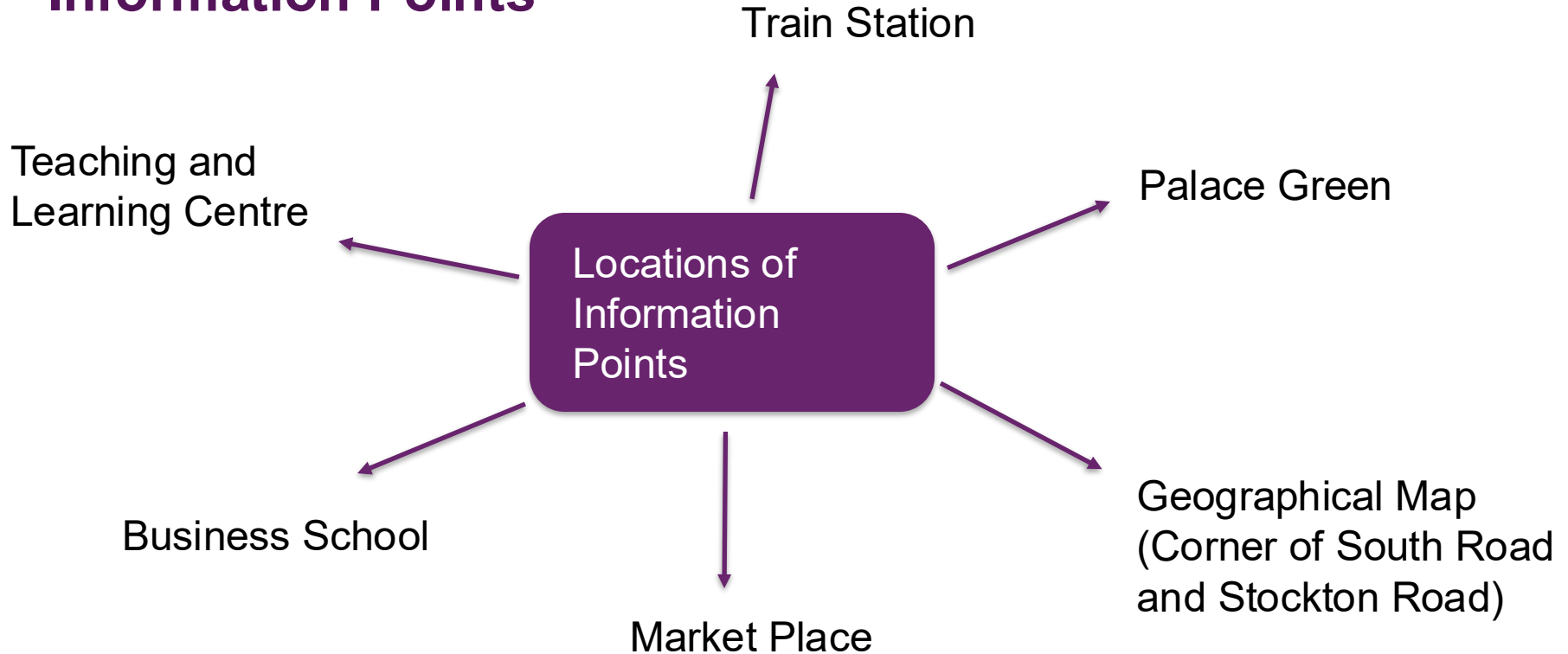


- Hill Colleges
- Al-Qasimi

- Teaching & Learning Centre

All of these have 'Area Leads' but individual buildings may also have other staff who you can speak to.

Information Points



Event Information



Open Day Guide

- Best source of information for the whole day, recommended to download digitally to your phone.
- Can be found on the Open Day website pages (<https://durhamuni.eventsair.com/2025-june-undergraduate-open-days/key-information>)
- Direct Guide link: durham.ac.uk/media/durham-university/visit-us/documents/Open-Day-Guide-2025.pdf
- Hard copies of a condensed Open Day Guide available on day from information points.



Travelling to the University/Parking

- Public Car Parks

- The Gates (DH1 4SJ)
- Prince Bishop's Shopping Centre (DH1 3UJ)
- Sidegate (DH1 5SY)

- On Road Parking

• Park and Ride (Belmont & Sniperley)

- ✓ One ticket must be purchased for each passenger (£2.20 per person)
- ✓ **Must use the bus provided**. Park and stride is not permitted.
- ✓ Buses run every 15 minutes, Monday to Saturday.

Free Shuttle Buses

Shuttle buses will operate at regular intervals starting at 08:30 and finishing at 16:30.

Last bus will leave Palatine Centre at 16:30pm to go to Train Station.



Route 1: Train Station

Durham Train Station > Framwellgate Bridge (for Waterside Business School) > Palatine Centre Stockton Road > Rushford Court (College of St Hild and St Bede)

Route 2: College Hopper

John Snow College > South Road > Durham Students' Union > St Cuthbert's Parson's Field > Palatine Centre

Route 3: City Hopper

Upper Mountjoy (for Maths/Computer Science/ Psychology/Biology) > Palatine Centre > Durham Students' Union > Sports and Wellbeing Park

Types of Sessions

- Presentations
- Tours
- Drop-in
- Exhibitions



First come, first served basis, prospective students get priority.

***You** may have to help to prioritise the spaces for prospective students*



Academic Sessions

***Waterside rooms not listed due to rotating rooms. Session lists provided to staff working in that building.**

Academic sessions

You do not need to book these sessions. They are first-come, first-served on the day with priority given to prospective students if the room is at capacity. Presentations are repeated throughout the day to provide you with flexibility to create your own schedule. Sessions at the start and end of the day tend to have the most availability.

- 1 Departments with this symbol will also be available in the Information Hub located in the Teaching and Learning Centre.
- 1 Student ambassadors studying with the Faculty of Business with this symbol will be available in a drop-in hub located within the Business School when not in presentations.

Key: Presentation Drop-in Tours Exhibition

Session Title	9.30-10.30	10.50-11.50	12.10-13.10	13.30-14.30	14.50-15.50
Accounting Durham University Business School, The Waterside Building, Riverside Place, Durham DH1 1SL	1 73				
Anthropology (Including Health & Human Sciences) Davison Building, D104, Second Floor, DH1 3LE	16				
Archaeology Davison Building, D216, Ground Floor, DH1 3LE	16				
Biosciences Psychology Building, L50, Ground Floor, DH1 3LE	5				
Business and Management Durham University Business School, The Waterside Building, Riverside Place, DH1 1SL	1 73				
Chemistry Chemistry Building, CG85, Ground Floor, DH1 3LE	14				
Chemistry Experience Chemistry Building, CG141, 1st Floor, DH1 3LE	14				
Classics and Ancient History Teaching and Learning Centre, South Rd, TL/C123, DH1 3LS	50				
Combined Honours in Social Sciences Gaiman Learning Centre, Gaiman Christopherson Lecture Theatre, CLC406, 4th Floor, DH1 3LE	8				
Computer Science Maths and Computer Science Building, MCS2068, 2nd Floor, DH1 3LE	1				
Computer Science Tours Maths and Computer Science Building, First Floor, DH1 3LE	1				
Criminology Arthur Holmes Building, ES220, 2nd Floor, DH1 3LE	9				
Earth Sciences* Arthur Holmes Building, ES228/229, 2nd Floor, DH1 3LE	9				
Economics Durham University Business School, The Waterside Building, Riverside Place, Durham DH1 1SL	1 73				
Education Studies CB0015, Confluence Building, Ground Floor, DH1 3LE	12				
Engineering* Engineering Christopherson Building, E005, Ground Floor, DH1 3LE	11				
English Studies Gaiman Learning Centre, Rosemary Cramo Lecture Theatre, CLC202, 2nd Floor, DH1 3LE	8				
Finance Durham University Business School, The Waterside Building, Riverside Place, Durham DH1 1SL	1 73				
Geography Geography Building, W103, DH1 3LE	13				
Geography Exhibition (meet staff and view exhibitions on different aspects of the degree e.g. fieldwork, dissertations) Geography Building, Reception, DH1 3LE	13				

*30 minute presentation followed by a tour/exhibition
** 45 minute presentation followed by a 45 minute tour/exhibition

Academic sessions continued...

- 1 Departments with this symbol will also be available in the Information Hub located in the Teaching and Learning Centre.
- 1 Student ambassadors studying with the Faculty of Business with this symbol will be available in a drop-in hub located within the Business School when not in presentations.

Key: Presentation Drop-in Tours Exhibition G&A Panel

Session Title	9.30-10.30	10.50-11.50	12.10-13.10	13.30-14.30	14.50-15.50
Department and International Affairs (DIA) St Leonards Building, Room 100/101 + 201, 202, 210	64				
History Gaiman Learning Centre, Rosemary Cramo Lecture Theatre, CLC202, 2nd Floor, DH1 3LE	8				
Law Gaiman Learning Centre, Rosemary Cramo Lecture Theatre, CLC202, 2nd Floor, DH1 3LE	8				
Liberal Arts Gaiman Learning Centre, Rosemary Cramo Lecture Theatre, CLC202, 2nd Floor, DH1 3LE	8				
Marketing and Management Durham University Business School, The Waterside Building, Riverside Place, Durham DH1 1SL	1 73				
Mathematical Sciences Maths and Computer Science Building, MCS2068, 2nd Floor, DH1 3LE	1				
Modern Languages and Cultures (Presentation and G&A) Teaching and Learning Centre, TL/C106, 2nd Floor, DH1 3LS	10				
Language-Specific Sessions (Presentation and G&A) Arthur Holmes Building, ES220, 2nd Floor, DH1 3LE	10				
Music Christa Green Music Department, Concert Room, MUGB5, DH1 3LS	16				
Natural Sciences Confluence Building, 2005, Ground Floor, DH1 3LE	1 16				
Philosophy Chemistry Building, CG85, Ground Floor, DH1 3LE	14				
Political Science and Economics (G&A) & Economics and Politics Durham University Business School, The Waterside Building, Riverside Place, Durham DH1 1SL	1 73				
Physics Physics and Astronomy Building, PHA, Ground Floor, DH1 3LE	7				
History Tours (Students only, you may have to wait for your tour if booked in 1 hour) Physics and Astronomy Building, Lab 1205, First Floor, DH1 3LE	7				
Primary Education Confluence Building, CB0015, DH1 3LE	12				
Psychology Psychology Building, Upper Pharmacy, L48, DH1 3LE	5				
Psychology Tours (Self-guided) Psychology Building, Reception, Ground Floor	5				
Sciences (Including Joint Masters Anthropology and Archaeology) Maths and Computer Science Building, MCS2068, 2nd Floor, DH1 3LE	9				
Sport and Exercise Sciences Sports and Working Park, Hadden Castle, Small Sports Hall	16				
Theology and Religion Teaching and Learning Centre, South Road, TL/C103, DH1 3LS	10				
Visual Arts and Film (Presentation and G&A) Teaching and Learning Centre, TL/C106, First Floor, DH1 3LS	10				






















*This drop-in session will occur in the Arthur Holmes Building, Room ES228/229
** 45 minute presentation followed by a 45 minute tour/exhibition

























































If you are interested in studying more than one subject, why not think about Liberal Arts, Combined Honours in Social Sciences or Natural Sciences? Each of these options allow you the opportunity to study, in some cases, up to four subjects. Find out more by visiting <https://www.durham.ac.uk/undergraduate/courses/combined-honours-social-sciences>

Further information on Foundation Studies can be found by visiting <https://www.durham.ac.uk/undergraduate/courses/foundation-studies>

Individual language sessions

Session Title		9:30-10:30	10:50-11:50	12:10-13:10	13:30-14:30	14:50-15:50
Arabic: TLC039	50					
Chinese/Japanese: TLC040	50					
French: TLC129	50					
German: TLC117	50					
Hispanic Studies: TLC101	50					
Italian: TLC116	50					
Russian: TLC124	50					

Information Hub & Other Presentations

Session Title		9:30-10:30	10:50-11:50	12:10-13:10	13:30-14:30	14:50-15:50
Applying to Durham Teaching and Learning Centre, TLC042, Ground Floor, DHI 3LS	 50					
Colleges & Wider Student Experience Mount Oswald Hub Building, The Approach, DHI 3FR	18					
Current Student Q&A Panel Teaching and Learning Centre, TLC033, Ground Floor, DHI 3LS	50					
Disability Support at Durham Palatine Centre, PCL054, Ground Floor, DHI 3LE	18					
Placement Years Chemistry Building, CG91, Arthur Holmes Lecture Theatre, Ground Floor, DHI 3LE	 14					
Student Enrichment (Music) Sir Thomas Allen Assembly Rooms Theatre, North Bailey, DHI 3ET	45		 		 	
Student Enrichment (Theatre) Sir Thomas Allen Assembly Rooms Theatre, North Bailey, DHI 3ET	45			 		 
Student Enrichment (Sport) Sports and Wellbeing Park, Maiden Castle, Dojo, First Floor, DHI 3SE	19		 		 	 
Study Abroad Palatine Centre, Hogan Lovells Lecture Theatre, PCL048, Ground Floor, DHI 3LE	 18					
Student Finance PH30, Physics Rochester Building, DL1 3LE	7					
Welcome to Durham Teaching and Learning Centre, TLC033, Ground Floor, DHI 3LS	50					

Only big changes from previous years is the Student Q&A Panel occurring in the afternoon in the TLC & the Colleges/WSE talk is now being held at Mount Oswald Hub.

Drop-in activities 9am - 4pm

- 50 Academic Support for Students
- 17 Bill Bryson Library
- 50 Careers and Enterprise Centre
- 18 College Membership & Accommodation
- 18 Counselling and Mental Health Services
- 47a Cranmer Hall
- 18 Disability Support
- 50 Foundation Programme
- 50 International Office
- 45 Music and Theatre (Student Enrichment)
- 50 Placement Years
- 50 Study Abroad (Student-Led)
- 19 Sports Facilities, Team Durham
- 50 Scholarships and Bursaries
- 50 Undergraduate Admissions Team
- 19 Volunteering (Student Enrichment)

Open Day Map

Open Day map: key

Durham University Sites: Rushford Peninsula Mountjoy The Hill City Centre

- 1 Maths & Computer Science Building
- 4 Biosciences Building
- 5 Psychology Building
- 7 Physics Rochester Building
- 8 Calman Learning Centre
- 9 Arthur Holmes Building
- 11 Engineering Christopherson Building
- 12 Confluence Building
- 13 Geography Building
- 14 Chemistry Building
- 15 Dawson Building
- 17 Bill Bryson Library
- 18 Palatine Centre

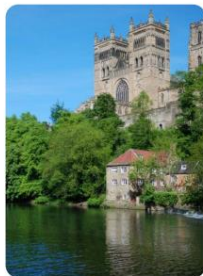
- 36 University College (Castle)
- 37 Palace Green Library
- 38 Music Department
- 40 Pemberton Rooms
- 42 Hatfield College
- 45 Sir Thomas Allen Assembly
Rooms Theatre
- 46 St Chad's College
- 47 St John's College
- 47a Cranmer Hall
- 48 St Cuthbert's Society
(Bailey site)



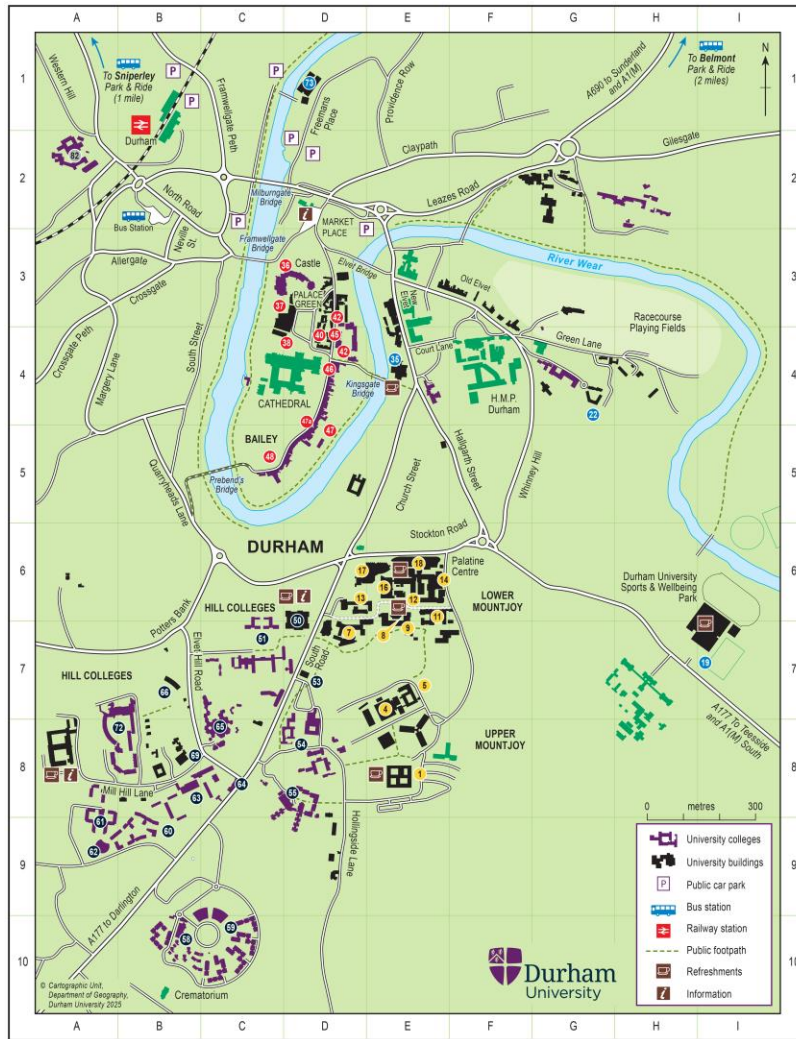
- 82 College of
St Hild & St Bede

- 19 Sports & Wellbeing Park
- 22 St Cuthbert's Society (Parson's Field site)
- 35 Durham Students' Union (Dunelm House)
- 73 Durham University Waterside Business School

- 59 Teaching and Learning Centre
- 60 St Mary's College
- 61 Ogdon Centre
- 62 Grey College
- 63 Collingwood College
- 64 Stephenson College
- 65 Josephine Butler College
- 66 South College
- 67 John Snow College
- 68 Mount Oswald Hub
- 69 Van Mildert College
- 70 Trevelyan College
- 71 Al-Qasimi Building
- 72 Oriental Museum
- 73 St Aidan's College



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Colleges

- Colleges will be open for drop-in throughout the day on both days. Stephenson College will be closed on Saturday 14th June for College Day.
- College Membership and Allocations Team also located on top floor of TLC to answer questions throughout the day.
- Colleges Guides available from colleges or from the TLC.
- College allocation process for next year has yet to be confirmed. Please discuss how it is currently which you can find out about here: (durham.ac.uk/colleges-and-student-experience/colleges/undergraduate-membership-and-accommodation/expressing-a-preference---undergraduate)

Our colleges

Colleges at a glance

Year of foundation	1972	1959	1846	2001	2006	2020	1947	1904	1858/188	1839	1909	1899	2001	1966	1832	1965	1965
Self-catered (S) Catered (C), (Undergraduate)	C	C	C	S	S	S	C	C	CS	S	C	C	S	C	CS	C	N/A
(Postgraduate)	C	CS	CS	S	S	S	CS	CS	S	S	C	C	S	C	S	C	S
Gowned formal dinners*	No	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	No	Yes	Yes	No	No
Total number of students living in (UG & PG)	555	516	400	554	624	556	442	245	468	426	251	354	494	363	486	466	509
En-suite 1st year rooms	164	56	67	304	421	311	42	58	64	281	25	27	222	4	80	63	N/A
No. of shared rooms	16	13	42	0	0	0	52	45	30	0	26	0	0	11	29	0	N/A
Total number of full-time student members	1804	1412	1298	1564	1553	1499	1135	733	1377	1378	870	1171	1291	1048	1750	1430	1538
Chapel/Multifaith room	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No	Yes	Yes	No	No



Please note: these figures are correct for 2025; however, they will be subject to annual change.

Scan the QR codes below to bring up Google Map directions to each college to help you navigate your way around.



Things you need to know



Important Information – Strike Action

Notice of industrial action: 13, 14, 19 June

Durham UCU have today (Thursday 29 May) given the University notice of three days of strike action on 13, 14, 19 June.

We will ensure students are appropriately supported and will minimise any impact.

We view this action by Durham UCU as unnecessary. We have tried strenuously to ensure financial savings can be made through voluntary means.

Durham UCU know there are no current plans for redundancies.

The way forward must be that we continue to work constructively with our four trade unions to ensure the University's **financial sustainability**.

Examinations will have finished before the strike dates. Assessment processes will proceed as normal.

We will keep students updated on any important developments via email.

Important Information – Strike Action..

What does this mean for the event?

Mitigation plans and documents are in place for all possible circumstances. We don't know in advance the level of impact and so we will stay in communication with everyone on the day to keep you all updated.

Ambassadors will be assigned to academic subject sessions, and the plan is to run a student experience Q&A in the case of non-attendance of academic/pss staff to deliver the planned session.

We're working with marketing for agreed statements/information to provide and we will circulate this as soon as it's complete.

Important Information – Strike Action..

What does this mean for me as staff?

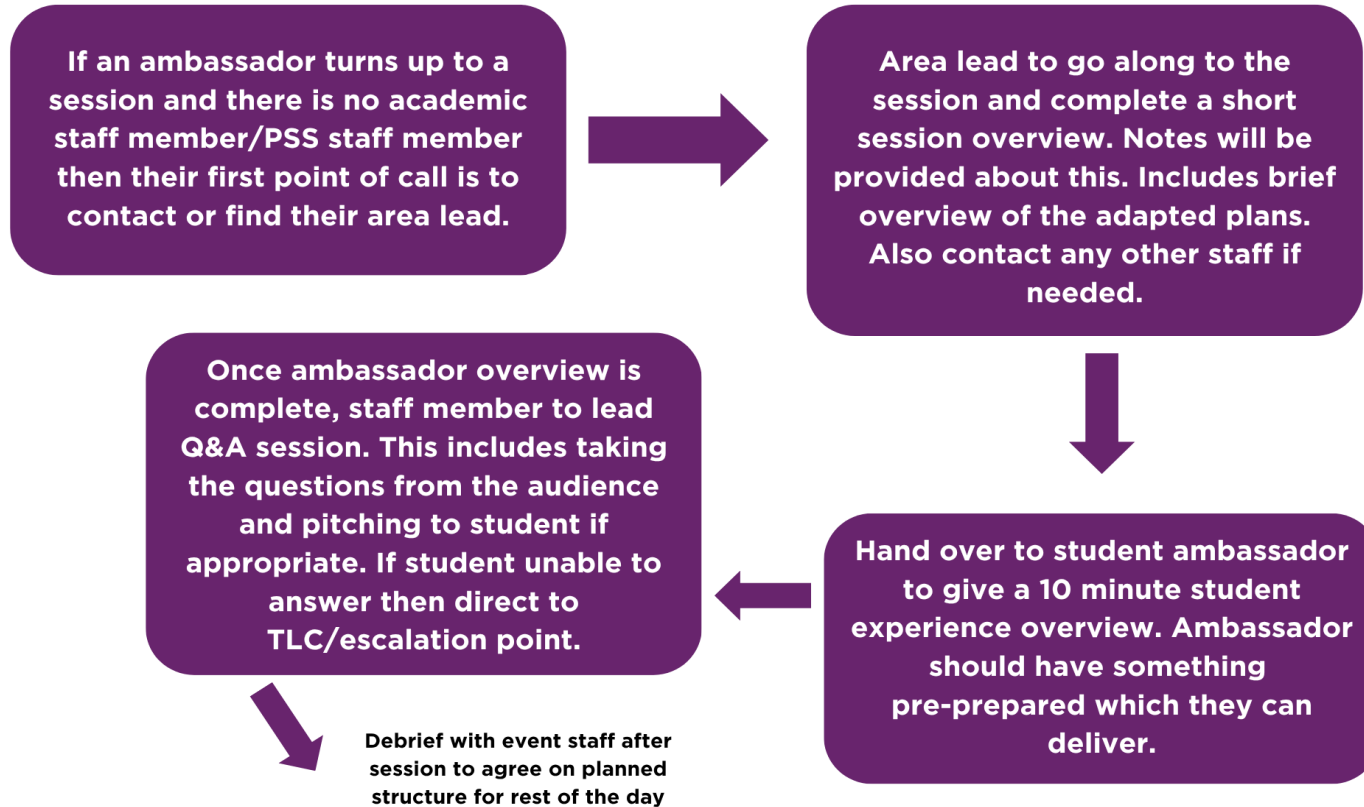
Quick adaptations: You might need to step into roles that weren't originally listed on the rota.

Changing schedules: The open day programme might shift last-minute due to cancellations or picket line disruption, requiring quick decision-making and communication. We will utilise the MS Teams Open Day Support channel and the Attendee App to communicate this.

Visitor concerns: You'll likely face more questions from prospective students and families about the strike and its implications. Any questions you do not feel comfortable answering please escalate to event staff.

If you need to report any issues, use the Open Days Teams' channel and flag as urgent.

Industrial action plan - on the day



Important Information – Strike Action.. What does this mean for me as a DSA?

Remember, as an ambassador, your role is to provide information and support to visitors.

If you're uncertain about any details, it's best to direct individuals to official university staff members who can provide further assistance.

Lunch/Refreshments

You are entitled to
2 x refreshment vouchers per day and
your area manager will hand these out
to you and any supporting staff.

Vouchers not required for lunch. Collect
packed lunch from Palatine Centre on
day (Room – PC005). Only exception
will be SWP and waterside.

Upper Mountjoy/ Travel/ City Centre will
be arranged to be collected in cooler
trolley and transported to location.



Lunch for attendees...

- Any of the listed cafés or restaurants in the guide.
- Food Court in Library Square (variety of local vendors).
- Durham University outlet in food court (selling American-style hot-dogs)

On the day refreshments...

University catering outlets offer a wide variety of hot and cold meals, snacks and drinks to keep you refreshed and raring to go.



Plan breaks into your day!

Visit a University café, grab a bite in the city or visit the food market to recharge your batteries.



Please note the majority of our cafés are cashless. Only the Calman Café takes cash and cards.

Calman Café 07:30 – 16:00 8

Breakfast muffins, paninis, cold sandwiches, salads, jacket potatoes, soup and Starbucks coffee.

Chemistry Café 08:00 – 16:00 14

Breakfast sandwiches, cold sandwiches, jacket potatoes and paninis.

Circolo Café (based in the Palatine Centre) 07:30 – 16:30 18

Italian concept with a selection of Italian-style pizzas, pasta, deli sandwiches & salads.

Zing Kitchen 08:00 – 17:00 50

Breakfast sandwiches, hot lunch, paninis, sandwiches, drinks & snacks.

Maths and Computer Science Café 08:30 – 15:30 1

Sandwiches, soup, paninis, Starbucks coffee.

Durham Food Stand, Food Market 09:00 – 15:00 17

Hot dogs and a selection of drinks and snacks.

Maiden Castle Café 08:30 – 16:00 19

Sandwiches, paninis, salads and healthy breakfast options along with a soup option.

Library Café 08:00 – 17:00 17

Sandwiches, paninis, cakes and Rounton's coffee (local roastery).

Waterside Business School 08:00 – 16:30

Breakfast sandwiches, sandwiches, hot meals, soup, salads, paninis and jacket potatoes.

Durham University Catering provide fresh and exciting catering throughout Durham University. Menus include college dining halls, college bars & cafés, branded retail catering outlets & visitor attractions created to meet the diverse needs of our University community including students, staff & visitors alike.

Each of our catering outlets has a focus on different dining experiences; from Zing Kitchen with its fusion offering, to Circolo our Italian-themed café and restaurant, you are sure to find something to satisfy your needs.

We also have a variety of local vendors coming along to the event and setting up stalls in our food court area outside of the Bill Bryson Library.



Please note

Some colleges will need to close for half an hour to allow the ambassadors time to grab a quick bite to eat - we hope you don't mind! You could use this time to make sure you also take time to eat lunch.



Top tip

Our food outlets may get extremely busy during peak times between 12pm - 2pm. You could either plan in an early or late break to avoid longer queues.

Left Luggage

We no longer accept left luggage

Martyn's Law aims to improve protective security and organisational preparedness across the UK by mandating, for the first time, those responsible for certain premises and events to consider the terrorist risk and how they would respond to an attack.

What you need to know about Martyn's Law:

The Bill requires certain venues to fulfil necessary but proportionate steps according to their capacity to mitigate the impact of a terrorist attack and reduce harm. The duties that premises will have will depend on the size of the venue. The University falls into the premises and events with a capacity of 800 or above which is the enhanced tier

A risk assessment has been undertaken and a proportionate step is to no longer accept left luggage. Attendees staying overnight will be asked to leave them at their overnight accommodation or make alternative arrangements.

First Aid

- We have multiple first aiders on site who will be available.
- If the situation is life threatening, please call 999 as a priority.
- You can call for University security (who are first aid trained) on the following number:
0191 334 2222
- Ask people for help (Staff or other visitors).



Faith Facilities

We have access to a number of faith facilities for on the day.

Many of these facilities are available to use, including multi-faith rooms at St Aidan's College and Trevelyan College (ask college reception staff for details), and Islamic Prayer rooms immediately North of Grey College or on Old Elvet. Attendees will need an access code for these buildings which can be collected from event staff.

For more information on our faith facilities,
please visit: **durham.ac.uk/faithsupport**

Quiet Room

We have a designated quiet room for use during the Open Days which people can use as a space set aside from the noise and crowds of the event.

The room is PCL057 in the Palatine Centre.

A handful of students have indicated that they would find this room helpful during the Open Days and so please be aware to know where you can direct someone requesting this on the day.



Event Bursary

- If someone has applied for the Event Bursary then they are required to sign in with at the desk.
- Event Bursary Claim Desk is located in the **Teaching and Learning Centre.**
- Payment can take up to 8 weeks following the event.
- All event bursaries should have been applied for prior to the event, but Sharon is happy to take queries on the day so please direct anyone here if they believe they have missed out.



Setting Up & Taking Down of Equipment

- Area Managers and Deputies will give instructions
- Large equipment is the large inflatables and spider domes
- Smaller equipment includes deckchairs and camping chairs in the food court
- Some equipment will need to be put away overnight on Friday
- On Saturday we will be loading all equipment into the storage area in the TLC.



Roles & Responsibilities



Mandatory Training

You are required at all times to comply with the relevant University rules, policies and procedures in force from time to time which are available on our intranet.

(<https://durhamuniversity.sharepoint.com/teams/Hub>)

Please familiarise yourself with the policies especially the one relating to social media.

[Social Media Policy](#)

- **Equality, Diversity and Inclusion**
- **Health and Safety Induction at Durham University**
- **Fire Safety at Durham University**
- **Safeguarding Children**
- **ACT Training**

ACT Training

The ACT Training is mandatory, and we request that you all complete this before working on the Open Days

- Training can be found on the ProtectUK website (<https://www.protectuk.police.uk/group/2?type=catalog>)
- If you have organised your own additional staff or ambassadors, ensure this is completed by them too
- Key messages are the 'power of a smile' & 'see it, say it'.

ACT Summary

Action Counters Terrorism

Pre-event

- Challenge unusual behaviour – Prevention/Deter

During the event

- See, Check, Notify – See it Say it
- Power of hello and good customer service

Download the Protect UK app



ROTA

You should have all received an email which included the link to the rota.

Please check your role on this document by searching for your name and make sure to read all of the cells across as they all contain important information

If you haven't had the rota, or the rota doesn't reflect your correct availability then please let us know as soon as possible by emailing open.days@durham.ac.uk

Academic Session Support Ambassadors

Your role is to help in the academic session, assisting with questions and chatting about your experience.

- Complete a 10 minute student experience overview (can be in whatever format you feel comfortable with, e.g a presentation or using flashcards etc). Powerpoint template will be circulated.
- Meet and greet visitors
- Complete tally sheet – this is very important
- We will be asking the academic to reach out to you, if you haven't heard from your academic 48 hours before the event then please reach out to them, email open.days@durham.ac.uk to find out who the contact is.
- Some possible roles include:
 - Present your experience as a student of the department you are representing.
 - Give a short talk (you can use powerpoint as an aide memoir)
 - Participate in a Q&A about your experience
 - Give tours of the Department.

You must also help with signposting visitors to the sessions before they start.

Checking people in:

- We are not making people 'check in' to the event due to the high volume of attendees.
 - We will be ensuring that accurate tally records are kept for the attendance at each of our scheduled sessions.
 - Ensure you have tally sheets with you but if not, then just make a note down of the figures (even in notes on your phone is fine!)
 - Take a picture of the sheets before you hand them in, just in case they get lost!
-
- In academic sessions, tally sheets will be done on paper:
 - Two figures recorded per session would be great;
 - a) Estimated potential students
 - b) Overall attendance including guests
 - Ensure you had these tally sheets back to your Area Manager at the end of the shift.

Ambassador Pack

If you are an allocated academic session ambassador, you will receive an ambassador pack from your area manager when you check in. It will include resources such as:

- Tally sheet & information*
- Session in progress signage
- Any other signage
- Q&A slips

*This is really important! You MUST hand these back in at the end of your shift back to your area managers.

Train Station Ambassadors (Travel Manager Jen Barton)

Your role is to help at the train station with people arriving from all over the country.

- Welcome visitors from the train station
- Direct them to where they need to go
 - Buses
 - Walking route into the city
 - Taxi Rank locations

You will also have a 'Train Station Lead' member of staff who will be on hand to help you.



You will be the first and last person they see from the University so remember to greet them with a smile!

Bus Ambassadors

- Guiding visitors on the shuttle buses
- Displaying the bus signage in the bus
- Where to get off
- Encourage conversation and make the visitors experience positive – what are you interested in seeing today?

- Point out key buildings and areas
- Chat about your experiences as a student
- Informing travel manager of any delays, issues or concerns

Make sure you have a digital copy of the guide to be able to assist people while they are travelling on the bus.

Signposting Ambassadors

- Guiding visitors around the campus.
- Stand where directed as indicated by your area manager
- You will likely be asked about talks in your area; **please see the Open Day guide to find room locations.**

- Ensure you know where rooms are located
- Take some time at the start of the day to look around the area you are based and familiarise yourself with what's happening.
- Provide directions to areas of interest - colleges, the City Centre, Palace Green and cafés.

- If you don't know Durham direct visitors to your nearest information point!
- Inform visitors that there are free shuttle buses available around campus.
- Familiarise yourself with the routes and timings of the buses along with the nearest bus stops.



College Ambassadors

- Your college will be responsible for a briefing on the morning of the Open Day and what roles you will be undertaking on the day
- Speak to the lead member of staff in your college to find out what the plan for your lunches are (these vary by college)
- Work out the nearest bus stop and the routes around the city to assist people with navigating around the other colleges
- Remember to not talk down any other colleges, students are trying to work out where might be the best fit for them!
- Familiarise yourself with which other colleges are open and which are closed during these Open Days
- Use the handy Colleges Guide to help (you will have copies of these in college)
[Undergraduate Colleges Guide 2025](#)

Information Hub Stall

- Your main role is to offer up your own personal experiences and opinions about student life at Durham University.
- You may be asked questions about the event itself. Please become familiar with what is on offer and where.
- Be proactive. Look for opportunities to help visitors: if people look lost, ask if they would like any help; if people are waiting alone ask how they have found the day so far.
- If you are unable to answer any questions (don't worry, you aren't expected to know everything!) you will have plenty of staff around you.



City Centre

- Helping set up equipment in the Market Place and on Palace Green (inflatable pillars and spider domes)
- Being a friendly face to guests
- Assisting with navigating to Bailey Colleges
- Handing out Open Day Guides
- Helping with directions



Bus Stop

- You will meet and greet visitors as they arrive at your location. Make visitors feel welcome.
- You will need to become familiar with the bus routes and figure out which buses are stopping at your designated stop. You will need to keep a track of which buses are due or have already left.
- You will likely be asked for directions, or about talks in your area; please **see your Open Day guide to find room locations.**



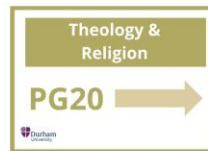
Signage

Most of our building signs are CLINGZ – this means they peel off a backing sheet of paper and stick to the wall using static (it's like magic!).

They don't require blu tac or cellotape! When collecting signs you will have to replace them back onto a backing sheet.

Theology & Religion PG21

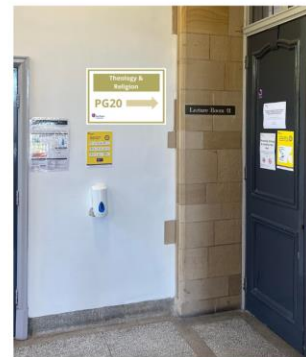
Sign 1



Arrow pointing right
on the white wall
outside of the
room.

Displayed
☐

Collected in
☐

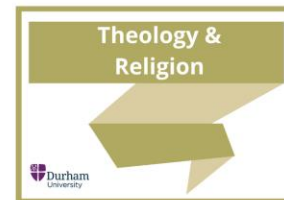


Sign 2

Theology & Religion
Sign - stick on door to
the room (PG21)

Displayed
☐

Collected in
☐



Consumer Protection Legislation (CPL) / Competition and Markets Authority (CMA)



Applies to Universities

& staff working for the university
(including ambassadors) must adhere to it

This means the information that we provide must be timely, clear, up-front, accurate and comprehensive! This requirement applies regardless of whether the information is provided in writing, visually or verbally.

* Please complete oracle learning module if you haven't already.

The scary stuff...

Failure to deliver on a commitment that we make could result in legal proceedings...

Basically...

We cannot make promises about things that may change – e.g if we say something that makes someone decide to come to Durham, and then that turns out to not be true, they could sue us for it!

One example of this is telling someone that a module you love will definitely still be available, but then what if the academic leaves the uni?



Expectations in the role

- ✓ Represent Durham in a positive manner
- ✓ Try your best to help or to point attendees in the right direction
- ✓ Remember the CPL/CMA Guidelines
- ✓ Take into account your safeguarding training when making any decisions
- ✓ Be Flexible- we may need you to switch roles on the day!
- ✓ Use the Open Day Guide to help you guide attendees towards sessions and events
- ✓ Be proactive!
- ✓ Help out ambassadors or other staff members to the best of your ability.

Enjoy yourself!



Top Tips

Don't be afraid to say you don't know!

Sometimes attendees might ask difficult questions and if you don't know the answer then it's perfectly okay to say you aren't sure (and often better to do so!). You can always direct the student to a member of staff or to use the 'Ask Us' web enquiry form on our website.

Do your research

If there's any locations you're unsure of, or anything you don't feel confident about then use our website and links before the day to familiarise yourself.

Ask for help!

As staff we're always here to help guide you and you shouldn't struggle alone! Ask your zone manager if you need help or extra information, or any other staff member! Also ask each other, your fellow ambassadors can usually provide great advice too!

Open Day Guide

Use this as your go-to for everything you might need! Download on your phone to have it handy for details such as room locations and bus schedules.

Unibuddy

For ambassadors registered on Unibuddy, use this to your advantage. You can encourage students to message you on there if you want to give additional information or links or carry on a conversation! You can also direct attendees to find someone with knowledge you might not have (e.g about another college or department).

Dress appropriately

We all know what British weather can be like, make sure to check the forecast and dress appropriately! If it's going to be warm, don't forget sunscreen!

What to wear



What to wear!

If you are a Durham Student Ambassador, please wear your purple stash

If you are an Open Day Ambassador we have blue t-shirts available for you to collect and wear!

- These will be located in our storage room in the TLC and you can go in and collect any time between 9am – 5pm next Wednesday or Thursday.
- Be responsible in the weather – the current forecast is 20 degrees but rain so make sure to check and prepare!
- If the weather is really bad then you can of course wear a coat over your t-shirt, but please let your zone manager know so we can arrange for a high-vis jacket with an ambassador label for you.

Logging Hours and Pay

- Durham Student Ambassadors: are to submit hours worked from the rota onto their timecards. Which will then be approved by Meghan Taylor.
- Open Day Ambassadors: Meghan Taylor will submit your timecard for you. The new process to submit your own timecards will be implemented at the next event.
- Please be on time on the morning otherwise your zone manager will record late attendance.
- If you work additional time that you're not scheduled to, please let us know by emailing durhamstudent.ambassador@durham.ac.uk so we can make a note on the rota.
- Payment will come through on the July payday due to the timing of the event
- If you have any issues with your hours or need to change anything on the rota, please let us know as soon as possible.

Tier 4 Codes - Visa

- **ALL Ambassadors who hold a student visa and are allowed to work in the UK must submit this form before working the event - <https://forms.office.com/e/DdsE7kh0d1> this will enable Meghan to request a tier 4 code on your behalf.**
- **If you do not know your assignment ID leave this blank**
- **Information regarding working in the UK during your study can be found here [Working in the UK during your study](#)**
- **A delay in filling out this form will result in late payment.**

DU Tours App

- Find out more on our webpage: durham.ac.uk/visit-us/open-days/self-guided-tours
- Our Durham University Tours app is available to download in the [Apple App Store](#) and the [Google Play Store](#) now!
- Encourage guests to download it!
- Use the app before the event to familiarise yourself with any areas that you don't know much about!
- You can use it on your phone to assist you!



Teams Channel

- You should all have been added to the Open Day 2025 Support channel which will be your primary point of call with staff on the day!
- There will be area channels if you need to get in touch with area leads or you can use the general support channel to get in touch with any member of staff.

In the case of an emergency, the quickest way to get hold of myself or Chloe is via Teams call.



[Open Day Support 2025 |](#)
[General | Microsoft Teams](#)

Any Questions?

