



Student Experience Division – Student Centre

STUDENT CENTRE CODE OF CONDUCT

1. OVERVIEW

Within the Student Centre, we are committed to promoting the highest standards of behaviour, ethics and integrity and, as such, require that all our staff, students, contractors and visitors conduct themselves according to these standards when on the premises and making use of the facilities. This includes, but is not necessarily limited to, full compliance with all University regulations including Health & Safety regulations and Terms and Conditions of Employment or Study.

To maintain our working, learning and social environments, we are committed to fostering an experience within the Student Centre within which everyone can engage positively with each other and treat each other with respect, dignity and kindness.

This Code establishes the standards of behaviour that must be met by everyone within the Student Centre. Where these standards are not met, appropriate action will be taken by the Student Centre and Hub Manager.

2. PURPOSE

The purpose of this code of conduct is to make sure everyone is aware of what conduct, and behaviours are expected when working in and using the Student Centre, in order to create a secure, safe environment and a positive student experience. If anyone persistently fails to act in accordance with expected behaviours and in a respectful manner, then it may result in being asked to leave the building or disciplinary action taken if warranted.

3. STANDARDS OF CONDUCT

ALL

- Adherence with all policies, procedures, rules and regulations of the Student Centre
- Acting with responsibility and consideration for everyone at all times
- Observing any instructions on signage within the Student Centre, to ensure your safety and the safety of others
- No smoking, alcohol or recreational drug use should take place on the premises
- Honesty and clarity in all communications treating all with courtesy and respect, embodying the University values
- Not partaking in any inappropriate behaviour which breach the University’s regulations and Terms and Conditions of Employment or Study
- Report any incidents immediately to the Welcome Desk staff, so these can be dealt with appropriately and ensure the safety and wellbeing of all
- When using meeting rooms next to the workshop area, ensure all are respectful to each event and do not act in a

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Document No		Version	V1.0	Date Issued	
Author	Nadia Pattenden	Reviewed by	DSELT	Department	Student Experience

way that distracts others

- All personal phone calls should be taken as quietly as possible and with as little disturbance to others as possible
- Please follow the guidelines on booking rooms or reserving space and do not overstay your slot, or be prepared to move when asked
- When eating food in the Student Centre, please eat hot food close to the designated eating areas in the kitchen areas and café space; cold food can be eaten in the atrium area. No food should be consumed within the confidential rooms. You are asked to respect your community with no strong-smelling foods and choose foods without popular potential allergens e.g., peanuts.
- After eating, you should clean up after yourself and put rubbish in bins. You are expected to keep the space looking how you would want to find it
- The plaza outside the Student Centre should remain as free of congestion as possible, so people can move safely in and out of the building, as well as access the shops in the Arches.
- Everyone should treat contractors or representatives for external organisations working within the Student Centre and the Retail Arches with dignity and respect at all times
- You should try to be aware of your sustainability responsibilities during your time in the Student Centre. For example, recycle items where you can; charge only when your electronic item requires it – do not leave plugged in all day; use the stairs rather than the lift, where you can.

STAFF/STUDENT CONNECTORS

- When holding or attending events or meetings, ensuring the spaces are left as they were found, and all equipment is used correctly according to the instructions
- Respecting the escalation process for any problems or issues raised within the Student Centre and ensuring the Student Centre and Hub Manager is always kept informed
- When using the co-creation space and staff hot-desking area, please follow the guidelines for these areas and be respectful of others within the space
- All data or records should be accessed only where appropriate, and care should be taken to adhere to the Information Management Guidance and Record Management Guidelines within the University
- Staff and Student Centre Connectors are asked to wear and display ID, when working in the Student Centre, at all times.
- Use lockers to store your personal items that you cannot have with you during working time, meetings or events. You should ensure you collect your items within 24 hours to ensure that the lockers are not opened, and items taken to lost property at Security.
- When using laptops from the staff laptop trolley or staff personal alarms from the Welcome Desk, ensure you use in an appropriate fashion, and return by the end of the day. Please do not take these with you when leaving the Student Centre.

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Document No		Version	V1.0	Date Issued	6/4/22
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STUDENT USERS/VISITORS

- Treating the spaces, furniture and AV/IT equipment with respect and advising Student Centre staff of any issues, so these can be rectified. Do not attempt to remove, vandalise or otherwise intentionally damage any of the building's furniture, facilities or displays
- Keep noise levels at a reasonable level in all areas, to ensure all enjoy their experiences within the Student Centre and use other social, study or workspaces across campus, if more appropriate to your requirements
- When holding or attending events or meetings, ensuring the spaces are left as they were found, and all equipment is used correctly according to the instructions
- Respectful use of shower and changing facilities, leaving them tidy and usable for the next individual and awareness of other users within these gender-neutral facilities
- The internal courtyard designed as a space for quiet reflection and wellbeing, so please use respectfully
- Be respectful when in the waiting space near to confidential areas, as others may be attending appointments, working or taking part in meetings or interviews
- Only access areas that you need to, or have been granted access to and, if areas are designated as closed during the night, please refrain from trying to enter these spaces
- Please follow the protocols for 'out of hours' – the Student Centre is not to be used for inappropriate gatherings or as a place to sleep
- Please do not climb the interactive wall, permanently remove any of the items on display or treat it as a place to leave rubbish.

4. REGULATION, POLICY AND GOOD PRACTICE

All are encouraged to read this code in conjunction with other relevant Student Centre policies and procedures including:

- Use of Space and Access Policy
- Personal Alarms Policy
- Health & Safety Policy
- Fire Safety Policy
- Student Centre Operating Manual
- Events Protocol
- University Sustainability strategy

Document Control					
Document No		Version	V1.0	Date Issued	6/4/22
Author	Policy Manager	Reviewed by	DSELT	Department	Student Experience

Review / Contacts / References	
Policy title:	Student Centre Code of Conduct
Date approved:	6/4/22
Approving body:	DSELT
Last review date:	6/4/22
Revision history:	v1.0
Next review date:	1 September 2022
Related internal policies, procedures, guidance:	<i>As listed under section 4 – Regulation, Policy and Good Practice</i>
Policy owner:	Student Experience Division
Lead contact / author:	Policy Manager

Document Control					
Document No		Version	V1.0	Date Issued	6/4/22
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