



volunteer handbook

buddy**SU**



Everyone's experience at UEA is different and the first year at university can be daunting. buddy(su) is a peer support scheme led by our volunteers. 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 programmes are available to students across campus.

We hope you find being part of the team valuable, enjoyable and fun!

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about uea(su)

uea(su) is an independent charity, whose primary goal is to represent the students at the University of East Anglia. Every student at UEA is a member of the SU and it is our purpose is to enrich the life of every UEA student.

The SU is run by Student Officers, who are democratically elected by a cross campus ballot of all UEA students each year. Student Officers are guided by the policies that students make through referendums and through a representative body called Union Council. The Officers determine the strategic direction of the SU and employ 100 permanent staff and about 300 students to look after the day to day operations.

In addition to representation, the SU provides professional support and advice on academic, welfare and housing issues to individual students, as well as running our own housing bureau, Home Run.

The SU provides the majority of extracurricular activity on campus. We run and support over 80 Sports Clubs and over 200 Student Societies. Our commercial services, which are aimed at students, but open to anyone, include retail shops, bars and 2 entertainment venues.

Volunteering with uea(su) gives you the opportunity to give back to the student community and develop transferable skills that employers look for. Taking on a small role whether as part of a student group or buddy(su) can provide you with a wealth of opportunities and skills to develop further.

Volunteering is not only a wonderful experience, but a great way of boosting your CV and having so much to talk about in job interviews beyond your degree!



do something different

Here at UEA, we give you the chance to try something new every day of year. There are hundreds of activities which are often subsidised or free every year!

find out more at ueadifferent.com

about buddy(su)



buddy(su) is one of the best ways to settle into life at UEA.

Being a volunteer means supporting new students make the most of their time at university by having the best start. Starting university can be a daunting experience with so much changing in a short amount of time. Our volunteers are trained to help with the small queries like finding a building, to discussing common issues like homesickness and anxiety.

The scheme aims to support new students to settle and integrate into life at UEA via a one-to-one peer support system. Trained volunteers help new students settle into UEA and Norwich, learn the student basics and get involved with social opportunities. New students are matched based on interests/hobbies, or optionally by school. Volunteers contact their buddies over email and meet up as little or often as agreed to help them settle in or just have a catch up!

buddy(su) also runs a student leader programme for our volunteers to further support their personal development. This includes safeguard training, mental health first aid and event management training. The scheme is open to all students who have been at UEA for longer than one term.

the role

Are you a current student at UEA? Do you want to support a new student make the most of their time at university?

Buddy Scheme Volunteers are students who have spent a minimum of one term at UEA.

After applying to become a volunteer they are assigned a new students in the scheme depending on their application. Volunteers are a friendly face in their first year of uni who support them to settle in and make the most of their time at UEA.

Volunteers are expected to contact their buddy via email after they are matched and either support online or in person.

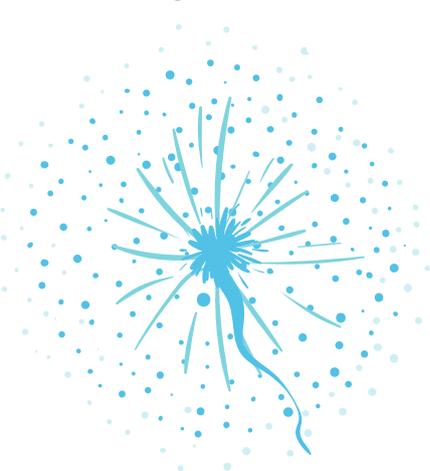
matching process

Matching will commence from mid August and continue until October. There will also be a smaller matching process in January for courses that start in January.

You will be matched with a group of students sized 1, 3 or 5 depending on your application, matching criteria and school of study.

Matching criteria includes school of study, level of study, age, interests and hobbies.

All matching criteria is subject to availability and we cannot guarantee you will be matched with a student in the same school.



why volunteer?

There are so many reasons to volunteer whilst at university! It can be so rewarding, and gives you the unique opportunity to make a difference to the student community.

It's also a great way to look after your own wellbeing and mental health, reduce isolation, improve confidence and social skills, and giving you an amazing sense of perspective on life!

 As a buddy(su) volunteer, you can:

- **Support a new student to make university their home and contribute back to UEA**
 - **Volunteer around your current commitments - this is the most flexible role on campus!**
 - **Gain excellent CV boosting skills including; mentoring, problem solving, leadership, communication, team-work and citizenship**
 - **Volunteer in a role recognised by the UEA Award**
 - **Build confidence by taking on a leadership role and supporting students**
 - **Benefit from free trips, events and workshops including trips to the Norfolk coast and themed events throughout the year**
 - **Reference from buddy(su) upon completion of the scheme**
 - **Meet new people from different backgrounds and life experiences- making friends is what we're all about!**
- 

UEA Award

The UEA Award is a framework to log the activities you take part in at UEA whether it's volunteering or paid work. The award recognises a range of activities, both academic and extra-curricular, undertaken during your time at UEA that help you develop the skills and attributes for both life and employment when you finish your course.

responsibilities

Being a buddy(su) volunteer, you are supporting a new student to settle in and feel at home at UEA. To ensure your buddies get the best experience, we expect the following:

- Engage with your buddy and support them to settle in, discuss any concerns they have and make them feel part of the UEA community. You must be available to contact your buddy once matched in August and meet your buddies during the Welcome Period (Sept-Oct). If you are matched during term time, please contact your buddies as soon as possible after being matched.
- Signpost any services your buddy may require. The volunteer handbook includes information on different campus services and if you are unsure of the best advice to give, get in touch with the buddy(su) team.
- Regularly check in with your buddy over the year either online, by meeting up or at our regular buddy(su) events. We run a yearly programme of events including coffee mornings, themed trips and wellbeing sessions with lots of opportunities to get to know your buddy and meet other volunteers.
- Encourage your buddies to get involved with clubs, societies and events. Finding a community where you feel home is a crucial experience for many students at UEA. Discuss what interests and hobbies they have and research any activities happening on or off campus. If you have a group of buddies, try to find something you all enjoy together.
- Respect confidentiality and maintain a duty of care (ensuring safety and wellbeing when interacting with your buddies. If you have a welfare concern, please raise this with the buddy(su) team.

boundaries

Welcoming new students to UEA is fun, exciting and rewarding, but sometimes you might experience a situation where you are unsure of what to do next. The team are here to support you to ensure your buddy(su) experience is the best it could be.

- You should not undertake a counselling role. Avoid taking personal responsibility and advise the best services and activities to support with any problems.
- As a trusted person your buddy may disclose something sensitive to you - you should not take responsibility for the disclosure and you should signpost your buddy to the relevant service. If you need any support please contact the buddy(su) team.
- Report any safeguarding or health concerns to student services and the buddy(su) coordinator. If you are unsure of whether there is a potential safeguarding issue, please contact the buddy(su) team.
- Initial meetings should be in a public space whether meeting as a group or one to one. Social media is encouraged once you have a response from your buddies!
- Do not limit contact to one activity or social - trying something new is what university is all about and you might even find a new interest yourself!
- Be aware no one's university experience is the same, please respect different cultures, backgrounds and pronouns.
- Not sure you can help your buddy or the scheme isn't what you expected? Let the team know and discuss your concerns so we can rematch your buddies with a new volunteer. It's that simple!

ueactive

The ueactive programme run a series of drop-in sports and group exercise classes. They offer all students the opportunity to get active and take part in a wide variety of fun, non-competitive and easy to access, sport and fitness sessions.

[find out more here](#)

code of conduct

1. Read the role responsibilities and boundaries before applying to be a volunteer .

2. Contact your buddies as soon as possible after you are matched. A template email can be found here. You can contact your buddy via social media once you've had an initial response via email.

3. If you have opted to meet in person, please choose a public space, preferably on campus!

4. Maintain a duty of care during your mentoring, Advise the appropriate support service if you are concerned.

5. If you have a group of buddies, please email them individually to ask if they would like to meet as a group or one-to-one.

6. Before meeting - refresh! Ask yourself how you felt starting at UEA and what would have been helpful to know.

7. put your students and major commitments first. Let your buddies know when you are available and if you are too busy to meet.

8. If you are unable to commit to being a volunteer at any time, let us know so we can rematch your buddies.

9. Attend buddy(su) events with your buddies and encourage them to join clubs and societies.

10. Continue your support for as long as your buddy needs over the year. Most of our buddies do become friends!

11. Provide feedback via our surveys and focus groups. Feedback is important to ensure buddy(su) continues to improve!

supervision & support

As a volunteer we want you to feel that you have all the support you needed to do your role.

You will ultimately be supervised by buddy(su) coordinator who is based in the SU Office (Union House) and will be introduced when you sign up to be a volunteer.

Between February and March we'll be running various training sessions to equip you with the knowledge and resources you need to do the role effectively.

If you have any ideas of how we could improve the volunteer role or buddy(su) as a whole, do let us know.

what if things aren't working out?

Tell us! If you are unsure of the commitment, have a query or just don't get on with your buddy, we can often make changes quickly and discreetly. We want you to feel that being part of buddy(su) is something that you will enjoy and feel rewarded by!

However, if volunteering with us is something you find you're not enjoying or there are changes in your studies or home life that mean you're not able to volunteer as much as you would like, just tell us. We will work with you to see if there is anything we can do to adapt the role in to something you enjoy more or that fits in with your commitments and studies.

academic support

If you or your buddy have a concern relating to a course, module or completing coursework, there are a number of services here at UEA to support you!

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 tutors at all levels of practice and across all disciplines to help them develop strategies to improve their:

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

Students can drop in to the Learning Enhancement Team between Monday - Thursday 4-5pm at their office located at Nelson Court 33, next to the Accommodation Office.

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 small groups of first or second year students in the same school.

Mentors offer course-specific academic guidance and relaxed learning environment for students to raise concerns.

student services

For advice and support from the University in relation to disability, mental health, visa, and student finance issues, students can contact students can contact Student Services - 01603 592761 or studentsupport@uea.ac.uk

Student Services is made up of three student focused services. See below more information about each service:

UEA Wellbeing Service:

The Wellbeing team at UEA is comprised of specialist mental health advisers, disability advisors and therapists including counsellors 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 or referrals to specialist services in the local area. Location: Wellbeing Centre (opposite Waterstones)

Student Life:

The Student Life Advisory Team are free, impartial advisors to help you with anything that is impacting the university experience. This covers a range of issues including accommodation, finances or harrassment. Location: Lawrence Stenhouse Building.

Learning Enhancement Team:

The Learning Enhancement Team provide academic support as outlined above. The team includes tutors for students with Specific Learning Difficulties. All students who have appropriate evidence of an SpLD are eligible for specialist tuition.

navigate norfolk

Take time for yourself or with friends by signing up to a Navigate Norfolk event. Activities include dog walking sessions, day trips out to the Norfolk countryside or social cycling session.

All events are included in the **buddy(su) calender**

The logo for uea(su) advice(su) features a blue speech bubble icon to the left of the text 'advice(su)'. The text is in a bold, blue, sans-serif font. Above the text, there are two horizontal bars: a light blue one on top and a dark blue one below it.

advice(su)

The Students' Union Advice service is comprised of an impartial team of trained and experienced advisers that empower students to take control of their circumstances. advice(su) also provides confidential representation and guidance of a range of issues relating to student life and academic issues.

Every student at UEA has access to one of our Advice Workers. They are not councilors, but aim to make sure that a student doesn't leave an advice appointment without either practical advice or having been signposted or referred on to another agency.

Students can book appointments online, over the phone or at the Advice Centre located at the main entrance of Union House. tel: 01603 593463 email: advicecentre@uea.ac.uk.

homerun lettings

Home Run Lettings is a private sector letting agency managed by uea(su) and recommended by UEA. Home Run Lettings and the advice(su) work very close together and as a volunteer you may be asked to take on tasks to support them.

Home Run Lettings exist to make house hunting easier and safer for students. They provide the largest single list of housing for UEA students and the list is provided free of charge to all, offering a great selection of student houses, flats and rooms.

other support

Here is a list of other services to support you or your buddy, whenever you need it.

nightline

Norwich Nightline are one of our partner organisations offering a confidential and impartial listening and information service run for students by students – from 8pm to 8am every night during term time.

Drop in: Nightline Office, Student Support Centre (near UNIO).
Skype: norwichnightline
Text: 07794 924366
Email: listening@norwich.nightline.ac.uk

medical issues

The University Medical Service (UMS) provides GP services for UEA students, and also provides occupational health services for some groups of UEA students. The surgery is located on the corner of Bluebell Road and University Drive (near INTO) - 01603 251600

There is a Boots pharmacy on campus located next to the medical centre.

life in residences

Moving to university and living communally with other students can be overwhelming. If your buddy is experiencing any problems with their living arrangement or housemates, you can contact the Residential Life Managers and Student Services Residents. Any student living off campus can contact [advice\(su\)](mailto:advice(su)@uea.ac.uk) for impartial advice.



pride

UEA Pride is a peer support group aimed at improving the campus experience for all LGBT+ students. They run several support groups and lounge sessions to help with any student issues.

headucate

Headucate is an award winning society that aims to improve mental health awareness on campus and in local schools. Every year they run a series of workshops, speaker events and conferences that allow students to discuss issues relating to mental health, and find out more about the services that can support them.

umbrella

previously known as Chronic, Umbrella is a Peer Support Group for students at UEA with chronic health conditions, mobility issues, disabilities and those who wish to support them. We campaign on behalf of disabled people, run weekly support groups, organise socials and offer online support.

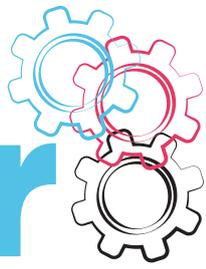
never ok

UEA and uea(su) have zero zero tolerance for sexual harassment, violence or hate crime against anyone.

For more info on our approach, see www.uea.su/neverok

If someone experiences any form of sexual harassment or assault whilst in a union venue (the LCR, pub or Waterfront) they should report it to the bar staff. These staff are trained to respond effectively to the situation and help you to feel safe to enjoy the rest of your night.





Buildings

ARTS 1 - Arts Building 1
 ARTS 2 - Arts Building 2
 BDS - Blackdale Building
 C.HALL - Congregation Hall
 DRA - Drama Studio
 ECB - Edith Cavell Building
 EFRY - Elizabeth Fry Building
 EH - Earlham Hall
 ITCS - Information Technology and Computing Services
 JSC - Julian Study Centre
 LIB - The Library

LSB - Lawrence Stenhouse Building
 LT - Lecture Theatre Block
 QUEENS - Queens Building
 REG - The Registry Building
 SP - Sportspark
 TEC - The Enterprise Centre
 TPSC - Thomas Paine Study Centre
 UH - Union House
 ZICER - Zuckerman Institute for Connective Environmental Research

Academic

Advice Centre - impartial advisors to support students with course, housing and non-academic issues
 Bookable Rooms - social and teaching space located upstairs in Union House
 Hive - open social space which hosts clubs, societies, food stalls and events
 LCR - UEA's gig and club night venue. Located in Union House

Hubs - administrative support centres. There are three hubs; Arts 1, Zicer and Elizabeth Fry
 Portal - UEA's intranet gateway; where you can access information about UEA, resources and events
 Student Services - a range of support services for all students

Students' Union

Blackboard - online learning platform. Hosts lecture notes, course materials and module information
 e:vision - online platform where coursework and feedback is uploaded
 Faculty - a collection of academic schools
 Media Centre - multi-media space that hosts our student newspaper, radio station and TV societies

Nap Nook - chill out area for fatigued students
 Scholars Bar - dedicated social space for postgraduates and mature students. Located upstairs in Union House
 Welcome Desk - SU's reception located upstairs in Union House

buddy
union.info@uea.ac.uk