

GUIDELINES FOR SCHOOL PEER GUIDE CO-ORDINATORS

These guidelines should be read in conjunction with the Code of Practice for the Peer Guide Scheme and the Guidelines for Peer Guides and Potential Peer Guides. It is possible to download more ideas and examples of good practice from the Peer Guide Co-ordinator area of 'MyBangor.'

1. Background Information

These guidelines are specific to staff designated to work on the Peer Guide Scheme. Each school will have at least one member of staff allocated to this role. However, some will allocate extra, normally an academic member of staff to lead with someone else to support them, often from the administrative staff.

The staff designated to work on the Peer Guide Scheme will recruit and manage a cohort of Peer Guides to help new undergraduate students make the transition to Bangor University. This will be done with the support of the Peer Support Co-ordinator who manages the Peer Guide Scheme across the institution.

Peer Guides are student volunteers who help new undergraduate students settle into their life at Bangor. As volunteers there is no payment for the standard duties but, in recognition of the opportunities it affords to develop employability skills, Peer Guides are awarded experience points towards the Bangor Employability Award (BEA).

The Peer Guide Scheme is managed centrally by the Peer Support Co-ordinator who undertakes all the standardised processes such as, applications, training, ref, Pei2 ~~Se~~

distribution of resources such as information packs, handbooks, T shirts. The Lead Peer Guides are normally, although not exclusively, Senior Peer Guides.

As these extra responsibilities fall outside the main remit of the Peer Guide

make on-line application forms available for both First Time and Senior Peer Guides.

call in a reference* for each First Time Peer Guide.

check the university's disciplinary records of applicants.

provide recruitment and selection guidance as needed.

Inform school co-ordinators of unsuitable applicants and in liaison with them manage the refusal process. Such refusals based on the central procedures would involve the receipt of a bad reference or on the advice of the university's disciplinary officers when checking potential Peer Guides' disciplinary records

2. Implementing an effective Welcome Week Programme

The School Co-ordinator is responsible for allocating roles and duties to the Peer Guides in order to support the School's Induction Programme. This work is often more of a facilitator role undertaken with support from colleagues and, in the schools that appoint them, Lead Peer Guides.

School Co-ordinators should:

plan a range of School social events to supplement the School's formal induction programme.

allocate each Peer Guide a small group of about 5 incoming students to welcome - or if you prefer to work the Peer Guides in pairs allocate 10 incoming students to 2 Peer Guides.

facilitate pre-arrival contact between the Peer Guides and the incoming students.**

allocate Peer Guides to help with the formal School induction sessions

allocate a Peer Guide to be a phone contact for the Peer Support Co-ordinator over the Arrival Weekend.

hold a Peer Guide meeting immediately before Arrival Weekend to distribute to each Peer Guide:

Peer Guide Handbook.

Peer Guide T shirt.

Halls of Residence details for their group of incoming students.

School Welcome Week Programme and their allocated sessions.

Any other School based information necessary eg change of module options, new handbook etc.

meet Peer Guides during Welcome Week to monitor progress, check they are not being faced with issues beyond their role and to remind them to offer support beyond Welcome Week. ***

continue to meet and support Peer Guides beyond Welcome Week as needed.

support and advise Peer Guides and incoming students on issues connected to Peer Guiding.

To help you implement an effective Welcome Week the Peer Support Co-ordinator will:

Distribute instructions to enable you to download the Halls of Residence room details prior to Arrival Weekend.

Ensure Peer Guide T shirts and handbooks are delivered to you in time for Arrival Weekend.

Offer advice and guidance if needed.

In order to implement a successful Peer Guide programme we suggest you consider adopting some or even all of the following strategies:

hold a social / group forming event for the Peer Guides so they get to know each other and work better as a group.

provide school specific information and / or training sessions to make sure the Peer Guides are aware of Welcome Week arrangements and what game work better nproet

help with this – it motivates them, allows them to develop more employability skills and adds the student perspective on the success (or otherwise) of the events.

plan social activities that account for the diversity of the student intake and provide a range of activities that will appeal to all. We particularly encourage events that take the focus off alcohol and / or extend a welcome to the breadth of student diversity. This is especially important for particular categories of students such as International Students, Mature Students, Joint Honours Students and Local Students. keep Peer Guides updated with any alterations or extra details during the summer vacation.

offer the Senior Peer Guides extra responsibility; they can be a useful source of information and support for both you and the First Time Peer Guides.

distribute a Peer Guide information sheet or booklet for incoming students. This could include details of how the scheme operates in your school, coordinator details, Peer Guide events and small profiles of the Peer Guides.

establish and encourage the use of good communications to enable Peer Guides to contact each other as well as the new students for example:

- a notice board or pigeon holes within the School for Peer Guide use.

- a manned Peer Guide information point or room.

- a Peer Guide mobile phone which is carried by one of the Peer Guides on a rota system at all times (this gives Peer Guides the option to not give out personal phone numbers if they do not wish to).

- a Peer Guide facebook page which is only open to Peer Guides and incoming students.

The Peer Support Co-ordinator is available for advice and guidance on all aspects of Peer Guiding and can be contacted on peerguidng@bangor.ac.uk or 01248 382072 or look at the information on 'insideBangor'.

Notes

*Applicants are asked to provide referee details for persons external to the university except in the case of some International Students where it is difficult to obtain suitable character references. In these cases it is possible to name staff within the academic school. For more guidance on this please contact the central Peer Support Co-ordinator.

** This can be done by letter, email or phone as soon as places are confirmed. The Record Management team has confirmed there are no problems concerning the release of personal contact details to Peer Guides because:

- all new students are informed of the scheme and have the chance to opt out

all Peer Guides are referenced and trained – confidentiality is covered in training

Peer Guides are reminded when entrusted with details that they are for Peer Guide purposes only

*** Support for incoming students is intended to ease the transition to Bangor