

Student Ambassador Leadership Program



Handbook 2009

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Welcome

Dear SALPer,

Congratulations on your successful application, and welcome to the Student Ambassador Leadership Program (SALP).

This year marks the Program's TENTH year. You join a long list of students who choose to engage with the communities they are a part of and to University life.

The Program's philosophy is firmly rooted in the belief that **“You only get out what you put in”**. Your interest in SALP was sparked by your desire to make a difference, meet new people and explore your capabilities. To this end, SALP will provide you with the support to achieve your goals.

The Program aims to:

- Challenge you to realise your goals and explore new ideas
- Create supportive networks to aid you in your endeavours
- Promote and support volunteerism amongst students
- Empower you with a variety of valuable skills
- Establish projects that address needs in the University and community
- Foster positive relationships between University staff and students

We hope you find your involvement in the University and wider community to be enjoyable, and your SALP experience rewarding.

Good luck!

Rita Manassis – Manager, Student Leadership Programs

Training Calendar

Semester 1	Tuesday	Wednesday	Thursday	Friday
APR Week 6	7 Seminar 1 Exploring Engagement	8 Seminar 1 Exploring Engagement	9	10
Break				
APR Week 7	21 Seminar 2 ALG Meeting 1	22 Seminar 2 ALG Meeting 1	23	24 SALP Weekend 1a
APR/MAY Week 8	28 Seminar 3 Project Management	29 Seminar 3 Project Management	30	1 SALP Weekend 2a
MAY Week 9	5 Seminar 4 CC Communication	6 Seminar 4 CC Communication	7	8 LIVE Ball
MAY Week 10	Project Management evening workshops held this week			
MAY Week 11	19 Seminar 5 ALG Meeting 2	20 Seminar 5 ALG Meeting 2	21	22
May Week 12	26 Seminar 6 ALG Meeting 3	27 Seminar 6 ALG Meeting 3	28	29
Semester 2	Tuesday	Wednesday	Thursday	Friday
AUG Week 2	4 Seminar 7 Considering Ethics	5 Seminar 7 Considering Ethics	6	7
AUG Week 3	11 Seminar 8 ALG Progress Meeting	12 Seminar 8 ALG Progress Meeting	13	14
AUG Week 4	18 Seminar 9 Guest Speaker	19 Seminar 9 Guest Speaker	20	21
AUG Week 5	25 Seminar 10 ALG Meeting 5	26 Seminar 10 ALG Meeting 5	27	28
SEP Week 6	1 Seminar 11 Presentation Skills	2 Seminar 11 Presentation Skills	3	4 SALP Weekend 2a
SEP Week 7	8 Seminar 12 ALG Meeting 6	9 Seminar 12 ALG Meeting 6	10	11 SALP Weekend 2b
SEP Week 8	15 Seminar 13 Shape Your Destiny	16 Seminar 13 Shape Your Destiny	17	18
Break	22 SALP Symposium	23	24	25
OCT Week 9	6 Seminar 14 Wrap-up	7 Seminar 14 Wrap-up	8	9

NOTE: Venues for seminars will be emailed to Ambassadors.

Program Overview & Exchange System

Program Overview

The Student Ambassador Leadership Program has 2 components:

1. *Training:* Seminars, Workshops, Leadership Weekends & Symposium
2. *Contributing:* Action-Learning Groups, Uni Service & Community Engagement

To successfully complete SALP, you will need to:

- ✓ Attend Welcome Day - Saturday 4 April
- ✓ Attend 14 lunchtime seminars - Semesters 1 and 2
- ✓ Attend a Project Management workshop - Semester 1
- ✓ Attend and participate in the SALP Symposium - Tuesday, 22 September
- ✓ Attend 2 Leadership Weekends – April/May & September
- ✓ Do at least 20 hours of University Service
- ✓ Do at least 40 hours of Community Engagement with 1 organisation
- ✓ Participate in Action-Learning Group meetings (part of seminars) and undertake an ALG project as part of your University Service or Community Engagement component.

Exchange System

While attendance at each training component is compulsory, there may be occasions when you will not be able to attend. If this is the case, you will need to contact the SALP Manager, in advance, with notification of your absence.

If you can't attend a training component for reasons beyond your control (religious commitments, illness, etc.) you can still participate through the 'Uni Service Exchange System'. By partaking in an alternative University Service activity, you are still complete SALP.

Non-attendance at SALP training components incur different hours:

SALP Training Component	Points
1 Seminar	2 points
Project Management Workshop	4 points
1 Leadership Weekend	4 points
Welcome Day	4 points
SALP Symposium	6 points

You 'exchange' points for Uni Service (1 point = 1 hour of service)

* A maximum of 12 points can be exchanged. You cannot complete SALP if you exceed 12 points.

Forms and Deadlines

Forms

You will need the following forms when undertaking your Uni Service and Community Engagement work. Download all forms from the SALP database or: www.services.unimelb.edu.au/live/salp/resources.html

- University Service card**
 To claim Uni Service hours for work on an approved activity **OR** to donate your book voucher to a community organisation, in exchange for Uni Service hours.
- ALG Project Proposal form**
 Submitted by Action-Learning Group (ALG) with details of the proposed University or Community project
- ALG Project logbook**
 To record the details of your individual contribution to your ALG project and submitted to the SALP Manager upon completion of the project
- Community Organisation OHS form**
 To provide the updated Occupational Health & Safety details of a non-profit community organisation approved by SALP
- Community Engagement completion report**
 Submitted once Community Engagement hours have been completed

Deadlines

The following dates apply for 2009 Ambassadors:

Date	Requirement	Form
5 June 2009	ALG project proposals due	ALG Project Proposal form
	Community Engagement nominations due	Community Organisation OHS form OR Nomination on the SALP database
30 April 2010	20 hours University Service hours (including exchange points) due	Uni Service cards/ALG Project logbook
	40 hours Community Engagement hours due	Community Engagement completion report/ALG Project logbook
	ALG project report due	Refer to Page 10 of this Handbook

Using the SALP Database

All Ambassadors use the database to:

- Update their personal details and check their progress through SALP
- View contact details of Ambassadors and organisations
- Nominate their contribution to approved Uni and Community projects



The 'Nominate' button does NOT contact the project directly. It only notifies the SALP Manager of your project.



IF YOU DO NOT NOMINATE ACTIVITIES ON THE DATABASE AND SUBMIT THE RELEVANT FORMS YOU WILL NOT BE CREDITED FOR YOUR CONTRIBUTION.

How to Log in

1. Go to: www.services.unimelb.edu.au/live/salp/resources.html
2. Click on the SALP database link. You will be taken to this page:

Welcome to the SALP Management System

Student Login

Student Number

Password

[Download User Guide \(1MB\)](#) [Email me my password](#)

Personnel Login

Email

Password

[Email me my password](#)

*Please note cookies need to be enabled on your browser to log in.

3. Enter your Student Number and Password (e-mailed to you) in the Student Login section

On your first log in **update your profile** and **change your password**

TRAINING: seminars, workshop, leadership weekends & symposium

Seminars

14 seminars (topics listed in the calendar) are held weekly over Semesters 1 & 2. All (except ALG meetings) are held twice a week: Tuesday lunchtime (1-2pm) and repeated Wednesday lunchtime. Ambassadors attend one stream.

Workshop

All Ambassadors attend a Project Management workshop with their Action-Learning Group. This is an interactive and practical workshop which will help you plan and organise the ALG project you will be working on over the next year.

Leadership Weekends

The Leadership Weekends consist of an overnight camp held in Semester 1 **AND** an all-day event held in Semester 2. Ambassadors develop teamwork and leadership skills in a supportive environment.

Cost: **\$80** - covers all activities AND transport, meals and accommodation for the first camp.

Semester One: Overnight Camp

Students are *allocated* to one of the following dates:

- Friday April 24 - Saturday April 25
- Saturday April 25 - Sunday April 26
- Friday May 1 - Saturday May 2
- Saturday May 2 - Sunday May 3

Location: WeekAway Camp

Transport: Bus departs from & returns to Uni.

Semester Two: All-Day Event (9-5pm)

Students are *allocated* to one of the following dates:

- Saturday, September 6
- Sunday, September 7
- Saturday, September 13
- Sunday, September 14

Location: Doncaster Aquarena, Williamson Rd, Doncaster

Transport: Students organise own transport.

SALP Symposium

This is an on-campus conference held during the mid-semester 2 break, on Tuesday 22 September (9am-5pm).

The Symposium is attended by various university staff and community organisations. All Ambassadors are required to deliver a multi-media presentation on the development of their Action Learning Group projects and attend a professional skills workshop.

It is an excellent opportunity to network with university staff, find out about other projects and create links with various community organisations.

CONTRIBUTING: *University Service*

University Service is your involvement *without financial reward* in approved projects run by the University of Melbourne. You can volunteer in approved University activities **OR** develop an ALG project.

YOUR RESPONSIBILITIES AS A UNIVERSITY AMBASSADOR

- ✓ Be reliable and dependable
- ✓ Attend all relevant training (if applicable)
- ✓ Contact the relevant supervisor and organise a replacement, if you become unavailable.

University Service does **NOT** include:

- Paid work - unless you are remunerated in book vouchers that can be donated to SALP-approved community organisations.
- The promotion of a particular political or religious position.
- Participation in student clubs including sports, Student Union and Faculty committees.
- Solely administrative work, unless it's part of an approved project.

TIME: Minimum 20 hours (**excluding training**).

PROCEDURES FOR NOMINATING UNIVERSITY SERVICE

Approved University Service

These activities are listed on the SALP database so you can nominate and volunteer. Details of Uni Service projects listed on the database are subject to change, so you should wait for an email from a faculty/SALP advertising a project and calling for volunteers. You can then respond and nominate for the relevant project on the database.

Yet-to-be-approved University Service

If you are interested in volunteering in a University activity that is *not* listed on the SALP database, you will first need approval from SALP.

Email the SALP Manager with details about the activity, before you participate. Allow 1 week for a response.

AFTER COMPLETING AN ACTIVITY

Once you have completed an activity, submit a Uni Service Card signed by the activity's supervisor to confirm that you have completed the time required.

If remunerated with cash or book vouchers, you must complete the relevant details on the Uni Service Card and submit with the attached voucher, at least 60 days before the voucher's expiry date, if you would like the activity to count towards your SALP Uni Service.

CONTRIBUTING: *Community Engagement*

Community Engagement is your involvement *without financial reward* aimed at benefiting the wider community. You can volunteer with an existing non-profit organisation **OR** develop an ALG project.

Community Engagement does **NOT** include:

- Paid work.
- Promotion of a particular political, religious or sectarian position.
- Fundraising.
- Work that you will be undertaking as part of another University program such as an internship subject, SIFE, Student Work Placements etc.

TIME: Minimum 40 hours (**excluding training**) with ONE organisation.

VOLUNTEER WORK RESOURCES

- SALP Database <http://salp.squarenine.com.au/>
- Volunteers Online www.volunteersonline.unimelb.edu.au/
- Student Volunteer Resource Service www.services.unimelb.edu.au/live/svrs
- Volunteering Victoria www.volunteeringvictoria.com.au/

NOMINATING COMMUNITY PROPOSALS

Approved Community Engagement Organisation

These are listed on the SALP database, so you can go ahead and nominate.

1. When you find an organisation that interests you, contact them to discuss volunteering. NOTE: Some organisations have a recruitment/training period or may ask you to undergo a police check, so ensure you negotiate your volunteer work **well in advance** of the 5 June deadline.

2. Once you have confirmed your volunteer work with the organisation, nominate the organisation on the database.

What if you find the organisation, but can't see the Nominate link?

Nominate RC Volunteer Red Cross Red Cross Australia
ASRC Volunteer ASRC Asylum Seeker Resource Centre

This means the organisation's insurance information needs to be updated on the SALP database.

1. You must ask the organisation to complete the Community Organisation OHS form before your commence volunteer work there.

2. Submit the completed and signed form to the SALP Manager who will update the details on the database in order for you to nominate.

Yet-to-be Approved Community Engagement Organisation

If you are interested in volunteering with an organisation not listed on the SALP database, you will first need approval from SALP.

1. Email the SALP Manager with the following information:

- Organisation's details including branch address and website
- Description of your role (provide as much detail as possible)



Allow a week for the SALP Manager to email you regarding the status of your proposal. Your proposal must be approved by SALP **before** commencing the activity.

2. If your proposal is approved, contact the organisation and ask them to complete the Community Organisation OHS form so they can be added to the SALP database. NOTE: Some organisations have a recruitment and training period or may ask you to undergo a police check, so ensure you negotiate your volunteer work **well in advance** of the 5 June deadline.

AFTER VOLUNTEERING A MINIMUM OF 40 HOURS

By reflecting on your Community Engagement, you can then better understand the experience, appreciate what you and others are doing to make a difference, and learn about how this experience relates to your life.

Submit your Community Engagement completion report to the SALP Manager, by 30 April 2010. The form must be signed by the organisation to confirm you have completed the time required.

WHAT TYPE OF VOLUNTEER WORK?

Volunteering activities should benefit someone beyond the organisation, so Ambassadors are required to volunteer with community groups where there is considerable degree of disadvantage and/or where their impact is critical.

Organisations on the SALP database invariably cater for disadvantaged groups or rely entirely on volunteers in order to survive.

Reflect on what you want to gain from your work and contribute to the community:

- What community issues do you feel particularly strongly about?
- Take your other commitments into account (study, part-time work, etc)
- Does the purpose of the organisation match your own values and beliefs?



CONTRIBUTING: Action-Learning Group Project

All ALGs undertake a university or community project and each Ambassador can count the hours they contribute towards their Community Engagement or University Service component.

ALGs must research carefully when coming up with ideas for projects. Talking to all relevant people will save the ALG time and resources. Projects are aimed at benefiting a particular group, organisation, department, etc so you must approach appropriate stakeholders first, to identify their needs and scope ideas.

Examples of projects initiated by past Ambassadors have included:

- Developing an environmental studies education kit with Parks Victoria.
- Creating an art-space for a non-profit organisation.

TIME: **Community project:** 40 hours each ALG member;
 Uni Project: 20 hours each ALG member

UNI PROJECT PROCEDURES

1. Submit one ALG Project Proposal form per ALG by 5 June 2009.
2. If your proposal is accepted, each ALG member must individually nominate 'ALG Uni Project - SALP' on the database.
3. Each ALG member must keep an ALG Project logbook, recording individual tasks they contribute towards the project, e.g., drafting letters, contacting organisations, etc (include an estimate of time you spent on each task).

COMMUNITY PROJECT PROCEDURES

1. Once your ALG has decided on a project, email the SALP Manager with the title of the project from the 2009 ALG projects list (included in your SALP pack) OR submit an ALG Project Proposal form for another project, by 5 June 2009.
2. If your proposal is accepted, each ALG member must individually nominate 'ALG Community Project - SALP' on the database.
3. Each ALG member must also keep an ALG Project logbook.

COMPLETING YOUR PROJECT

1. Submit your ALG Project logbook and your individual Community Engagement completion report (if a community project) to the SALP Manager.
2. Your ALG must submit ONE group report on completion of the project. Include:
 - Title page and table of contents
 - Project overview - statement of purpose, background info as to how the project came about, brief description of project aims, objectives and results.
 - List of contacts/stakeholders
 - Details of the major tasks undertaken during the project with a timeline
 - Evaluation and feedback received and copies of evaluation tools if used.
 - Future recommendations

Your Action-Learning Group Checklist

Being in an ALG will probably be the most rewarding and challenging aspect of your SALP experience. In order to get the most out of it, participation in your ALG should be a **MUTUAL** and **INTERACTIVE** partnership.

Members must undertake to fulfil the following:

- Be committed and provide adequate warning of changes
- Assist with evaluation and feedback
- Share experiences and learning, both successes and failures
- Develop a professional relationship – both honest and respectful

<p>Role of ALG Facilitator:</p> <ul style="list-style-type: none"> • Organise meeting venues and inform members • Record attendance and inform SALP Manager • Guide members to participate in meetings • Challenge, motivate and encourage discussion • Identify assumptions • Offer alternative perspectives • Encourage reflection and problem-solving • Be a sounding-board for ideas <p>Avoid:</p> <ul style="list-style-type: none"> • <i>Providing solutions</i> • <i>Tutoring or offering counselling</i> 	<p>Your role:</p> <ul style="list-style-type: none"> • Be proactive and show initiative • Take responsibility for your project role • Question, reflect and communicate openly • Be open to opportunities and alternatives • Accept feedback and learn from it positively • Participate in discussion and decision-making • Commit to the agreed to project <p>Avoid:</p> <ul style="list-style-type: none"> • <i>Neglecting to fulfil agreed commitments</i> • <i>Expecting ALG Facilitator to run meetings</i> • <i>Judging Facilitator for meeting success/failure</i>
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ALG POLICIES

Communication

Regular communication should be maintained between the facilitator and all members (even during the extend holiday breaks) as a successful project depends on it. If persistent communication problems occur, contact the SALP Manager.

Contact details

Group members can record each other's contact details on the back cover of this Handbook. Staff and student emails can be found via the University's directory.

Meeting protocol

ALGs must meet at least 6 times during 2009 - check the Training Calendar for the scheduled weeks. These are a part of the 14 seminars and attendance is recorded by the ALG Facilitator. Members arriving 20 minutes after meeting has commenced will incur extra Uni Service hours, as attendance will not be recorded.

One of these scheduled meetings is an ALG Progress Meeting, where group members meet together with the SALP Manager and the ALG facilitator to report on the progress of their project (held Semester 2, Week 3)

ALG meetings outside of the scheduled weeks should be recorded in your ALG Project logbook.

Code of Conduct

“The University is a community of scholars, students, administrative and support staff who are committed to the pursuit of excellence in research, scholarship, teaching and learning and academic support. The Student Expectations & Responsibilities Policy sets out the expectations students can reasonably have as they participate in their education at the University.”

For a full version of the University's Student Expectations & Responsibilities Policy go to: <http://www.services.unimelb.edu.au/policy/expectations/expectations.html#3>

In accordance with this policy, Ambassadors should adhere to the following Code of Conduct:

- ✓ Contact the SALP Manager with any concerns or difficulties
- ✓ Maintain professional standards of behaviour and safety
- ✓ Treat others with courtesy, be respectful and non-judgmental
- ✓ Fulfill agreed commitments
- ✓ Assist with constructive evaluation and feedback

Repeated failure to comply with this Code of Conduct will result in the review of the student's participation in SALP.

Grievance procedure

Complaints and grievances will be dealt with according to University of Melbourne procedures <http://www.services.unimelb.edu.au/grievances/grievances.html>

In the first instance, Ambassadors should discuss the issue with the SALP Manager. If this is not possible, or the participant does not wish to do this, they should contact the General Manager, Student Engagement, Ms Di Rachinger (8344 7620)

Completing SALP

SALP provides you with the opportunity to discover and harness your leadership skills. You won't achieve this just by attending seminars and workshops. Get involved, not just when you are in the program but also after you have graduated.

- Become a SALP Leader and facilitate an Action-Learning Group.
- Develop a successful project and train other Ambassadors to coordinate and further develop it so that it becomes an ongoing venture, well after you have graduated from the university.
- Encourage others to apply for SALP and volunteer in the community.
- Participate in useful university conferences and activities which will further develop your skills. As an Ambassador you have access to a database of information which will enable you to continue your involvement.

SALP Contacts		
Rita Manassis SALP Manager	8344 0384	r.manassis@unimelb.edu.au
Zoe Dauth SALP Officer	8344 4691	zldauth@unimelb.edu.au

Action Learning Group Contacts		
Name	Phone	Email
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		